



Unit Guide

Welcome to the Inns of Waterville Valley

Please read through this for all unit and IOWV information!

Please use the Waterville Valley Information Center for all you vacation concierge needs.

Located at 41 Valley Rd, Waterville Valley 1-800-468-2553 ext 4000

Please understand we want you to be able to participate in all the activities Waterville Valley has to offer. We are still in the middle of a pandemic and may not have the most current operating status for local attractions. Refer to area websites or contact venues directly for current and most up to date information.

OFFICE: We are here to assist you however due to the continue threat of COVID-19, the IOWVA staff is operating behind the scenes and from home to be able to keep the doors open for you. Staffed office hours are very limited. The office staff will monitor e-mail and voice mail during the following hours ONLY and may change without notice: Mon-Fri: 8am-4pm; Saturday: 8:00-12:pm(noon); Sunday: Closed. **Please give 24-48 hours for a response. Please read below to answer most frequent questions.**

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

NEW OPERATIONS DURING COVID-19 PANDEMIC

During this time changes have been made to ensure the safety of our owners, guests, and staff.

FACE MASKS ARE REQUIRED while walking throughout the Inns hallways and stairwells. Lobbies are CLOSED. Face masks are defined as cloth no holes must cover nose and mouth.

ENTRANCE AND EXITS have been designated to create a "ONE WAY" flow assisting in our attempt for social distancing. **Front door is for Entrance ONLY. Exits are located at end of hallways ONLY.** Please follow signs. There will be a \$100.00 charge for noncompliance per incident.

PASSES

☒ **Native I.D. (CURRENTLY CLOSED)**- Front desk will electronically register all members of your party for the week for WV Rec. Dept. activities 603-236-4695 (see Resort Insider, www.wvnh.com/resort-insider)

☒ **Athletic Center (OPEN)**- Complimentary Passes. Bring your own towels. Please do not take the Inns towels. Outside tennis is seasonal www.wmacwv.com 603-236-8303

☒ **Skating Rink (CURRENTLY CLOSED)**- Complimentary Passes* (free admission during public skate session, skate rental fee charged) 603-236-4813

☒ **Golf (OPEN)**-Discount on green fees-\$5.00 off, show room key 603-236-4805 **IOWVA Owners** have owner privileges at golf course-play golf complimentary. Front Desk will electronically register owner's and members of their party.

Air-conditioning is NOT available in any units. PORTABLE UNITS ARE NOT PERMITTED. Windows and outside doors should not be opened in winter months (November- March). Screens will be removed from sliders in winter months (November-March).

Bicycles and Skis/Snowboards are not allowed in units. Snow equipment may be stored in the "Ski Room" located on the lower/entrance lobby. Use your unit key to access. There is a bicycle rack located outside.

Laundry Facilities (ONLY ONE PERSON PERMITTED IN LAUNDRY ROOM AT A TIME)-are located on the first-floor landing. The washers and dryers are coin operated, and the charge is \$1.50 each. You must supply your own laundry soap/ dryer sheets and change. Sorry for the inconvenience – the iron is not available for use.

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

We have supplied you with a week worth of necessities and paper goods and garbage bags, if you think you may need more, please purchase your items at a local store. Lodging supplies nationwide are extremely limited. Thank you for understanding.

Towel Exchange: Our Inn is committed to conserving our country's natural resources.

WE ARE NO LONGER DOING A TOWEL EXCHANGE SERVICE

To help with this goal **we do not provide housekeeping services during the week.**

Parking: Commercial vehicles/trailers may not be parked at the resort. Register all cars in your party with the Office. One car per unit in the upper lot.

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

Smoking: Smoking is not allowed in the units, lobbies, common areas or fire escapes.

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 Front Office. Unit to unit calls, dial unit number.

EMERGENCY PHONE (red phone)-will call emergency dispatch - located Lower Lobby outside unit 201

Condiments- we are no longer supplying salt, pepper, sugar or coffee filters (10-12 cup coffee makers)

Grills (gas) Seasonal (closed in winter). Please wipe down after use. There will be no picnic table available.

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

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-

Do not unplug or turn off gas off in the summer months. Pilot light must remain lit on all propane fireplaces.

Wi-Fi – free Wi-Fi is located throughout the building. The **password** is: **IWV*72016!**

Check in/ Check out Procedures

Check-in: **Check in time is after 4:00pm on Fridays.** Keys will only be available if all forms are in office Monday prior to Friday check-in-Registration, COVID-19 Self Quarantine, and COVID-19 Waiver. Keys will be Lock Box located in vestibule on left. Once you have checked in, staff cannot enter your room for **ANY** reason.

Check-out: Check-out time is **prior to 10:00am on Friday.** Late check-out is not permitted (\$150.00 charge) Keys must be returned during check-out. **DO NOT LEAVE YOUR KEYS IN UNIT. If you leave earlier, please notify the office via e-mail in advance. Put KEYS through SLOT located in the FRONT OFFICE DOOR (\$25.00 keys not returned)**

THE UNIT NEEDS TO BE LEFT AS YOU FOUND IT, or you will incur charges.

***All dishes washed and returned to cabinets and room back in order(extra cleaning up to \$250.00)**

*** All trash and recycling put in the exterior (parking lot) dumpster (\$25.00 failure to remove trash)**

*** Please return thermostats to 60°**

*** Place all dirty towels in a pile on the bathroom floor. Linen (sheets) may stay on the bed(s).**

*** Please check your unit for all your personal items. Any items left behind and not claimed will be donated to a local charity after 30 days.**

***If you soil any of the furniture or duvet 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.

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