



Fully Furnished Apartments

A Home Away from Home

Check-in and Check-out Procedures for State Department Guests at the Madison at Ballston Station

Welcome State Department Guest(s),

We are looking forward to your upcoming stay with Executive Apartments. Our approved community is called the Madison at Ballston Station located in Arlington's Ballston neighborhood and convenient to dining, nightlife, and shopping. This community features a variety of updated amenities and modern finishes. Below are some important details regarding your stay with Executive Apartments.

Madison at Ballston Station: 4400/4401 N 4th Street, Arlington, VA 22203

EAI Contact Information:

- **Reservations:** 800-525-0155, Option 1
Email: dosreservations@executiveapartmentsusa.com
- **Customer Support:** 800-525-0155, Option 2
Email: doscustomersupport@executiveapartmentsusa.com

Check-In:

- **Check-in time:** 4:00 pm. Your reservation will be guaranteed up until 11:00 am the following day.
- **Key Pick-up Info:** Your keys will be available to pick-up at the front desk at the Madison, 4401 N 4th Street, Arlington, VA 22203. Please notify the front desk representative that you are checking in with Executive Apartments for State Department. Provide your name and Identification Card for verification.
 - **Front Desk Hours:** 9:00 am to 2:00 am. For an afterhours check-in call 703-418-1334 to make alternate arrangements.

Check-out:

- **Check-out time:** 11:00 am
- At check-out, please return all issued key(s), building/garage access fob(s), and parking hang tag(s) in the provided envelope and return to the front desk. You will receive a check out envelope 24-hours prior to your departure date. *Any missing items will be assessed a replacement fee.*

Early Check-ins / Late Check-outs: Please contact Executive Apartments Customer Support Manager by 5:00 pm the day prior to your arrival to request an early check-in or a late check-out. *See Executive Apartments Contact information list above.*

Parking: Please adhere to all parking rules and regulations by the Madison. You may park on any level, as long as the parking space is not designated as reserved or handicapped. If you require parking, one complimentary parking space is included.

Please swipe the provided fob at gate when entering and leaving the garage.

Vehicles in the garage must be parked appropriately at all times in the designated section. Please make sure to display the provided parking hang tag on the rearview mirror of your vehicle at all times when parking in the garage. The community strictly enforces towing; Executive Apartments is not responsible for towing fees.

At check-out, please remember to return the building/garage access fob and parking hang tag in the provided check-out envelope. There is a \$100.00 replacement fee for missing fobs and parking hang tags.

Wireless Internet: Each apartment features a wireless internet connection. Log-in instructions will be displayed in each apartment.

For additional information, please refer to our website at: <https://executiveapartmentsusa.com/state-department>

We strive to ensure you have a great experience with Executive Apartments. If you have any questions, please contact us at: 800-525-0155, Option 2. You can also email us anytime at: doscustomersupport@executiveapartmentsusa.com