

Misty Pines Lodge



*Guest Bible
welcome ...*

Misty Pines Lodge

Guest Bible

Welcome to Misty Pines Lodge!

We really appreciate your being here.

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 on heater. Controls are at the top of the stairs. Home has central air conditioning. At check-out turn heater off in summer, or to not lower than 55 degrees in winter (to prevent pipes from freezing).

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). Remaining surfaces are your responsibility. Housekeeping labor is \$25/hour and he/she will let us know how much time is spent. If there's extra cleaning or laundry, that will be deducted from your deposit. There's no up-charge, so no financial motivation 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 to avoid extra charges. Or purchase housekeeping at \$25/hr. (encouraged!) if you don't wish to clean. Advance notice helps for scheduling. There is no smoking anywhere at the Lodge, and an alarm system set for this. Evidence of smoking or candle burning results 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 the 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.MistyPinesLodge.com . 562.925.4514 (best) . 562.304.8436 (cell)

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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 the Lodge's), coolers, hats, sun block, sunglasses. Parking lot is close by.
- 👉 Cameras and phone calling cards (cell phones work well, but not always).
- 👉 Clothing in layers and sensible footwear.
- 👉 Flashlights for hikes or night entry to Lodge.
- 👉 Toiletry items and medicines, including hand soap, shampoo, cream rinse and blow dryers.
- 👉 Music CDs.
- 👉 Sleeping pills (see "Altitude" below).
- 👉 Winter items: boots, coats, gloves, thermoses. See Winter Driving Tips List section for more.
- 👉 Pet items: beds, crates, food, food/water bowls, leashes and sweaters (gets cold).

Stuff Already There

- 👉 Kitchen with gas oven/stove/broiler (w/ broiler pan), refrigerator with ice maker, dishwasher, large microwave, toaster oven, blender, coffee maker w/ filters, pots, pans & dishes.
- 👉 Standard fireplace in Great Room without log lighter.
- 👉 DVD and CD player in great room. Video player in twins room.
- 👉 Phone with answering machine, local service.
- 👉 Radio alarm clocks in master and queen bedroom.
- 👉 Sheets, towels and face cloths / pillows / blankets (extra blankets in closets, not for beach).
- 👉 Vacuum, Iron and board (in lower floor hall closet).
- 👉 Toilet paper, paper towels. Additional cleaning items stocked, but not guaranteed. Use and contribute rule.

Kitchen Items and Food Information

- 👉 Think of food preparation like camping. If 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.
- 👉 Refrigerator with door ice and water dispensers. Consider bringing bottled water in gallons.

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, plus less tax). We encourage local shopping. Food stays colder, cooler space/weight is reduced, saving gas and you can check what's available for use at the cabin before purchasing items.
- 👉 **Jensen's Market & Deli** is popular, too. Cedar Glen one is like a giant 7-11. Blue Jay one is grocery store sized. Both have great delis.

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 local water quality is excellent, a small percentage of guests, due to the locale difference, respond with slight nausea. Use bottled water for everything and order bottled water when out.
- 👉 As a courtesy to others, please consider leaving strong colognes and perfumes at home.

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 are not indicated. Travel during daylight ... please? Especially for your first approach. Area maps highly suggested for use during your stay, as are our courtesy directions. While making every effort to be accurate, they are not guaranteed, and cannot possibly anticipate every route you may take. Streets are windy and not grid based.

Winter Travel Tips

Watch weather advisories and check your e-mail for notices from Arrowhead Lodges. Please visit this **Winter Weather Driving Tips WEB LINK:** <http://www.dot.ca.gov/hq/roadinfo/wntdrdiv.htm> for the ultimate in advice on travelling 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 travel.

- 👉 **Blankets** for extended travel periods in the car.
- 👉 **Chains** are required for all vehicles during snowfall. 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. AAA will NOT tow vehicles that don't carry chains.
- 👉 **Ice Scrapers.**
- 👉 **Kitty Litter** and/or **Rock Salt** for under tires and 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 recommend trip insurance as a protection.

Trip insurance may be obtained through companies such as www.AAA.com, www.CSATravelProtection.com, www.GetAwayInsurance.com, www.InsureMyTrip.com, www.SkyMed.com, www.TravelGuard.com, or www.TravelProtect.com. We do not endorse, nor have affiliation with these companies. We list them as a courtesy. More may be found online by searching.

If you choose not to purchase trip insurance and need to cancel your reservation; notify us in writing by e-mail 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)

PARK IN LODGE GARAGE OR ON PARKING DECK ONLY!

Three cars maximum.

County Code laws are picky about parking. Please park in designated areas. There is room for one car in the garage and two cars on the paved parking deck.

NO ADDITIONAL 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 us to lose our Vacation Rental Permit.

