

# MOUNTAIN VIEW LODGE

## Aspen, Colorado

### Guest Services & Mountain Resort Policies

**Address:** 425 Snowmass Village Mall, Aspen, CO 81615

**Phone:** +1 (970) 555-0300

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**Website:** [www.mountainviewlodge.com](http://www.mountainviewlodge.com)

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## WELCOME TO MOUNTAIN VIEW LODGE

Nestled in the heart of the Colorado Rockies, Mountain View Lodge offers an authentic alpine experience with luxury amenities. Whether you're hitting the slopes in winter or exploring mountain trails in summer, our cozy mountain retreat provides the perfect base for your Colorado adventure.

## LODGE OVERVIEW

### Property Features

- **Location:** Ski-in/ski-out access to Snowmass Mountain
- **Elevation:** 8,209 feet above sea level
- **Guest Rooms:** 120 mountain-style rooms and suites
- **Dining:** 2 restaurants and 1 fireside lounge
- **Spa:** Full-service alpine spa with mountain views
- **Activities:** Year-round outdoor recreation programs
- **Event Space:** Rustic meeting rooms with panoramic mountain views

## ACCOMMODATIONS

### Room Categories

- **Standard Mountain Rooms:** 380 sq ft with mountain or valley views
- **Deluxe Slope-Side Rooms:** 420 sq ft with direct ski slope access
- **Junior Mountain Suites:** 580 sq ft with fireplace and separate seating area
- **Executive Suites:** 750 sq ft with kitchen, fireplace, and mountain views
- **Penthouse Lodge Suite:** 1,100 sq ft with private deck and hot tub

## Room Amenities

- Rustic mountain décor with modern comforts
- Gas fireplace (in suites and select rooms)
- Heated bathroom floors
- Premium down bedding and flannel sheets
- 43" Smart TV with streaming capabilities
- Complimentary WiFi throughout the lodge
- Mini-refrigerator and Keurig coffee maker
- Ski and boot storage area
- Humidifier (high altitude comfort)
- Robes and slippers provided

## SEASONAL INFORMATION

### Winter Season (December - March)

- **Ski Season:** Lift tickets and equipment rental available
- **Snow Activities:** Snowshoeing, cross-country skiing, sledding
- **Average Snow Base:** 60-80 inches
- **Lift Access:** Direct access to Snowmass Village lifts
- **Après-Ski:** Fireside cocktails and live entertainment

### Summer Season (June - September)

- **Hiking Trails:** 50+ miles of maintained trails accessible from lodge
- **Mountain Biking:** Lift-served mountain biking on Snowmass
- **Activities:** Fly fishing, horseback riding, scenic chairlift rides
- **Weather:** Daytime highs 70-80°F, nighttime lows 40-50°F
- **Wildflower Season:** Peak bloom July - August

### Spring/Fall Seasons (April-May, October-November)

- **Shoulder Season:** Reduced rates and fewer crowds
- **Activities:** Hiking, fishing, scenic drives
- **Weather:** Variable mountain conditions
- **Aspen Foliage:** Peak fall colors typically late September

## CHECK-IN & CHECK-OUT POLICIES

**Check-in Time:** 4:00 PM

**Check-out Time:** 11:00 AM

**Early Check-in:** Available from 1:00 PM (subject to availability, \$25 fee)

**Late Check-out:** Until 1:00 PM (\$50), until 3:00 PM (\$100)

## Registration Requirements

- Valid photo identification (driver's license or passport)
- Major credit card for room charges and incidentals
- Ski equipment waiver (winter season)

## High Altitude Information

- Lodge elevation: 8,209 feet
- Guests may experience altitude effects (headaches, fatigue, dehydration)
- Recommendations: Stay hydrated, limit alcohol initially, rest as needed
- Medical oxygen available upon request

