



DOUG's CABIN

1901 Susquehana Dr
For Reservations Call (408) 493-5070
<http://www.coatneycabin.com>
Vacation Rental Permit #0281

Revision: November 17, 2018



No Smoking/Vaping, Animals, Skis/Snowboards or Bikes allowed inside the Cabin at any time!



Amenities:

- 4 Bedrooms (Queen, Queen, Queen+Twin+Twin, Queen futon in TV/game room aka 4th bedroom)
- 2 Bathrooms (Shower over tub) + soap + shampoo + hair dryers provided
- Washer/Dryer, Iron and ironing board provided
- All Season Spa (7 Person capacity)
- Romantic Wood Burning Stove (wood provided at additional charge)
- Cable TV, 2 TV's, DVD players, CD and Stereos with Netflix/Premium channels
- Broadband Wi-Fi Internet throughout the house
- Dishwasher, Electric stove, conventional & microwave ovens, Refrigerator w/Ice Maker, Gas BBQ
- Forced Air natural gas furnace heat throughout the house
- Ski storage locker provided outside on the deck
- Laundry and Cleaning Service required; linen and towels are provided
- **Maximum Occupancy: 10 Adults at any time**
- **Maximum Vehicle Limit: 4 vehicles at any time**



Directions: (From the Bay Area)

- From San Jose, take I-280 to I-680 and out of the valley. Take I-580 to I-5 and then take I-5 to Sacramento. In Sacramento, take Highway 50 toward South Lake Tahoe.
- Once you have reached Meyers (The town just after coming down the ridge from Echo Summit into the Lake Tahoe Valley) start looking for Pioneer Trail. It is the street just after the Road Runner gas station on the right side of the road. It is also the first stoplight since Placerville on Highway 50.
- Turn right on to Pioneer Trail and proceed down it exactly 2 miles. You'll notice a street to the left hand side of the road that parallels Pioneer Trail. After this street ends, the next road on the left hand side will be Susquehana. Susquehana. is located exactly 2.7 miles from Highway 50. If you come to Cold Creek or Al Tahoe Blvd., you have missed the turnoff.
- Turn Left onto Susquehana. and follow it around to the right to the stop sign which is located at Jicarilla & Susquehana. The house is the 4th house on the right hand side after the "T" intersection of Susquehana & Aravaipa. Susquehana dead ends about 5 houses after ours so you won't get lost. The house is light beige with dark brown trim. There is no garage, but we do have a storage shed out front that matches the house. The street number "1901" is hanging on the deck facing the street. There is a light switch at the base of the stairway leading up to the deck.



Directions: (From Reno International Airport)

- From Reno International Airport, take Highway 395 to Highway 50 approximately 60 miles to South Lake Tahoe. When you get to state line in South Lake Tahoe (where Harvey's and Harrah's are), start looking for Pioneer Trail. This is going to be a left hand turn immediately after the Raley's shopping center on your left.
- Follow Pioneer Trail roughly 5 miles till you come to the stop light at Black Bart. Jicarilla is located Exactly 2 miles from Black Bart.
- Turn right on Jicarilla, Susquehana will be the first right hand turn. Turn right on Susquehana. The house is the 4th house on the right hand side after the "T" intersection of Susquehana & Aravaipa. Susquehana dead ends about 5 houses after ours so you won't get lost. The house is light beige with dark brown trim. There is no garage, but we do have a storage shed out front that matches the house. The street number "1901" is hanging on the deck facing the street. There is a light switch at the base of the stairway leading up to the deck.



Do's and Don'ts of Renting Doug's Cabin:

- Do not bring up **BBQ's, electric, kerosene, or propane heaters, lamps or candles.** These items are unnecessary and can pose safety and fire risks in and around the house.
- If you smoke/vape outside, please place your butts/trash in the ash can on the deck. If you litter in the yard, you are subject to additional service charges for cleanup.