Beds

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 guests sit on or play on a bed that was unused, make it up so we don't think the sheets need cleaning.

Carpets and Dust

There is a minimum \$50 charge per 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 happens 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!

Check-in / Check-out Times

Please do not check-in earlier than arranged for, as you may set off our house 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. We will try to work with you. There are fees for a late check-out.

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).
- Have your matches or lighter ready.
- Turn on the gas and light the fire.
- When the fire is good and going, PLEASE TURN OFF THE GAS STARTER.
- We recommend Duraflame logs if using gas concerns you, or you don't have Boy Scout skills.

DURING YOUR STAY

Equipment, Services, Policies and House Tips (alphabetical)

After Use (Upon Check-Out)

- DO NOT remove ashes. It's a fire hazard. Housekeeping will clear them when cold.
- Close flue (unless ashes are still smoking).

Garage

Garage door opener remote is temporarily unavailable. We are working on securing one.

Ping pong table. Please unfold and set up with care. Please return balls and paddles to their place.

Insects

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

Laundry

Feel free to use the washer and dryer (separate room downstairs) and laundry supplies provided.

Washer Operation:

- Use appliance as you would at home.

Dryer Operation:

- Clean the filter 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 the no smoking rule is ignored. Washing smoke smell out of bedding and curtains racks up big fees. Do not leave windows open after check-out thinking to air out smoke smell ... this practice once resulted in thieves entering one of the Lodges. Never smoke in the Lodge ... it's a fire hazard. This means you.

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 housekeepers). **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.

Pets

Do not leave pets unattended outdoors except in the dog run. Entry is through master bedroom. Always leash your pet when walking. Be mindful of the rare coyote, snake or tick. Don't leave pet food

DURING YOUR STAY

Equipment, Services, Policies and House Tips (alphabetical)

outdoors to attract 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-travelled 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 out for longer than a few hours. 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. This particular home is gifted with an emergency generator that comes on automatically! The Lodge phone is VOIP-like, and, without electricity it won't work. Just wait till the generator kicks in and the phone will work again.

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. There is a plunger in the master bath.

Snow Removal Policy

The County of San Bernardino requires snow removal for anything over 3" of snowfall from all vacation rental parking areas. This is to keep vacationers' cars from hindering Lake Arrowhead street plowing operations. We suggest carpooling to bring down fees, which 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.

Always use your best judgment, and shovel the snow from the drive before parking. During your stay, please also clear parking and walkway areas of snow after moderate snowfall. If not ... dangerous conditions for vehicles and guests occur when travelled-on snow gets packed into ice skating conditions overnight. 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 the Lodge during their stay. Please be safe.

Once you have arrived, you are responsible for keeping the snow cleared. If you fail to clear, then leave, you may be charged for a second clearing so that the housekeeper can get in and clean. When moving snow, do not pile in front of neighbors' drives or onto the street where the plow will just push it back onto the drive.

Snow shovels and rock salt are located in the garage. We try to keep them stocked, but can't guarantee them (snow shovels can walk away, and rock salt can be used and not replaced). Bear with us? We'll always do our best to accommodate you. If need be, items can be purchased and we

DURING YOUR STAY

Equipment, Services, Policies and House Tips (alphabetical)

will reimburse ... but only if you (please) call first to let us know? We may have an alternative somewhere you may not have looked.

We try to keep rock salt available. Feel free to lay a coat down after you've shoveled. Please don't toss salt on the snow and skip shoveling ... it'll turn to ice under the snow and uses too much salt.

Snow Removal Fee

Price fluctuates around \$75-\$250. Factors like snow depth, ice content, berms needing removal, etc. can vary the price. You will be charged for removal from entire driveway, steps and walkway leading to front door ... regardless of the number of cars you drive. While we make every effort to clear, Arrowhead Lodges cannot guarantee snow removal.

Call if you have any questions. 100% of fees go to labor, Arrowhead Lodges does not profit from snow removal at all.

Subletting

It is an assumption of the contract that the party reserving the Lodge will be present for a reasonable majority of the stay rented. Subletting of any kind is absolutely forbidden and will result in loss of deposit and immediate eviction upon discovery.

Television and Electronics Operation

Great Room has DVD and TV with HD. Master has DVD with TV with HD. **Directions coming soon.**

Trash Disposal

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

Service picks up on Tuesdays. Anything over two cans worth of trash + 1/2 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 week. Do not worry, simply leave your sealed bags in the garage. They will be removed at no charge (providing quantity falls within the two-can rule, and bags don't leak).

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 a yard clean-up fee). Remember, leave extra bags tightly sealed in the garage.

