

CAMCO KEY SERVICE

(530) 587-3355 (800) 916-2262 Fax (530) 587-3337 info@camcotruckee.com

GENERAL INFORMATION

Keys are available through the CAMCO office during business hours Monday through Friday 8:00 am – 5:00 pm (closed for lunch from noon to 1:00 pm.) The office is also closed on weekends, July 4th, Thanksgiving weekend, Christmas, and New Year's Day.

To acquire your key after hours, on weekends, and on holidays when the office is closed, we can leave it in one of our six outdoor lock boxes and provide the combination to you or your guests. Please call ahead during business hours to reserve a lock box and obtain the combination. **We kindly request all lock box requests be in prior to 2:00 pm on the day of pick up in order to meet your needs.**

The CAMCO office is located at 12219 Business Park Drive, Suite 8, which is in the Airport Business Park by the Truckee Airport.

The key service is not designed to be a vacation rental service. Continued frequent guest usage is an abuse of the service and may result in additional fees or cancellation. Our service is designed to help with vendor service and emergency maintenance issues. Keep in mind when emergency issues happen (broken water pipes or fire to name two) it is strongly recommended by CAMCO to have a key available either through an outside lockbox, Northstar's security program or CAMCO's key program so we may be able to access your unit in a timely matter.

KEY AUTHORIZATION

We will only release a key to individuals that have been authorized by you either in writing or by phone. Authorized names are listed by our staff on your key card. To avoid any unnecessary delays, please call our office in advance to inform us of any guests or vendors that will be checking out your key.

Please call, fax, or e-mail our office to update the list of people who are authorized to check out your key and to report address and phone number changes.

COST

The annual charge for the service is \$72.00. The period of service is June 1st through May 31st of the following year.