

# Valley Lake Lodge

## Guest Bible

### Welcome to Valley Lake Lodge!

We really appreciate your being here. **This is a first draft. Items in red to be updated shortly!**

If you want to know how to operate anything, we hope you'll find it here. If you have any concerns at all, or something doesn't work, call us? We often have back-up plans, and want you to be happy. If you don't complain on arrival, it won't count later during deposit negotiations.

We update this Guest Bible frequently, so let us know how things went, and offer helpful suggestions. We want everyone to have a fun time and to come back often.

### Upon Your Arrival

If it's cold, turn the heater up. Controls are:

Downstairs = Between Game Room and Living Room

Upstairs = Outside the Master Bedroom. **NOTE**

At check-out turn heater to:

Winter = 58 degrees **very important**, to keep pipes from freezing

Summer = Off.

**Note condition of home!** To spare your deposit, you'll want to leave the Lodge as clean as it was upon your arrival. The free hour of housekeeping is based on "polite use," and covers linens, beds, one bath+hand+face towel set per person, fireplace ash removal, vacuuming, mopping and toilets (not whole bathrooms). The remaining surfaces are your responsibility. Our House Manager's labor is \$25/hour and he/she will let us know how much time is spent. If there is extra cleaning or laundry, we'll deduct that from your deposit. There's no up-charge, so we're not financially motivated to "ding" you. As you note things, remember all items and furniture must be returned to their original positions.

Follow the "Things To Do At Check-Out" list (pg. 12) to avoid extra service charges. There is **no smoking** anywhere at the Lodge, and an alarm system set for this. Evidence of smoking or candle burning will result in forfeiture of deposit. Lake Arrowhead is a High Fire Area. This means you.

### Overall

Please follow all city noise rules like you would at home. Keep pets respectfully quiet and, overall, just treat our home like you'd want guests to treat yours, and you'll be fine. Have a wonderful time!

:-)

Marta Celis-Freeman and Eddie Freeman

www.ValleyLakeLodge.com . 562.925.4514

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# WHAT TO PACK AND THINGS TO KNOW

## Things You Might Wish to Pack

- Beachwear, beach chairs, beach towels (the Lodge only provides bathroom towels), binoculars, blankets (don't use Lodge's), coolers, folding chairs, hats, sun block, sunglasses (parking is close).
- Cameras and phone calling cards (cell phones work well, but not always).
- Clothing in layers and sensible footwear.
- Flashlights for hikes and night entry to Lodge.
- Medicines and all Toiletry Items, including hand soap, shampoo, cream rinse and blow dryers.
- Music CDs (there's a CD/DVD/VHS player in the Great Room).
- Sleeping pills (see "Altitude" below).
- Clock radio/alarm clocks in Master bedroom and Queen Sleigh bedroom.
- Winter items: boots, coats, gloves, thermoses. See Winter Driving Tips List (page 4).
- Pet items: beds, crates, food, food/water bowls, leashes and sweaters.

## Stuff Already There

- Kitchen with gas oven/stove/broiler with pan, refrigerator w/ water and ice dispenser, dishwasher, large microwave, blender, coffee maker w/ filters, pots, pans and dishware.
- Fireplace in Great Room **w/o gas starter**. Wood stove in Kitchen.
- Basic cable TV & DVD/CD-w/-5-Disc Changer/VHS player in Great Room.
- Phone (Verizon service), **local service only**.
- Sheets, towels and face cloths / pillows / blankets (extra blankets in closets, not for beach).
- Toilet paper and paper towels.
- **BBQ with propane tank (and spare)**.

## Kitchen Items and Food Information

- Think of food preparation like camping. Some condiments are there, feel free to use., however don't count on them. Please bring all items required to prepare food and spice up a meal.
- You are responsible for kitchen cloths, towels, 409, glass cleaner and dishwasher detergent. Items on premises are for convenience to you, but not guaranteed. We like the "use what you wish, and maybe contribute something" rule.
- Please bring trash bags with twist-ties, both tall kitchen and 33-gallon size.
- Bottled water in gallons for cooking and drinking.