Wi-Fi

Wi-Fi can be unreliable on the mountain ... we make every effort to keep it active, but cannot warranty its functionality. In the event of signal failure, please try our Recycle Procedure ... many of us already have to do this in our homes. If that procedure doesn't resolve the issue DO NOT re-wire

DURING YOUR STAY

Equipment, Services, Policies and House Tips (alphabetical)

anything, or there WILL BE a charge for having someone come out and fix it. Please call us, and we will try to handle it from our end. You may wish to bring an RJ-45 cable with you in the event that the wireless transmitter ceases to function (though it's brand new), but the modem still works.

RECYCLE PROCEDURE: Unplug power from both the Charter Modem and Router, located on the fireplace mantle. Please be kind to the wiring and don't pull it all out into an unsightly mess? Count to 10. Plug Modem in. Wait till ready light is steady. Plug in Router. Wait till ready light is steady and check to see if service is restored.

PLACES TO GO AND DIRECTIONS WITH WEB LINKS

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 are located:_____ . Each one covers five folks. Leashed pets are allowed on the grass and trails, but not on the sand or in the water.

Tavern Bay Beach Club

28399 E. North Shore Road . Lake Arrowhead, CA 92352

To get there: Left on Spyglass, next left on St. Andrews till it ends, right on Fairway till it ends, Left on Club House Drive till it ends. Turn left onto Grass Valley Road and take that about a mile, till it curves right/turns into Peninsula Drive. When Peninsula Drive ends at North Bay Road, turn left. Go to the 173 and turn right. Turn right at the next main road, which is Willow Creek Road. Follow to end, then jog left-and-right, or right-and-left, to park in either of two lots.

Features: Small sandy beach, swimming area, playground, grassy area, chairs, picnic tables and charcoal barbeque stands. Snack bar (randomly manned with limited food items. Two hiking trails lead around either side of the lake in front of the homes. Leashed pets are allowed only on the grass! Tables and chairs go fast, so bring folding back-ups. Don't forget doody bags.

Burnt Mill Beach Club

27910 Lakes Edge Road . Lake Arrowhead, CA 92352

To get there: Left on Spyglass, next left on St. Andrews till it ends, right on Fairway till it ends, Left on Club House Drive till it ends. Turn right onto Grass Valley Road, then left on 189 (in front of Shell station) till it ends. Turn left at 3-way stop to stay on 189.

Past Blue Jay, watch for signs on your left to enter the Upper Village. Turn left into Resort Road/Village Road, then immediately left again. This takes you through the Lake Arrowhead Resort parking lot.

Turn left on Villa Way and take it to the end to the Burnt Mill Beach Club.

BLUE JAY and JENSEN'S FINEST FOODS . WEB LINK: <http://www.jensensfoods.com/bluejay.html>

Hwy 189

Like the Village, Blue Jay is another fun destination, more like a main street. There's a theater, **McDonald's**, stores, shops, **Pasta Mia Restaurant** (excellent Italian), a larger **Jensen's**, and the **Arrowhead Animal Hospital**, to name a few.

To get there: Left on Spyglass, next left on St. Andrews till it ends, right on Fairway till it ends, Left on Club House Drive till it ends. Turn right onto Grass Valley Road, then left on 189 in front of the Shell station, then left at 3-way stop to stay on 189. Go a mile or so. **Jensen's Market**, **McDonald's**, the **Arrowhead Animal Hospital** and **Pasta Mia** will be on the left. More places of interest on your right. Enjoy. You'll pass this area on your way to Lake Arrowhead Village.

PLACES TO GO AND DIRECTIONS WITH WEB LINKS

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JENSEN'S FINEST FOODS . Cedar Glen . WEB LINK: <http://www.jensensfoods.com/cedarglen.html> and
THE CORRAL Specialty Store . WEB LINK: http://seureshopnetwork.com/mm5/merchant.mvc?Screen=SFNT&Store_Code=CT
211 N. State Highway 173 . Cedar Glen, CA 92321 . 909.337.3500

To get there: Left on Spyglass, next left on St. Andrews till it ends, right on Fairway till it ends, Left on Club House Drive till it ends. Turn left on Grass Valley Road. Go about a mile till it curves right/turns into Peninsula Drive. When Peninsula Drive ends, turn Left onto North Bay Road (at Fire Station). Go to Hwy 173 and Turn Right. Go 2.5 miles, and they will be on your left.

Features: Ed likes the hotdogs. Corral has classy and well priced gifts.
Around the corner from the gas station, on Hook Creek Road, is Cedar Glen Trading Post Hardware Store. Fishing licenses are available there.

LAKE ARROWHEAD VILLAGE WEB LINK: <http://www.lakearrowheadvillage.com/>
28200 Hwy 189, Lake Arrowhead, CA 92352

To get there: Left on Spyglass, next left on St. Andrews till it ends, right on Fairway till it ends, Left on Club House Drive till it ends. Turn Right on Grass Valley Road, then left on 189 (in front of Shell station) till it ends. Turn left at 3-way stop to stay on 189. 2.7 miles past Blue Jay, watch for signs on left to enter the Village. Turn left into Resort Road/Village Road, then depending on the level you want ...