## DINING OPTIONS

### The Summit Restaurant - Fine Mountain Dining

- **Cuisine:** Contemporary American with Colorado influences
- **Hours:** Dinner 5:30 PM - 10:00 PM (closed Tuesdays in off-season)
- **Dress Code:** Mountain elegant (smart casual, no tank tops or flip-flops)
- **Reservations:** Highly recommended, especially during peak season
- **Specialties:** Colorado lamb, elk, fresh trout, extensive wine selection
- **Features:** Floor-to-ceiling windows with panoramic mountain views

### Fireside Café - Casual All-Day Dining

- **Hours:** 7:00 AM - 9:00 PM daily
- **Breakfast:** 7:00 AM - 11:00 AM
- **Lunch:** 11:00 AM - 4:00 PM
- **Dinner:** 4:00 PM - 9:00 PM
- **Atmosphere:** Rustic lodge setting with stone fireplace

- **Menu:** Hearty mountain fare, soups, sandwiches, comfort foods
- **Special:** Famous Colorado green chili and homemade pastries

## **The Lodge Bar & Lounge**

- **Hours:** 3:00 PM - 12:00 AM (1:00 AM weekends)
- **Features:** Cozy fireside seating, game area with pool table
- **Offerings:** Craft cocktails, local Colorado beers, wine selection
- **Happy Hour:** 4:00 PM - 6:00 PM daily (winter season)
- **Entertainment:** Live acoustic music Friday and Saturday evenings

## **Room Service**

- **Hours:** 7:00 AM - 10:00 PM daily
- **Menu:** Breakfast items, light meals, beverages
- **Delivery Time:** 45-60 minutes (longer during peak periods)
- **Service Fee:** 20% plus \$3 delivery charge

## **SPA & WELLNESS**

### **Alpine Wellness Spa**

**Hours:** 9:00 AM - 7:00 PM daily

### **Signature Mountain Treatments**

- **Rocky Mountain Hot Stone Massage:** 80 minutes - \$195
- **Alpine Aromatherapy Massage:** 60 minutes - \$165
- **Couples Mountain Retreat:** 60 minutes - \$330 (for two)
- **High Altitude Recovery Treatment:** 75 minutes - \$180
- **Aspen Clay Wrap:** 60 minutes - \$155

### **Facial Services**

- **Mountain Glow Hydrating Facial:** 60 minutes - \$145
- **Gentleman's Mountain Facial:** 45 minutes - \$125
- **Anti-Aging Alpine Facial:** 75 minutes - \$190
- **After-Sun Soothing Treatment:** 30 minutes - \$85

## Spa Amenities

- Eucalyptus steam room with mountain views
- Dry sauna with red cedar wood
- Co-ed relaxation lounge with herbal teas
- Outdoor hot tub (seasonal availability)
- Fitness room with mountain-view cardio equipment

## Spa Policies

- Advanced reservations strongly recommended
- 24-hour cancellation policy (full charge for no-shows)
- Gratuities not included in service prices
- Minimum age: 16 for treatments, 18 for spa facilities
- Robes and slippers provided

## ACTIVITIES & RECREATION

### Winter Activities (December - April)

- **Downhill Skiing:** Ski-in/ski-out access to Snowmass (3,300 acres)
- **Snowboarding:** Terrain parks and halfpipes
- **Cross-Country Skiing:** 25 miles of groomed trails
- **Snowshoeing:** Guided tours and equipment rental
- **Dog Sledding:** Half-day and full-day excursions
- **Ice Skating:** Outdoor rink in Snowmass Village
- **Sleigh Rides:** Evening dinner sleigh rides available

### Summer Activities (June - September)

- **Hiking:** Guided nature walks and challenging summit hikes
- **Mountain Biking:** Lift-served trails and cross-country routes
- **Fly Fishing:** Roaring Fork River and private mountain streams
- **Horseback Riding:** Trail rides through aspen groves
- **Golf:** 18-hole championship course (15 minutes away)
- **Scenic Chairlift Rides:** Summer sightseeing on Snowmass
- **White Water Rafting:** Colorado River adventures

