



Unit Guide^{v18}

Welcome to the *Inns of Waterville Valley (IOWV)*, your home away from home!
Please read through entire Unit Guide for all IOWV information

Please use the **Waterville Valley Welcome Center** for all your vacation **ACTIVITY** concierge needs. Located at **41 Valley Rd, Waterville Valley 1-800-468-2553 ext 4000**

We want you to be able to participate in all the activities Waterville Valley has to offer. Please also contact venues directly or go to their website for current and most up to date information.

IOWV OFFICE: We are here to assist you. Normal office hours are Mon-Fri 8am-4pm. Voicemails and e-mails will be answered during this time. Office hours are subject to change without notice.

PLEASE REMEMBER YOUR KEY!
DO NOT GET LOCKED OUT OF YOUR UNIT!

OPERATIONS

There may be various changes in requirements and facility usage due to public health considerations (ex: face-mask requirement, ski room closed, etc) and operating protocol. All changes will be posted upon check-in arrival.

PASSES:

Office will electronically register all members of your party with the following:

☒ **Athletic Center-** Complimentary Passes will be in your key envelope. As a courtesy, the Athletic Center will provide towels. Please do not take the IOWV towels to Athletic Center. Outside tennis is seasonal. www.wmacwv.com 603-236-8303.

☒ **Native I.D.** – Rec. Center- 603-236-4695 (contact WV Rec Dept. or Resort Insider for activities- www.wvnh.com/resort-insider)

☒ **Skating Rink-** complimentary admission during public skate session, skate rental fee charged. 603-236-4813, www.wvicearena.com

☒ **Golf (seasonal)-**Discount on green fees-\$5.00 off, show room key. 603-236-4805 **IOWVA Owners (person on deed)** have owner privileges at golf course- complimentary green fee for one owner and one guest per registered unit.

Air-conditioning – Please enjoy the mountain air. No AC in units. **PORTABLE UNITS ARE NOT PERMITTED.** Windows and outside doors should not be left open in winter months (November- March). Screens will be removed from sliders in winter months.

Bicycles and Skis/Snowboards and Hockey gear- There is a bicycle rack located outside. The Ski Room is located in lower lobby. Please use your unit key for access.

Laundry Facilities -located on the first-floor landing. Washers and dryers are coin operated, the charge is \$1.50 each. Please supply your own laundry soap/dryer sheets and change. There is a community iron and ironing board in laundry room. You may use it in laundry room or your unit. Please return promptly when finished using.

****Thank you for being eco-friendly and using towels more than once. Thank you for using your bed linens and towels for your entire stay. Please do not soil the towels with make-up, grease etc.**

We have supplied units with a starter supply of necessities(a week's worth) and paper goods and garbage bags(2), if you think you may need more, please purchase your items at a local store.

Towel Exchange: The IOWV is committed to conserving our country's natural resources. To help with this goal.

HOUSEKEEPING SERVICES ARE UNAVAILABLE DURING THE WEEK.

Parking: Commercial vehicles/trailers may not be parked at IOWV. Register all cars in your party with the Office. **One car per unit in the upper lot. Additional vehicles park in lower lot. During any snow event please move vehicle to lower lot.**

Power Outages- WV may experience power outages due to weather. **Hallway emergency lighting will only stay on for a short period of time NOT the entire outage if prolonged. Each unit has a flashlight.**

Quiet Hours: Please observe **QUIET HOURS** from **9:00pm- 8:00am.**

Smoking: Smoking is not allowed in the units, common areas, decks, fire escapes or within 35ft. of the building. Smoking is defined as smoking, vaping of cigarettes, marijuana and other substances and is not permitted.

Telephones: Local Calls are free dial "9" to get an outside line. There is no charge for toll free numbers. Long distance dialing is not available from units. Dial "0" for the Office. Unit to unit calls, dial unit number.

EMERGENCY PHONE (red phone)-will call emergency dispatch-911 - located Lower Lobby outside unit 201
An additional IOWVA emergency only phone number posted at the office.

Coffee Maker- unit coffee makers are dual use. Bring 10-12 cup coffee filters (square) or bring your own k-cups

Grills (gas) Seasonal (closed in winter). Please wipe down after use. Turn off gas after each use.

Ice Trays are provided to make ice in unit freezer. We do not have a community icemaker at IOWV.

Whirlpool bath and Hot-Tubs- Please do not add any bubble bath, lotions, or soaps to hot tubs and jetted tubs

Fireplace Usage and Rules- **Pilot light must remain lit on all propane fireplaces. Do not unplug or turn off gas off in the summer months.**

Wi-Fi – free Wi-Fi is located throughout the building. The **password is: IWV*72016!**
There may be periods of slow internet or droppage of coverage. Please be patient and try again later.

Check in/ Check out Procedures

Check-in at IOWVA: **Check in time is 4:00pm and after on Fridays.** We practice self-check-in. Check-in to your home away from home on your schedule. The key cabinet is located through the first set of glass doors and have keys and passes inside. Units are located in this building. Keys and passes will be available if all forms are turned in prior to check-in.

Check-out of IOWVA: **prior to 10:00am on Friday.** Thank you for taking ownership of your home away from home vacation week. **PLEASE follow the check-out procedures to avoid incurring charges.**

- *DO NOT LEAVE YOUR KEYS IN UNIT, put KEYS through SLOT located in the OFFICE DOOR (\$25.00 charge for keys not returned to the office upon check-out)
- * Late check-out is not permitted (\$150.00 charge).
- * **All dishes washed and returned to cabinets and room back in order (extra cleaning up to \$250.00)**
- * **All trash including recycling put in the green parking lot dumpster (\$25.00 failure to remove all trash)**
- * Please return thermostats to 60°
- * Place all dirty towels in a pile on the bathroom floor. Linen (sheets) stay on the bed(s).
- * Please check your unit for all your personal items.
- *If you soil any of the furniture let office know. Clean immediately and **ONLY** use a small drop of DAWN soap & COLD water. Other products will ruin fabric and you will be charged for replacement. Any linen/towels will be charged for replacement if hair dyes, grease or other non-removable stains are on linen/towels.

TRASH and RECYCLING: Please remove **ALL** your trash to the **GREEN** dumpster in the lower parking lot. Use the dumpster sliding door (slide door shut when finished putting in trash) and do not attempt to pick up the lid. Please do not leave trash on ground or on top of the dumpster (the town of WV will give **you** a \$500.00 fine). IOWV and the Town of Waterville Valley is **NOT** participating in a recycling program.

Maintenance issues-please e-mail issues to frontdesk@innsofwatervillevalley.com. The request will be submitted to the maintenance team. The maintenance team will schedule to fix maintenance issues.

Thank you in advance for helping keep your property clean, smoke free and everyone healthy.