Snow Removal Requirements:

- Only park your car(s) in the driveway. ***There is a maximum of 4 vehicles allowed on our property.***
- During winter, do not leave anything in the driveway besides your car. (I.E. firewood, skis, packages, trash etc.) You are liable for any damages caused to snow removal equipment by items left in the driveway by you!
- **Our snow removal service will be by at 7:00am any morning where there is sufficient accumulation. You are required to move your vehicle out of the driveway for them to clear snow effectively at that time. They will also clear the snow from the deck.**



Arrival: Check-in Time is after 5:00pm.

1. The keys to the cabin will be placed out for you prior to 5:00pm on the day of arrival. There is a lock-box next to the door. The combination to the lock box is:
Right to _____ Left two turns to _____ Right to _____
2. Once the combination is entered successfully, press down on the lock box release and the keys will come out. Use this set of keys to get into the house. ***There is an additional set of keys on the kitchen table which contains the key to the spa. You should replace the key set in the lock-box so people in your party arriving after you can get into the cabin, and so you can prevent being locked out of the cabin. (There is a re-key charge for the house of \$90 if you lose any of the keys provided to you.)***
3. The furnace is set at 50 degrees (or lowest setting) you may want to adjust this to a comfortable level.
4. All beds have sheets & pillows. Towels are provided for each guest. Additional paper towels and soap are provided in the kitchen under the sink. Extra rolls of toilet paper are available under the sink in each bathroom along with hair dryers.
5. Trash pickup day is Thursday. Please make sure there is 36" of clearance between any vehicles and the trash containers at the end of the driveway Wednesday night.
6. Thursday is spa cleaning day. Sherry's Spa Service will be by at some point to care for the spa. If the spa requires attention prior to this time, feel free to call **Sherry (530) 541-2845** at any time. However, you will be charged for the service call if the spa requires attention because of something you did. I.E. you spilled something in the tub, etc.



SPA Usage Guidelines: (Spa Usage Is Prohibited 10pm to 8am daily)

- Keys to the spa are on the rental key set. ***The temperature of the spa is normally maintained at 102 degrees Fahrenheit.*** The console controls two different spa pumps and lights. Feel free to use both pumps and adjust airflow to suit. If desired, you can turn on the light in the spa, but if you do, please remember to turn it off along with the pumps when you're done using the spa!
- ***Always shower before entering the spa.*** Using the spa with sun tan lotion or simply being excessively dirty can pollute the water necessitating a drain and clean. The spa is not a bath tub. If the water is not crystal clear (or close to it) after you use the spa, you will be charged for having the spa drained, cleaned and re-heated. No glass containers are allowed in the spa. Use only plastic cups, mugs, or aluminum cans.
- ***Do not add any foreign substances to the spa water.*** (I.E. snow, soap, bubble bath, food or drinks)
- ***If you spill food or drinks in the spa, you will be charged for having the spa drained, cleaned and re-heated.***
- ***Alcohol and the spa DO NOT MIX! Do not drink alcohol while you are in the spa!***
- ***Do not leave children unattended in the spa.***

We would like you to use the spa and enjoy it! However, when you arrived, the spa was in top notch condition. When you leave, we expect it to be in a similar condition. It is natural for the spa water to need to be changed roughly every 4 months. This is due to the oil from people's skin who use the spa. However, it is very obvious when people abuse the spa without bathing and/or with tanning lotions on. This is not considered "normal wear" and you will be charged accordingly for cleanup. (***Current service charge to drain/clean/refill/reheat the spa is \$150.00***)



SPA Usage Requirements (by using the spa, you are agreeing to the following):

1. Elderly persons, pregnant women, infants and those with health conditions requiring medical care should consult with a physician before entering a spa.
2. Unsupervised use by children under the age of 14 is prohibited.
3. Hot water immersion while under the influence of alcohol, narcotics, drugs or medicines may lead to serious consequences and is not recommended.
4. Do not use alone.
5. Long exposure may result in nausea, dizziness or fainting.
6. Opening the spa requires two people to lift the lid, one on each side. Do not allow the spa to slam shut as this will damage the spa and you will be held liable for repairs.