## **Year-Round Activities**

- **Spa Services:** Full-service wellness treatments
- **Fitness Center:** Modern equipment with mountain views
- **Hot Tub:** Outdoor hot tub with alpine views
- **Game Room:** Pool table, board games, puzzles
- **Nature Center:** Educational programs and wildlife information
- **Photography Workshops:** Landscape and wildlife photography

## **GUEST SERVICES**

### **Concierge Services**

Available 7:00 AM - 10:00 PM daily

### **Activity Bookings:**

- Ski and snowboard lessons (group and private)
- Equipment rental (skis, snowboards, mountain bikes)
- Guided hiking and fishing excursions
- Adventure tours and day trips
- Golf tee times and transportation

### **Local Recommendations:**

- Aspen downtown restaurants and shopping
- Cultural events and festivals
- Scenic drives and viewpoints
- Local art galleries and museums

### **Transportation:**

- Complimentary shuttle to Aspen downtown (winter season)
- Airport transfers to Aspen/Pitkin County Airport
- Car rental arrangements
- Taxi and ride service coordination

## **Equipment Services**

- **Ski/Snowboard Rental:** On-site rental shop with premium equipment
- **Bike Rental:** Mountain bikes and safety equipment
- **Fishing Gear:** Rods, reels, and local guide services
- **Hiking Equipment:** Day packs, poles, and safety gear
- **Equipment Storage:** Secure overnight storage for all gear

## FAMILY SERVICES

### Kids Program - "Mountain Explorers"

- **Ages:** 5-12 years old
- **Winter Program:** Ski lessons and snow activities
- **Summer Program:** Nature hikes and outdoor adventures
- **Hours:** 9:00 AM - 3:00 PM daily (seasonal)
- **Cost:** \$95 per child per day (includes lunch)
- **Reservations:** Required 48 hours in advance

### Family Amenities

- Connecting rooms available for families
- Pack-n-plays and high chairs (complimentary)
- Children's games and books in lobby
- Kid-friendly dining options and children's menus
- Babysitting services through certified local providers
- Family hiking maps and nature activity guides
- Snow gear rental for children (winter season)

## POLICIES & PROCEDURES

### Pet Policy

- **Pet-Friendly Accommodations:** Limited pet rooms available
- **Pet Fee:** \$100 per stay (maximum 2 pets, 60 lbs each)
- **Pet Amenities:** Dog beds, bowls, treats, and waste bags
- **Trail Access:** Pets welcome on designated hiking trails
- **Restrictions:** Pets not allowed in dining areas, spa, or pool areas
- **Dog Walking:** Designated relief areas throughout property

## Accessibility Services

- ADA-compliant rooms with accessible bathrooms
- Elevator access to all floors
- Accessible parking spaces near main entrance
- Assistive listening devices available for events
- Service animals welcome with no additional fees
- Wheelchair-accessible trails and common areas

## Smoking Policy

- **Smoke-Free Environment:** All indoor areas are non-smoking
- **Designated Areas:** Outdoor smoking areas only
- **Violation Fee:** \$400 cleaning fee for smoking in rooms
- **Fire Safety:** Strict enforcement due to wildfire risk in Colorado

## Cancellation Policies

- **Standard Rates:** 48-hour cancellation policy
- **Peak Season** (Dec 20 - Jan 3, Feb 15 - Mar 15): 7-day cancellation
- **Holiday Weekends:** 14-day cancellation required
- **Group Reservations:** Custom cancellation terms
- **Weather Policy:** Flexible cancellation for severe weather conditions

## Payment Information

- All major credit cards accepted
- Resort fee: \$25 per night (includes WiFi, fitness center, shuttle service)
- Security deposit: \$150 per night for incidentals
- Automatic gratuity: 18% on spa services and room service
- Cash payments accepted for retail purchases only

## SEASONAL RATES & PACKAGES

### Winter Season Packages

- **Ski & Stay Package:** Includes lift tickets and breakfast
- **Romance in the Rockies:** Couples massage, dinner, and champagne



- **Family Winter Fun:** Kids ski free program and family activities
- **New Year's Celebration:** Special events and festivities