## Shopping

- **Stater Brothers** grocery store, located in the upper level of Lake Arrowhead Village is a nice store, and the prices for everything, except Duraflame Logs are excellent (lower than home).
- **Jensen's Market & Deli**, up the 173 from the Lodge is good, too. It's like a giant 7-11.

## About the Altitude and Other Helpful Tips

- You may experience a tad bit of light-headedness due to the altitude. We recommend drinking lots of water the day before your arrival (an airline pilot's trick).
- Bring your Chasers! Altitude makes you a cheap drunk, and can work against you the next day.
- Altitude may cause you to sleep lightly or wake up some during the night. Bring sleeping pills.
- For large groups, snoring happens ... consider ear plugs.
- While the water is fine, a small percentage of guests, due to locale difference, respond with slight nausea. Use bottled water for everything and order bottled water when out.

# TRAVEL TIPS, REFUND POLICY, TRIP INSURANCE

## General Travel Tips

Please print out the driving directions and follow them closely, making sure to note mileages given. Do not rely solely on GPS, as many access roads, etc., in the mountains are not indicated. Travel during daylight ... please? Especially for your first approach to the mountains.

## Winter Travel Tips

Watch weather advisories and check your e-mail for notices from Arrowhead Lodges. Please visit the [Winter Weather Driving Tips](#) link for the ultimate advice on traveling during snow times. Remember that fog often accompanies snow.

It is highly advised that you have the following items with you ... not only for use at the Lodge, but for any trips to and from the area during winter.

- **Blankets** for extended travel periods in the car.
- **Chains** are required for all vehicles during snowfall. **This home is high altitude – 7,000 feet.** Some exceptions for 4WD vehicles with snow tires. In winter, snow may fall after your arrival, so be prepared. Don't wait until it's too late to find out no one makes chains for your model vehicle, or they don't sell your tire size on the mountain. AAA WON'T tow vehicles without chains.
- **Ice Scrapers.**
- **Kitty Litter and Rock Salt** for under tires and for walking surfaces.
- **Hand Shovel** for digging debris out from under tires.
- **Strong Flashlight** for chain application at night or in fog.
- **Waterproof Gloves, Footwear and Gear.**

## Refund Policy / Trip Insurance

At the end of the contractual cancellation period, Arrowhead Lodges maintains a No Refund Cancellation Policy. By that point, since we have taken your reserved time off the calendar, we have greatly diminished our opportunity to re-rent for your dates. We make no exceptions and therefore **highly recommend trip insurance** as a protection against cancellation or weather issues (if others w/ 4WD can get there, but you can't, we won't refund).

Trip insurance may be obtained through companies such as [www.CSATravelProtection.com](http://www.CSATravelProtection.com), [www.GetAwayInsurance.com](http://www.GetAwayInsurance.com), [www.InsureMyTrip.com](http://www.InsureMyTrip.com), [www.SkyMed.com](http://www.SkyMed.com), [www.TravelGuard.com](http://www.TravelGuard.com), or [www.TravelProtect.com](http://www.TravelProtect.com). We do not personally endorse, nor have any affiliation with any of these companies. We list them as a courtesy ... more may be found online by searching "trip insurance."

If you choose not to purchase trip insurance and need to cancel your reservation; notify us in writing and we will attempt to re-rent the property for you.

IF YOU HAVE NOT PURCHASED TRIP INSURANCE, and we re-rent the Lodge for all or part of the term agreed to in your contract; we will refund monies paid, less any difference between the amount you paid and that of the re-rental, and the \$60 processing fee. We will do so only after we have been fully paid by the new guest. IF YOU HAVE PURCHASED TRIP INSURANCE and request a refund from Arrowhead Lodges, be advised ... that is considered insurance fraud, and is a crime

## DURING YOUR STAY

Equipment, Services, Policies and House Tips (alphabetical)

### About Parking

**PULL ALL FOUR WHEELS ONTO THE PARKING AREA!**  
**Good Weather = 3 vehicles . Snow = 2 vehicles**

The County is picky about parking. Please make them happy by pulling your vehicles all the way onto the carport. It's an engineering marvel. NO STREET PARKING. DON'T BLOCK NEIGHBOR'S DRIVES. Both are County Code violations. You risk getting towed, losing your deposit, eviction and permit appeal costs for negligence. We will hold you responsible if you cause Arrowhead Lodge to lose its Permit.