Departure Checklist: Check-out Time is 11:00am.

1. Our cleaning staff needs to easily identify which beds were used during your stay, so please **do not re-make** any of the beds that you have used!
2. Empty refrigerator of any personal items (especially perishable ones). Place any dirty dishes in the dish washer and start it prior to leaving. Empty the kitchen trash can.
3. If the spa was used, close the cover. Make sure the light is off. Do not attempt to clean the spa or add chemicals to it. That will be handled by Sherry's Spa Service.
4. Make sure all lights are off and the heat is set at 50 degrees.
5. If you moved furniture, return it to its original position. If you used any of the DVD, Stereo or TV remote controls, replace them next to their TV.
6. Open all interior doors prior to leaving.
7. Make sure that all windows are closed and all drapes and blinds are shut.
8. Place all key sets back on the kitchen table. Use the Lock Box key set to lock the door on your way out and make sure the Lock Box is securely locked in place.



Reservations & Terms:

- To secure a reservation a security/cleaning deposit of \$400 is required or via direct booking online.
- Full balance is due 60 days prior to rental.
- *Note - until we receive your security deposit, we reserve the right to continue actively renting the cabin.*
- When making a reservation more than 30 days in advance a minimum stay of: **3 or 7 nights** might be required, depending upon the timeframe you are renting.
- Make checks payable to "Doug Coatney". Cash, cashier's checks or money orders are required for payment which is made less than 14 days prior to when rental is to begin or via vrbo.com and airbnb.com online payment services. (www.vrbo.com/104 and <https://www.airbnb.com/rooms/3257786>)
- A charge of \$25 will be assessed for any returned checks plus your reservation will be subject to cancellation.
- Rent charges are subject to change without notice. You are guaranteed a specific rental price once you have paid the security deposit **and the rental amount in full**. In the event that there is a rental increase, you are entitled to a full refund without penalty, should you decide not to pay the increased amount.
- We reserve the right to refuse rental as well as to cancel rental accommodations should unforeseen events occur.
- We will confirm the receipt of your deposit by return mail within 1 week of the arrival of your security deposit. If you don't hear back from us, please call as something might be lost in the mail!



Rates: (Subject to change without notice)

<u>Winter Rates</u>	<u>Summer Rates</u>
<ul style="list-style-type: none"> • Normal Rate: \$245/night no minimum stay \$195 a night for stays of 4 nights or more. 	<ul style="list-style-type: none"> • Normal Rate: \$245 a night no minimum stay required \$195 a night for stays of 4 nights or more.
<ul style="list-style-type: none"> • Holiday Time period: \$300-\$700 a night, minimum stay required. 	<ul style="list-style-type: none"> • Holiday Time period: \$300-\$500 a night, minimum stay required
<ul style="list-style-type: none"> • Christmas/New Year's Week: \$500-\$700 a night, minimum stay required 	<p><i>All stays are subject to 10% El Dorado County Room Tax</i> Additional \$15 nightly charge/person for groups > 8</p>



Laundry, Cleaning Service and Neighborhood Quiet Time

- A laundry and cleaning service is included for your convenience at departure. This service is required and covers general cabin cleanup and laundry. The cost of the service is \$185 per stay. This specifically covers:
 - Vacuuming carpets/Sweeping and mopping floors
 - Cleaning bathrooms (Toilet, Sink, Tub)
 - Washing towels and linens and remaking beds
 - Cleaning the kitchen (Sink, Stove, Oven, Counters, table)

This cleaning service covers "normal wear" and cleaning. It does not cover excessive or negligent wear and cleaning. We expect you to follow the **Departure Checklist**. If you don't follow the **Departure Checklist**, we are happy to take care of these things for you for an additional service charge! For example, if you happen to stain the carpet, we're going to deduct the cost of removing the stain from your security deposit. In a similar fashion, cleaning up counter spills is normal; while burned remnants of food permanently adhered to the oven or stove are not, etc. Also, if any items are damaged or missing, we will need to deduct the cost of repairing/replacing them from your security deposit.

