

The safety and wellbeing of our guests is a top priority for The Vail Racquet Club Mountain Resort.

We understand that our guests may be experiencing stress given the rapidly changing information on travel restrictions and cancelled or postponed public events. We want you to know that we are monitoring the coronavirus (COVID-19) situation closely and are listening carefully to the questions and concerns we receive from guests.

For all questions and changes, please email us at sales@vrcmr.com. In the subject line, include your arrival date so we can assist those in order of importance.

Below is our current action being taken to assist all guests regarding upcoming travel. Whether you booked your travel through our property or through a 3rd party, we are happy to help. In many cases, guests **WILL NOT NEED** to contact the 3rd party they booked through.

Waiving Change Fees

We are waiving our normal policies to allow guest to make convenient plans for the future:

Existing reservations for upcoming travel between March 14 and April 30, 2020:

All existing reservations made before March 13, 2020 that are for arrivals between March 14 and April 30, 2020 can be changed at no charge up to 24 hours before your scheduled arrival. Your new arrival date will be honored for dates prior to May 1, 2021. If you should need to modify those dates in the future when your plans become more final, the VRCMR will be happy to make one more modification free of charge.

New reservations for any future travel:

Any reservation you make between March 14, 2020, and April 30, 2020 – for any future arrival date – can be changed at no charge up to 72 hours before your scheduled arrival. **These policies for new reservations only apply to stays booked through our website.**