### Beds

We recommend no food or drink in the beds ... especially for children, since spills happen. If bedding is permanently stained, we must charge you for everything that matches it, not just the ruined item.

When checking out, you must leave slept-in beds pulled down and unmade. Do not strip them. Reduces guesswork as to which beds were used, and subsequent extra laundry fees. Avoid bed-hopping (it raises laundry fees, which are calculated based on the occupancy in your contract). If you sit or play on a bed that's unused, tighten it at check-out so the sheets don't indicate a need for cleaning.

### Check-in / Check-out Times

Please do not check in earlier than arranged for, as you may set off the Lodge alarm. As a courtesy to our neighbors, we levy a \$25 fine for setting the alarm off.

Please do not check-out late, as the housekeeper's schedule is pre-arranged. If you wish to change times, contact us in advance.

### Carpets and Dust

There is a minimum \$50 charge per floor/carpet stain. We do this to discourage grease drips, pet stains, sippy cup spills and the like that go uncleaned or unattended, and develop into ugly, permanent marks you wouldn't tolerate in your own home. Later in the summer, carpets will begin to show traffic wear, since there's no time between bookings to steam clean them (takes a day for them to dry and replace furniture to original positions). It's "the mountains," so please be tolerant. Unpaved nature is persistent. Dust and cobwebs can happen overnight (especially if windows are left open to cool a home). Don't expect carpets to be "baby crawling clean". You'll just worry too much. Bring a sheet for them and relax!

### Deck

#### Barbecue Operation:

- **Uncover barbecue and place cover where it won't blow off the deck.**
- Lift top for ventilation and turn propane on by turning the propane tank knob clockwise.
- **Turn gas dials for burners on. Push button to ignite gas ... no matches or lighters required.**
- DO NOT put charcoal or mesquite chips in the barbecue (unless you want to buy it).
- **PLEASE** Notify us if you change the propane tank (spare in deck box), so we can refill it?

## DURING YOUR STAY

Equipment, Services, Policies and House Tips (alphabetical)

### Chairs and Table:

Please clean after use.

### Fireplace

#### Operation

- Set-up your firewood on top of kindling and paper. **The fireplace has a gas starter.**
- **Use a paper towel or newspaper to cover your hand and open the flue handle (listen for slight “wind” sound to confirm that it’s open).**
- Light the fire.
- We recommend Duraflame logs if using gas concerns you, or you don’t have Boy Scout skills.

#### After Use (Upon Check-Out)

- Sweep ashes to the rear of the fireplace — do not remove them, it’s a fire hazard, and the housekeeper will clear them away when they’re cold.
- Close flue (unless ashes are still smoking).

### Insects

It is a phenomenon of the mountain that during certain weather conditions, ants may appear. This is not a reflection on our cleaning, it happens universally everywhere. Remove water (**they’re main attraction**) and food, keep dishes clean, dishwasher emptied, and place traps (often stocked) in their paths to solve the problem. **Though not prevalent**, ticks also live in the mountains, so check yourselves and your pets, especially after long hikes. Wear hats.

### Laundry

**Feel free to use the washer, dryer (in the Laundry Room) and laundry supplies provided.**

#### Washer Operation:

- Use appliances as you would at home.

#### Dryer Operation:

- Clean the filter (pulls out from the top) after use.

### Linens and Towel Sets

The term “linens” means sheets. Bedspreads and blankets, while washed regularly, are not included in the service. If they are stained, there will be a cleaning fee. **This can happen when kids eat or drink in bed, or adults ignore the no smoking rule.** Washing smoke smell out of the bedding and curtains racks up fees. Also, do not leave windows open thinking to air out smoke smell ... this practice once resulted in thieves entering the Lodge. Never smoke in the Lodge. It’s a fire hazard and the owners are allergic.