- There is a neighborhood quiet time from 10pm to 8am which should be observed at all times. After 10pm you will want to reduce noise levels and move conversations inside. South Lake Tahoe residents value their peace and quiet, while visiting the region it is essential that you are a good neighbor and do not disturb full time residents. ***Ordinances on noise disturbances are strictly enforced by the El Dorado County Sheriff and will result in your eviction from the property.*** Play it safe, enjoy your stay and simply be considerate of our neighbors!

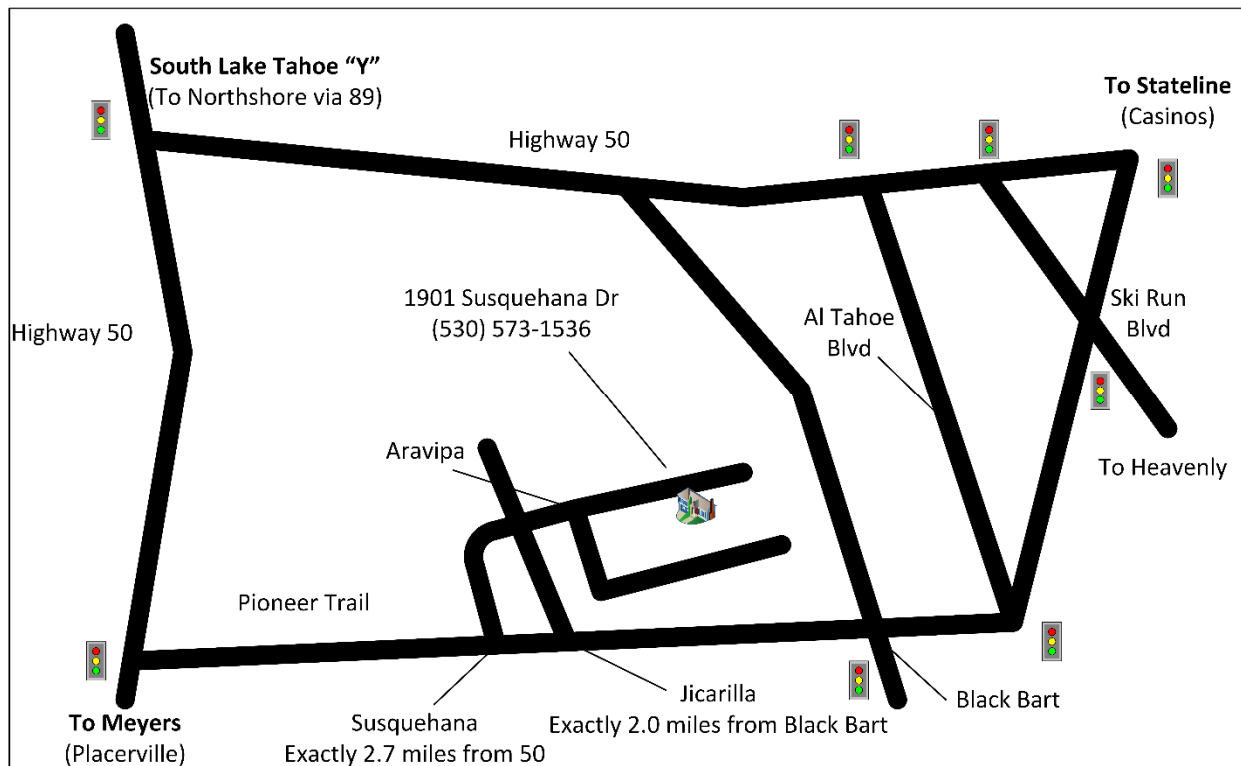


Emergency Phone Numbers:

In the event of an emergency or a problem, the following numbers should be used:

The phone number at our cabin:

