



Owner Web

The optional Owner Web feature is accessible through our website at www.TahoeLodging.com. This convenient online tool allows our vacation rental owners to view availability for their property, make owner and owner guest bookings, view their monthly accounting statements, and make changes to their contact information.

If you would like access to this functionality, please email us at stay@tahoelodging.com to let us know. Once we have activated your account, you will receive an email with a password so that you can log in. Please don't hesitate to contact us if you have any questions or need assistance with Owner Web. One of our staff will be happy to walk you through it.

INSTRUCTIONS FOR USING OWNERWEB:

- **LOGIN** – The username you use to log in will be the primary email address assigned to your owner account. Your initial password will be your unique property code. If you do not have this code, we will email it to you once your account is activated. After you first login, we recommend that you change your password to something easier for you to remember. However, if you lose or forget your password, we will have to reset it back to the property code, which you can change again.
- **STATEMENTS** – By going to the “Statements” tab you can view your statements from prior months. We usually publish the previous month's statement to your Owner Web page by the 15th of each month. If you notice a statement is missing from your Owner Web page, just let us know and we will get it posted ASAP.
- **RESERVATIONS** – The “Reservations” tab is where you can go to view the availability calendar for your property. From here you can also block time for owner or owner guest use. If you are entering a reservation for an owner guest, please include the name of your guest in the notes section of the form and also let us know if they will be picking up a key from our office. For owner reservations, please make sure to note whether you will require a departure cleaning. If more than one owner will be accessing your Owner Web account to make reservations, it is also helpful if the person entering the reservation provides their email address in the notes field, so that in the future we (or you) can track who booked the reservation. Once your reservation has been submitted, you should receive a confirmation email from us within 24 hours. We also provide a second email with a map to our office and check-in instructions that you can forward to your guests. Please note that on Owner Web, the “end date” on the reservation is the last night of the stay, and not actual the departure day. Also, you will be required to call or email our office (stay@tahoelodging.com) to make any changes to existing reservations that are already in the system. **IF YOU ARE BOOKING A RESERVATION THAT WILL BE ARRIVING WITHIN 48 HOURS, IT IS IMPORTANT THAT YOU FOLLOW-UP WITH A CALL TO OUR OFFICE AT (530) 542-5850.**
- **ACCOUNT** – The “Account” tab is where you can change your email address, mailing address, and phone number of record. You can also change your Owner Web login password from this page.