

Mail and Package Delivery Service to Buildings 4 and 5 at the Village at Palisades Tahoe

Frequently Asked Questions (FAQ's)

1. How does the United States Postal Service (USPS) deliver mail to individual Units in Buildings 4 and 5?

While the expectation is that USPS provides universal and ubiquitous service to residents of the United States, USPS delivery service for items addressed to Units in Buildings 4 and 5 terminates at the USPS office in Olympic Valley. Once the item terminates in the USPS office in Olympic Valley, the USPS policy and execution of service for that item varies. USPS does not deliver the items to Building 4 or 5. This includes packages from Amazon and other retailers who rely on USPS solely or for the last mile of delivery of an item.

2. Does the USPS provide any other mail service options?

The USPS Olympic Valley office will rent post office boxes and place items addressed to the post office box in the post office box. Please inquire to the USPS office in Olympic Valley about other options or what happens to items that terminate at the Olympic Valley USPS office.

3. Aren't Owners entitled to receive mail delivery to Buildings 4 and 5?

The 22 Station Owners Association Inc. ("22 Station") CC&R's do not obligate 22 Station to provide mail service. 22 Station is not responsible for the mail delivery service of 3rd parties including, but not limited to, USPS.

4. Isn't Palisades Tahoe Hospitality ("Palisades") obligated to deliver, receive, and/or store mail and packages for Owners?

The property management agreement between 22 Station and Palisades does not provide for any obligation for Palisades to deliver, receive, and/or store mail and packages for 22 Station or its Owners. Palisades may, can, and does operate businesses independent of 22 Station that provide services to Owners at Palisades Tahoe's discretion

5. Hasn't Palisades been providing mail service? Is this going to change?

Yes, and yes. Although the property management agreement ("PMA") between 22 Station and Palisades does not include mail service and Palisades has no obligation to provide mail services, as a courtesy, Palisades has graciously been providing mail service to Owners for USPS and non-USPS mail/package carrier items. Last October 2022, Palisades communicated that Palisades would terminate mail services for Owners who do not have a direct contractual relationship with Palisades.

6. How can Palisades offer services to some Owners and not others?

Palisades has no obligation to provide mail service and does so at its discretion. Owners who have separate and individual agreements with Palisades compensate Palisades directly or indirectly for mail and other services.

7. When will the Palisades mail service for Owners who do not have a direct contractual relationship with Palisades cease?
March 30, 2023.
8. How can Owners receive mail and packages?
Starting April 1, 2023 or earlier, 22 Station will provide mail services with certain terms and conditions. Owners will have the opportunity to elect to subscribe to 22 Station mail service.
9. How will 22 Station provide this mail service?
22 Station will subcontract a portion of the execution scope of this mail service to Palisades. Since this mail service is not provided for in the CC&R's, Owners who desire the mail service can elect to apply and contract directly with 22 Station for this mail service. 22 Station will be directly responsible to those Owners who apply and contract for this service.
10. What are the terms and conditions of the 22 Station Mail Service? How does an Owner apply for this service?
The terms and conditions are provided for in the application form. The application form and contract are available to Owners at www.22station.com/mail-service or www.22station.com/policies.
11. Can an Owner who has a direct contractual relationship with Palisades elect to apply with 22 Station for this service?
Yes. However, an Owner who has a direct contractual relationship with Palisades already has the opportunity to receive a similar service currently from Palisades.
12. If an Owner does not apply for the 22 Station Mail and Packages Service, what happens to an Owner's mail and packages that are delivered via USPS?
An Owner will have to make arrangements with the USPS Olympic Valley office to obtain mail and packages delivered via USPS. An Owner who has an independent, direct contractual relationship with Palisades may have other alternatives.
13. If an Owner does not apply for the 22 Station Mail Service, what happens to an Owner's mail/packages that a USPS or non-USPS mail/package carrier (e.g., Federal Express) deliver directly to 1750 Village East Road?
As a courtesy Palisades may decide at its discretion to receive and hold the item and notify the Owner. However, since Palisades has no obligation or responsibility to receive and hold the item, the non-USPS carrier could leave the item in the lobby, another place in the Common Area, by the Owner's door, or not deliver the item.