## Summer Season Packages

- **Mountain Adventure Package:** Guided hikes and outdoor activities
- **Wellness Retreat:** Spa treatments and yoga classes
- **Family Explorer Package:** Kids programs and family activities
- **Photography Workshop:** Professional instruction and guided shoots

## Shoulder Season Specials

- **Extended Stay Discounts:** 4+ nights receive 15% off
- **Local Resident Rates:** Colorado resident discounts available
- **Group Rates:** 10+ rooms receive special pricing
- **Senior Discounts:** Ages 65+ receive 10% off (off-peak periods)

## LOCAL AREA INFORMATION

### Aspen Highlights (15 minutes by shuttle)

- **Aspen Mountain:** Skiing and summer scenic gondola rides
- **Wheeler Opera House:** Live performances and cultural events
- **Aspen Art Museum:** Contemporary art exhibitions
- **John Denver Sanctuary:** Peaceful riverside memorial garden
- **Aspen Saturday Market:** Local crafts and farmers market (summer)

### Nearby Attractions

- **Maroon Bells:** Most photographed peaks in North America (30 minutes)
- **Independence Pass:** Scenic mountain drive (summer only)
- **Glenwood Hot Springs:** Natural hot springs resort (1 hour)
- **Crystal Mill:** Historic mining structure and photography spot
- **Aspen Music Festival:** Summer classical music performances

### Outdoor Recreation Areas

- **White River National Forest:** Hiking, camping, and wildlife viewing
- **Snowmass Lake Trail:** Popular day hike to alpine lake

- **Capitol Peak:** Challenging 14er for experienced climbers
- **Roaring Fork River:** Blue-ribbon trout fishing
- **Independence Ghost Town:** Historic mining town ruins

## Shopping & Dining in Aspen

- **Core of Aspen:** Luxury shopping and galleries
- **Local Restaurants:** Farm-to-table dining and mountain cuisine
- **Aspen Brewing Company:** Local craft brewery
- **Wheeler/Stallard Museum:** Local history and mining heritage

## TRANSPORTATION

### Airport Information

- **Aspen/Pitkin County Airport (ASE):** 20 minutes from lodge
- **Denver International Airport (DEN):** 4 hours by car, shuttle available
- **Grand Junction Airport (GJT):** 2.5 hours by car
- **Eagle County Airport (EGE):** 2 hours by car

### Local Transportation

- **Complimentary Shuttle:** Downtown Aspen (winter season only)
- **RFTA Bus System:** Public transportation throughout Roaring Fork Valley
- **Rental Cars:** Available at airports and in Aspen
- **Taxi Services:** Local taxi and ride-share options
- **Bike Rentals:** Electric bikes available for valley exploration

### Driving Conditions

- **Mountain Roads:** Steep grades and winding roads
- **Winter Driving:** All-wheel drive or 4WD recommended, chains required
- **Parking:** Complimentary self-parking for registered guests
- **Valet Service:** Available during peak seasons (\$30 per night)

## ALTITUDE & WEATHER INFORMATION

### High Altitude Considerations

- **Lodge Elevation:** 8,209 feet above sea level

- **Symptoms:** Possible headaches, fatigue, shortness of breath
- **Prevention:** Stay hydrated, avoid excessive alcohol, rest frequently
- **Medical:** Oxygen available upon request, consult doctor if severe symptoms

## Seasonal Weather Patterns

- **Winter** (Dec-Mar): Average highs 25-40°F, lows 0-20°F, frequent snow
- **Spring** (Apr-May): Variable conditions, possible late season snow
- **Summer** (Jun-Aug): Highs 70-80°F, lows 40-50°F, afternoon thunderstorms
- **Fall** (Sep-Nov): Cooling temperatures, peak aspen foliage, early snow possible

## Packing Recommendations

- **Winter:** Warm layers, waterproof boots, gloves, hat, sunglasses
- **Summer:** Light layers, rain jacket, sturdy hiking boots, sun protection
- **Year-Round:** Sunscreen (high altitude UV), lip balm, moisturizer