As a part of the rent, one bath+hand+face towel set is provided per guest. When you arrive, there will be a full house of towel sets left out (since we can’t always know in advance how many will book, this is more consistent for the housekeeping staff). **Only use one set per guest.** Otherwise, extra laundry fees will be deducted from your deposit. It’s why we have a sliding scale ... smaller groups use less laundry and cost less in housekeeping services.

# DURING YOUR STAY

## Equipment, Services, Policies and House Tips (alphabetical)

### Pets

Do not leave pets unattended outdoors. Always leash your pet when walking. Be mindful of the rare coyote, snake or tick. Don't ever put pet food outdoors – it attracts bugs and critters. Always clean up after your pet. While it looks woodsy, usual neighborhood manners apply.

If your pet becomes problematic, as some less-traveled pets may, you might wish to board them at the Arrowhead Animal Hospital in Blue Jay before letting them ruin your vacation. We've tested this place out ... they're reasonable and their staff are wonderful. You can even check your pet in and out. 909/336-6800 (See Directions to Blue Jay). It's good to know about in an emergency, too.

### Power

Mountain electricity goes out on the odd occasion. It's usually not for long. Don't leave unused electrical equipment plugged in. Bring a surge strip for your laptop if you plan to plug in. You can call us and we'll report an outage for you, or you can call **Edison** directly at 800/442-4950.

### Plumbing

Mountain plumbing systems are delicate and need tender loving care. Please don't place copious amounts of anything in them, then wonder why they overflow.

### Snow Removal Policy

The County of San Bernardino requires snow removal for anything over 2-3" of snowfall from all vacation rental parking and walkway areas. This keeps cars from hindering Lake Arrowhead street plowing operations. Snow removal fees are deducted from the deposit on an as-needed basis, and at Arrowhead Lodges' sole (and reasonable) discretion. If the areas are freed of snow and guests arrive later than indicated, they may only park on the side of the street for the amount of time it takes to clear the parking areas of snow. Street parking is a code violation, and Arrowhead Lodges may lose its permit due to non-compliance. Failure to follow these procedures may result in forfeiture of the deposit, possible eviction, and full liability for any permit appeal charges incurred by Arrowhead Lodges due to renter negligence.

While we make every effort to clear, Arrowhead Lodges cannot guarantee snow removal. Please understand that many vacation rental companies will cancel their guests' stay rather than deal with the extreme/thankless effort of providing snow clearance. While we make no guarantees, and you are ultimately responsible for snow clearance; Arrowhead Lodges promises to make every effort to make sure your drive and pathways are cleared, and will find the most reliable and cost-effective service possible to serve you. We believe you deserve your vacation. Please reciprocate this courtesy by only driving snow worthy vehicles, preferably 4-wheel drives, and do not expect a refund if roads are passable to 4WDs with chains, but your vehicle cannot make it to the Lodge.

Once you have arrived, you are responsible for keeping the snow cleared. If not cleared, dangerous conditions for vehicles and guests occur when **walked-or-driven-on** snow gets packed into ice skating conditions overnight. During your stay, you'll want to clear parking and walkway areas of snow after snowfall. When moving snow, do not pile it on another part of the driveway. Arrowhead Lodges and its owners and affiliates are not liable for any injury to persons or property under any circumstances, especially these. Renters are fully liable for any damage to this Lodge during their stay. Please be safe. If you fail to clear, then leave, you may be charged for a second clearing so the housekeeper can get in and clean.