UPPER VILLAGE ... veer right and go straight.

Stater Brothers grocery store, drug store, Lake Arrowhead Village Pizza, pet store.

WEB LINK: http://lakearrowheadvillage.com/Merchant5/merchant.mvc?Screen=PROD&Store_Code=LAV&Product_Code=STATERBROTHERS&Category_Code=COMMUNITYSERVICES

LOWER VILLAGE ... turn left before the Villas instead of going straight.

Belgian Waffle Works (Breakfasts rock) WEB LINK: <http://belgianwaffle.com/store/index.html>, **Papaya Inn** (Excellent Thai), Center Stage area, shops, more restaurants, Arrowhead Queen and McKenzie-Ski-School-and-Boat-Rentals-with-Driver.

IF YOU MISS THE ENTRANCE, DON'T WORRY, you'll end up at a four-way stop. Turn left, and that will take you into the Lower Level of the Village. Leashed pets are allowed outside shops.

PLACES TO GO AND DIRECTIONS WITH WEB LINKS

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LAKE GREGORY REGIONAL PARK . WEB LINK: <http://www.co.san-bernardino.ca.us/parks/lake.htm>

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: Left on Spyglass, next left on St. Andrews till it ends, right on Fairway till it ends, Left on Club House Drive till it ends. Turn right on Grass Valley Road. Go to Shell station and Turn Left on 189. Turn Right at 3-Way Stop onto **189/Daley Cyn Road**. Go .4 miles and bear right on Rim of the World Hwy (CA-18). Go 2.7 miles to Lake Gregory Drive and turn right. Go 2.2 miles, following the signs to Lake Drive and turn left. Go .1 miles and it's on your left.

MOUNTAINS COMMUNITY HOSPITAL

WEB LINK: <http://www.mchcares.com/>

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

To get there: BRING MAP. Left on Spyglass, next left on St. Andrews till it ends, right on Fairway till it ends, Left on Club House Drive till it ends. Turn left on Grass Valley Road and go about a mile till it curves right/turns into Peninsula Drive. Go .5 miles till Peninsula Drive ends. Turn Left onto North Bay Road (at Fire Station) and go 1.8 miles. Turn Right at Hwy 173 and go 1.4 miles to Hospital Road (sharp Left). Hospital is up .2 miles on the right.

THINGS TO DO AT CHECK-OUT

Bathrooms

- Remove used soap and clean tub, counter, glass and mirrors.
- Sweep floor to remove things a vacuum can't pick-up.

Bedrooms

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

Deck

- Sweep deck, if necessary.

Kitchen

- Some cleaning supplies may be found under the sink. Use and replace something rule.
- 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 oven, stove tops and oven inside and out (no food residue)
- Sweep floor.

Living Area / Great Room

- Make sure, if nothing is smoking, that the flue is closed.
- Leave ashes alone ... DO NOT REMOVE ASHES ... housekeeper will clear (removing ashes may result in a fire).
- Clean any stains on floors or carpets so they don't "set" before the housekeeper arrives, which may be a day or two later than your check-out.
- Clean tables and surfaces.
- Windex sliding glass door, close and lock.

Overall / Everywhere

- One bath+hand+face towel set per guest. Leave used towels and face cloths on floor. 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 and Beach Passes to their original locations.
- Close all windows (to avoid rain damage and theft).
- Draw all drapes and close blinds.
- Turn heater off in summer; to 55 in winter (prevents pipes freezing). Controls at top of stairs.
- Place trash in sealed bags, then in cans with lids sealed. Take overflow bags with you, or leave in garage 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
Proprietors	562/925-4514 562/304-8436 cell	
Edison Electric	800/442-4950	
Fire Department	911 909/337-2525	<p>Please note the location of our fire extinguishers:</p> <ul style="list-style-type: none"> 📍 UPPER FLOOR: Kitchen Closet (sign posted) 📍 LOWER FLOOR: Hallway Closet (sign posted)
Gas Company	800/443-3466	
Hospital	911 909/336-3651	Call 911, in case an airlift may be need See DIRECTIONS to get there
Misty Pines Lodge	909/744-8208	National phone calls
Police/Sheriff	911 909/336-0600 909/337-6131	Top number is Twin Peaks (faster to this home) Bottom number is Lake Arrowhead. Please don't bother both agencies unless truly an emergency.
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	Call Proprietors	<p>Charter</p> <p>This is a VOIP-like phone. If power goes out, the automatic generator will come on, and the phone will work. Local and national service provided.</p> <p>Please call Arrowhead Lodges immediately, as we are best able to help you in an emergency.</p>