## EMERGENCY INFORMATION & SAFETY

### Emergency Contacts

- **Emergency Services:** Dial 911
- **Lodge Security:** Dial 0 from room phone or +1 (970) 555-0399
- **Pitkin County Sheriff:** +1 (970) 920-5300
- **Aspen Valley Hospital:** 15 minutes, +1 (970) 925-1120
- **Mountain Rescue:** +1 (970) 920-5310

### Safety Information

- **Wildlife:** Black bears, elk, and mountain lions in area - maintain safe distance
- **Hiking Safety:** Stay on marked trails, carry water, inform others of plans
- **Weather Changes:** Mountain weather can change rapidly, dress in layers
- **Fire Safety:** Smoking only in designated areas due to wildfire risk
- **Avalanche Conditions:** Check reports before backcountry activities

### Medical Services

- **Aspen Valley Hospital:** Full-service hospital 15 minutes away
- **Urgent Care:** Aspen Medical Associates (20 minutes)

- **Pharmacy:** City Market Pharmacy in Snowmass Village
- **Altitude Sickness:** Medical oxygen available at front desk

## CONTACT INFORMATION

### Main Numbers

- **Lodge Main Line:** +1 (970) 555-0300
- **Reservations:** +1 (970) 555-0301
- **Concierge:** +1 (970) 555-0302
- **Spa Appointments:** +1 (970) 555-0303

### Room Extensions (Dial from your room)

- **Front Desk:** 0
- **Room Service:** 7
- **Housekeeping:** 8
- **Concierge:** 9
- **Spa:** 6

### Email Contacts

- **General Information:** [info@mountainviewlodge.com](mailto:info@mountainviewlodge.com)
- **Reservations:** [reservations@mountainviewlodge.com](mailto:reservations@mountainviewlodge.com)
- **Group Sales:** [groups@mountainviewlodge.com](mailto:groups@mountainviewlodge.com)
- **Spa:** [spa@mountainviewlodge.com](mailto:spa@mountainviewlodge.com)

## ENVIRONMENTAL COMMITMENT

### Sustainability Practices

- **Green Building:** LEED-certified construction and energy efficiency
- **Water Conservation:** Low-flow fixtures and greywater recycling
- **Waste Reduction:** Comprehensive recycling and composting programs
- **Local Sourcing:** Farm-to-table dining with Colorado suppliers
- **Wildlife Protection:** Certified wildlife habitat preservation

### Guest Participation

- **Towel Program:** Reuse towels to conserve water and energy

- **Recycling:** In-room recycling bins and guest education
- **Transportation:** Shuttle services to reduce vehicle emissions
- **Leave No Trace:** Outdoor recreation education and trail maintenance

## SPECIAL EVENTS & SEASONS

### Annual Events

- **Winter X Games** (January): World-class winter sports competition
- **Aspen Music Festival** (Summer): Classical music performances
- **Aspen Food & Wine** (June): Celebrity chef events and tastings
- **Fall Foliage Season** (September): Peak aspen color viewing
- **New Year's Celebration:** Special lodge events and fireworks

### Conference & Event Services

- **Meeting Spaces:** 3 mountain-view conference rooms (20-80 people)
- **Audio/Visual:** Full presentation equipment available
- **Catering:** Custom menus featuring local Colorado cuisine
- **Team Building:** Outdoor adventure and group activities
- **Wedding Services:** Mountain wedding packages and coordination

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*Welcome to Mountain View Lodge, where Colorado's natural beauty meets comfortable luxury. Our team is dedicated to helping you create unforgettable memories in the heart of the Rocky Mountains. Whether you're seeking adventure or relaxation, we're here to ensure your mountain experience exceeds all expectations.*

**Document Last Updated:** January 2025

**For current snow conditions, weather updates, and activity availability, please check with our concierge team or visit our website at [www.mountainviewlodge.com](http://www.mountainviewlodge.com)**