## DURING YOUR STAY

### Equipment, Services, Policies and House Tips (alphabetical)

We try to keep rock salt available, but it is not guaranteed. Feel free to lay a light coat down after you've shoveled (too much threatens wild life). Please don't toss salt on the snow and skip shoveling ... it'll turn to ice under the snow and uses too much salt. **If you use the last of it, please let us know, so we can make arrangements to have more delivered.**

#### Snow Removal Fee

Price fluctuates around \$200 for walkways and \$200 for driveway. Factors like snow depth, ice content, berms needing removal, etc. can vary the price. You will be charged for full carport removal plus walkway leading to front door ... regardless of the number of cars you drive. **100% of snow removal fees go to labor, Arrowhead Lodges does not profit from snow removal at all.**

**Arrowhead Lodges is not a rescue service. Be prepared. We no longer send our staff out to help stranded guests. We will provide phone assistance to the best of our ability.**

#### Trash Disposal

**Unlike most vacation rentals, our Lodge actually provides for basic trash removal at no charge. Simply place your tightly sealed 33-gal. trash bags in the cans on the parking deck, making sure to close the lids well. Kids, please do not use trash lids for sledding.**

Our service picks up on **Mondays at 6a**. Anything over two cans worth of trash + 1 can of recyclables will be charged for at \$5 per bag for removal ... so if there's lots, you may wish to haul some of it out.

*You may arrive to find that there is already trash in the cans.* This happens when more than one party stays during a single week. In this case, simply leave your sealed bags in the kitchen. They will be removed at no charge (providing quantity falls within the two-can rule, and bags don't leak). Additionally, holidays with **weather automatically trigger a one day delay of trash removal.**

As mentioned, there is also a can for recyclables, which we encourage you to use. **Do not leave trash in the recycling bin (the company will not remove it). Do not leave additional bags outside (small critters love to tear them apart, resulting in additional cleaning fees).** Remember, leave extra bags tightly sealed in the kitchen.

## PLACES TO GO AND DIRECTIONS

All directions assume Lodge as starting point. Tell them Marta & Ed, of Arrowhead Lodges sent you!

### BEACH CLUBS

**Bring the Lake Passes** with you. They're on the mirror by the front door. Each one covers five folks. Leashed pets are allowed on the grass and trails, but not on the sand.

#### **Tavern Bay Beach Club**

28399 E. North Shore Road . Lake Arrowhead, CA 92352 . [Rough Map](#)

To get there: Go north on Potomac Drive .1 miles to Shenandoah Drive. Turn right on Shenandoah Drive, which turns into Fremont Drive (stay left at fork), go .1 miles to Hwy 173 and turn right. Go 2.9 miles to Willow Creek Road and turn left. Go .4 miles to end; then jog left-and-right, or right-and-left, to park in either lot.

Features: Quaint sandy beach with swimming area, playground area, grassy area, chairs, picnic tables and charcoal bbq stands. There's sometimes a small service window open with limited food items. Two hiking trails lead around either side of the lake in front of the homes. Leashed pets are allowed in the beach clubs only on the grass! Tables and chairs go fast, so bring folding back-ups.

#### **Burnt Mill Beach Club**

27910 Lakes Edge Road . Lake Arrowhead, CA 92352

*Map link not provided because neither Resort Road, nor Villa Way appear on Yahoo maps.*

To get there: Go north on Potomac Drive .1 miles to Shenandoah Drive. Turn Right on Shenandoah Drive, which turns into Fremont Drive (stay left at fork). Go .1 miles to Hwy 173 and Turn Left. Go 1.3 miles to four-way stop (which puts you onto the 189/Lakes Edge Road) and Go Straight (slight right bend, not the full right turn, which takes you to the Village).

Go 364 feet and Turn Right at the Village's second entrance, Resort Road. Go through the Lake Arrowhead Resort parking lot. Turn Left on Villa Way and take it to the Burnt Mill Beach Club.

### **BLUE JAY and JENSEN'S FINEST FOODS** . Hwy 189 . Blue Jay, CA 92317

Like the Village, Blue Jay is another fun destination, more like a main street. There are stores, shops, restaurants, **Jensen's Finer Foods** and the Arrowhead Animal Hospital.

