



TAHOE GETAWAYS STAFF DIRECTORY

Tahoe Getaways' office is staffed 7 days/week, 365 days/year from 9:00 am to 6:00 pm. During these hours, immediate assistance is always available at 530-583-0220 or guestservices@tahogetaways.com. In order to best assist you with specific needs, we recommend using the following directory.

BUSINESS TOPIC	CONTACT	EMAIL	PHONE
Accounting <i>Billing</i> <i>Owner Statements</i> <i>OwnerWeb</i> <i>Tax Forms</i>	Cynthia Braga	cynthia.braga@tahogetaways.com	x102
Administrative <i>Charity Bookings</i> <i>Cleaning Schedules</i> <i>Owner Reservations</i>	Jim Winterberger Guest Services Guest Services	jim.winterberger@tahogetaways.com guestservices@tahogetaways.com guestservices@tahogetaways.com	x101 x2 x2
Rentals <i>Leases (30+ Days)</i> <i>Reporting Damage</i> <i>Vacation Rentals</i>	Beth Taylor Luke Eberle Sales	beth.taylor@tahogetaways.com luke.eberle@tahogetaways.com inquiries@tahogetaways.com	x103 x104 x1
Legal <i>Contracts</i> <i>Insurance</i> <i>Risk Management</i>	Jim Winterberger	jim.winterberger@tahogetaways.com	x101
Marketing	Amber Kennedy	amber.kennedy@tahogetaways.com	x110
Operations <i>Carpet Cleaning</i> <i>Managed Services</i> <i>Repairs/Maintenance</i> <i>Spa Care</i> <i>Vendor Coordination</i>	Operations	operations@tahogetaways.com	x7
Real Estate Sales	Jim Winterberger	jim.winterberger@tahogetaways.com	x101
Rental Strategy & Pricing	Jim Winterberger	jim.winterberger@tahogetaways.com	x101

FOR EMERGENCIES AFTER HOURS CALL 530-583-0220 x5 – 24/7 RESPONSE

*To make new reservations, view your calendar, or access your Owner Statements, visit [OwnerWeb](#).

**Staff schedules vary. Emails and voicemails left for individuals will be answered within 24-48 hours. For urgent matters, a Manager on Duty and representative from each department is available daily. Please call 530-583-0220 x0 for assistance.

***In the event of an emergency, please **use the emergency line**. Do not rely on an individual's cell phone in this case.