To get there: Go north on Potomac Drive .1 miles to Shenandoah Drive. Turn right on Shenandoah Drive, which turns into Fremont Drive (stay left at fork), go .1 miles to Hwy 173 and Turn Left. Go through the four-way stop at the Village (at which point you're on 189/Lakes Edge Road). Go to the next 3-way stop. You're in the heart of Blue Jay. Go straight. You'll pass a theater and McDonald's. **Jensen's** and the **Arrowhead Animal Hospital** are on the right side of the street. More places of interest are on your left. Enjoy.

### **JENSEN'S FINEST FOODS (Cedar Glen) and THE CORRAL Specialty Store** (a personal favorite)

211 N. State Highway 173 . Cedar Glen, CA 92321 . 909.337.3500

To get there: Take Go north on Potomac Drive .1 miles to Shenandoah Drive. Turn right on Shenandoah Drive, which turns into Fremont Drive (stay left at fork), go .1 miles to Hwy 173 and Turn Right. Go about .5 miles and they will be on your right. Ed likes the hotdogs. Marta decorates from the Corral.

## PLACES TO GO AND DIRECTIONS

All directions assume Lodge as starting point. Tell them Marta & Ed, of Arrowhead Lodges sent you!

If you turn right at the gas station before Jenson's and go 200 ft, you'll find the **Cedar Glen Hardware Store** on your left. Get fishing licenses there.

### LAKE ARROWHEAD VILLAGE

28200 Hwy 189, Lake Arrowhead, CA 92352

To get there: Go north on Potomac Drive .1 miles to Shenandoah Drive. Turn Right on Shenandoah Drive, which turns into Fremont Drive (stay left at fork). Go .1 miles to Hwy 173 and Turn Left. Go 1.3 miles to four-way and ... depending on which part of the Village you want to go to:

**LOWER VILLAGE:** Turn right at the four-way stop.

**Belgian Waffle Works** (Breakfasts rock), Center Stage area where FREE Concerts are held, shops, more restaurants, Arrowhead Queen and McKenzie-Ski-School-and-Boat-Rentals-with-Driver's.

**UPPER VILLAGE:** Go straight through the four-way stop, then turn right into the upper parking area, curve right then go straight. **Stater Brothers** grocery store, drug store, Village Pizza, pet store.

Leashed pets are allowed outside shops.

### LAKE GREGORY REGIONAL PARK

24171 Lake Drive, Crestline, CA 92325 (909) 338-2233

A nice park with lake that's open Memorial Day to Labor Day. Fishing open every day. Great for kids. Swimming, water slides, aqua cycle & rowboat rentals, paddle board & sail board rentals, basketball, sand volleyball, hiking trails (short), grills, picnic tables, snack bar and bait shop. Small entrance fee.

To get there: Go north on Potomac Drive .1 miles to Shenandoah Drive. Turn Right on Shenandoah Drive, which turns into Fremont Drive (stay left at fork). Go .1 miles to Hwy 173 and Turn Left. Go 1.3 miles to four-way stop at the Village and Turn Left onto 173. Go 1.5 miles to CA-18/Rim of the World Hwy and Turn Right. Go to 4.1 miles to 189 and Turn Right. Go 66 feet and continue on Lake Gregory Drive. Go 2.2 miles (following signs) to Lake Drive and turn Left. Arrive at Lake Gregory.

### MOUNTAINS COMMUNITY HOSPITAL

29101 Hospital Rd . Lake Arrowhead, CA 92352 . (909) 336-3651

To get there: Go north on Potomac Drive .1 miles to Shenandoah Drive. Turn Right on Shenandoah Drive, which turns into Fremont Drive (stay left at fork). Go .1 miles to Hwy 173 and Turn Right. Go 1.6 miles to Hospital Road (past the Marina) and Turn Right. Hospital is .2 miles up hill on the right.

### **NATIONAL FOREST** (Hiking, Mountain Biking and ATV Trails)

Forest trails are slightly dusty, but beautiful, with an amazing view of the desert. Wear sensible shoes, preferably hiking boots, hat for shade and ticks and keep a small water bottle with you. Watch out for critters.

Get hiking maps from the National Forest Service or the Lake Arrowhead Chamber of Commerce (lower Village, on right, second story, right corner).

## THINGS TO DO AT CHECK-OUT

### Bathrooms

- Remove used soap and clean tubs, counters and mirrors.
- Sweep floors to remove things a vacuum can't pick-up.

### Bedrooms

- Leave slept-in beds unmade, don't strip.
- Turn off air conditioners, fans and lights.

### Deck and Barbecue

- **TURN OFF propane (knob counter-clockwise).**
- Scrape off barbecue, wipe and cover, if used (we don't expect spotless).
- Sweep, if necessary, and replace furniture to original positions if moved.
- **NOTIFY Arrowhead Lodges** if you've changed the propane tank, so we can refill spare.

### Game Room

- Cover pool table and return all cues, darts and furniture to their original locations.
- Clean tables and bar areas.

### Kitchen

- Some cleaning supplies may be found under the sink, feel free to use and replace them.
- Wash and put away all dishes, utensils, pots and pans to their original locations.
- **TAKE ALL FOOD AND BEVERAGES HOME** and wipe out refrigerator with 409.
- Clean sinks, microwave, toaster, stove tops and oven inside and out (no food residue)
- Sweep floor.

### Living Area / Great Room

- **Make sure log lighter is turned off and, if nothing is smoking,** the flue is closed.
- Sweep ashes to rear of fireplace ... **DO NOT REMOVE ASHES** ... housekeeper will clear (removing ashes may result in a fire).
- Clean any stains on carpets with 409, so they don't "set" before the housekeeper arrives, which may be a day or two later than your check-out.
- Clean table, counter tops and glass.
- Close and lock sliding glass door, and draw the drapes closed.

### Overall / Everywhere

- One bath+hand+face towel set per guest. Leave used towels and face cloths on floor, or bathroom counters. Leave unused towels and cloths in original folded positions and locations. Do not fold and put away used towels. A laundry fee will be charged for extra sets used.
- Restore furniture to original locations.
- Close all windows (to avoid rain damage and theft), draw all drapes and close blinds.
- Turn heater off in summer; to 58 in winter (prevents pipes freezing). Controls on page 1.
- **Place trash in sealed bags, then in parking-deck cans with lids sealed. Take overflow bags with you, or leave in kitchen for removal (\$5/ea. over limit). NO BAGS OUTSIDE (critters!).**
- **NOTE and REPORT** any damages — if you fess up, we'll charge you less (promise).
- **LOCK ALL WINDOWS AND DOORS, CALL US TO SET THE ALARM (thanks!).**
- Additional housekeeping will be charged at \$25/hour and deducted from the deposit.

## EMERGENCY NUMBERS AND INFORMATION

Contact	Phone	Notes
Arrowhead Lodges	562/925-4514	
Edison Electric	800/442-4950	
<b>Fire Department</b>	<b>909/337-2525</b>	<b>Please note the location of our two fire extinguishers:</b> <ul style="list-style-type: none"> <li>• <b>COUNTER BY KITCHEN PHONE</b></li> <li>• <b>MASTER BEDROOM LEDGE ON RIGHT</b></li> </ul>
Gas Company	800/443-3466	
<b>Hospital</b>	911 (909) 336-3651	Call 911, in case an airlift may be need. See DIRECTIONS to get there.
Valley Lake Lodge	909/337-7442	National phone calls.
<b>Police/Sheriff</b>	909/337-6131 911	
Radio Stations for Local Broadcast Emergency Information		95.1 FM KFRG - Inland Empire and High Desert 93.3 KBHR - Big Bear Valley 98.9 KHWY - High Desert 102.3 KZXY - Victor Valley 107.7 KCDZ - Morongo and Joshua Tree
Telephone Service and Repair	Verizon	<b>Charter</b> This is a VOIP Phone. It has a battery back-up for emergencies, but will not last for more than a few hours. Limit use during emergencies to crucial calls only to keep the phone active. Please call Arrowhead Lodges immediately, as we are best able to help you during an emergency.