- | | |
|---|-----------------------|
| • Caretakers Rich & Catherine (Snow Removal/Emergency): | (530) 573-1536 |
| • Doug's Home: | (530) 577-3683 |
| • Doug's Work: (Emergencies only - no rental inquiries please) | (408) 493-5070 |
| • Doug's Cell Phone: (Emergencies only - no rental inquiries please) | (408) 822-3708 |
| • Sherry's Spa Service: | (408) 888-0105 |
| • CALTRANS Road Conditions: | (530) 541-2845 |
| • WIFI SSID COATNEYCABIN Password: 5305731536 | (800) 427-7623 |



Use Adobe Acrobat (www.adobe.com) to electronically fill out and sign -or- print the page, fill out manually and return original or scan/HD photo to:

US Mail: Doug Coatney: 59 Donna Adelle Ct, San Jose, CA 95127
Email: dougc@coatneycabin.com Phone: (408) 493-5070

Rental Agreement: (Vacation Rental Permit #0281 - Revision: November 17, 2018)

(Please fill in all information on this form. We cannot rent to you unless this information is provided.
Make checks payable to "Doug Coatney")



Service Charges/Security Deposit:

- A base security/cleaning deposit in the amount of \$400 is to be paid upon reservation of the cabin unless renting through vrbo/airbnb. The deposit will be refunded in full (minus any *additional cleanup* or *damage repair* that is needed) once the premises are checked out after your departure.
- You accept full financial liability for resolution of all problems created during your occupation of the cabin.
- Rent of the cabin includes ***US Domestic phone calls only.***
- **MANDATORY QUIET TIMES IN THE NEIGHBORHOOD ARE FROM 10PM TO 8AM DAILY.**
- **SPA USAGE PROHIBITED 10PM to 8AM DAILY. (By El Dorado County ordinance for all Vacation Home rentals)**
- **Maximum Vehicles allowed on the property/street will not exceed 4 at any time.**
- **Maximum Occupancy of the cabin will not exceed 10 adults at any time.**
- **Gatherings/Parties and special events exceeding Maximum Occupancy/Vehicle limits are not permitted.**
- ***If you exceed maximum occupancy/vehicle limits, are noisy or annoying to our neighbors at any time, you acknowledge you are liable for fines and subject to immediate eviction by the El Dorado County Sheriff pursuant to transient occupancy ordinances passed for vacation homes in South Lake Tahoe/El Dorado County.***
- **Snow removal services are performed at 7:00am each day sufficient accumulation occurs. Vehicles must be moved from driveway at this time!**
- There is a minimum \$25 service charge for trash cleanup in the yard.
- There is a \$60 service charge for property management visits after any noise complaint involving the Sheriff.
- There is a \$90 service charge to re-key the cabin if you lose any keys provided during your stay.
- There is a minimum additional \$100 service charge for deep cleaning if it has been determined that you have smoked/vaped inside or brought animals into the property, possibly more depending upon remediation required.
- There is a \$150 service charge for draining/cleaning/refilling/reheating the spa.



Cancellation Policy:

- When cancellation notice is given 60 days prior to the date rental is to begin full refund of security deposit and rental amount will be made. Unfortunately vrbo and airbnb service fees are not refundable under any condition.
- When cancellation notice is given less than 60 days prior to the date rental is to begin, there is no rental or security deposit refund unless the cabin is re-rented for an equal or greater period of time.
- All cancellations will be confirmed with you via phone.
- ***There are no refunds due to weather or road closures.***
- ***There are no refunds due to lack of or in operation of any amenities of the cabin (Spa, Appliances, Wi-Fi, Cable etc.)***

Number of Adults (*over 21*) in your party: _____ Number of minors (*2-20*) in your party: _____

Arrival Date: _____ (after 5:00pm) Departure Date: _____ (by 11:00am)

I certify that all guests have been provided and have fully read this rental agreement and specifically agree to follow the **Maximum Occupancy/Vehicle Limits, Spa Usage Guidelines, Spa Usage Requirements, Snow Removal Requirements, Mandatory Quiet Times in the Neighborhood and Departure Checklist.**

Signature: _____ Date: _____

Printed Name: _____

Phone Number: _____ Driver's License: _____

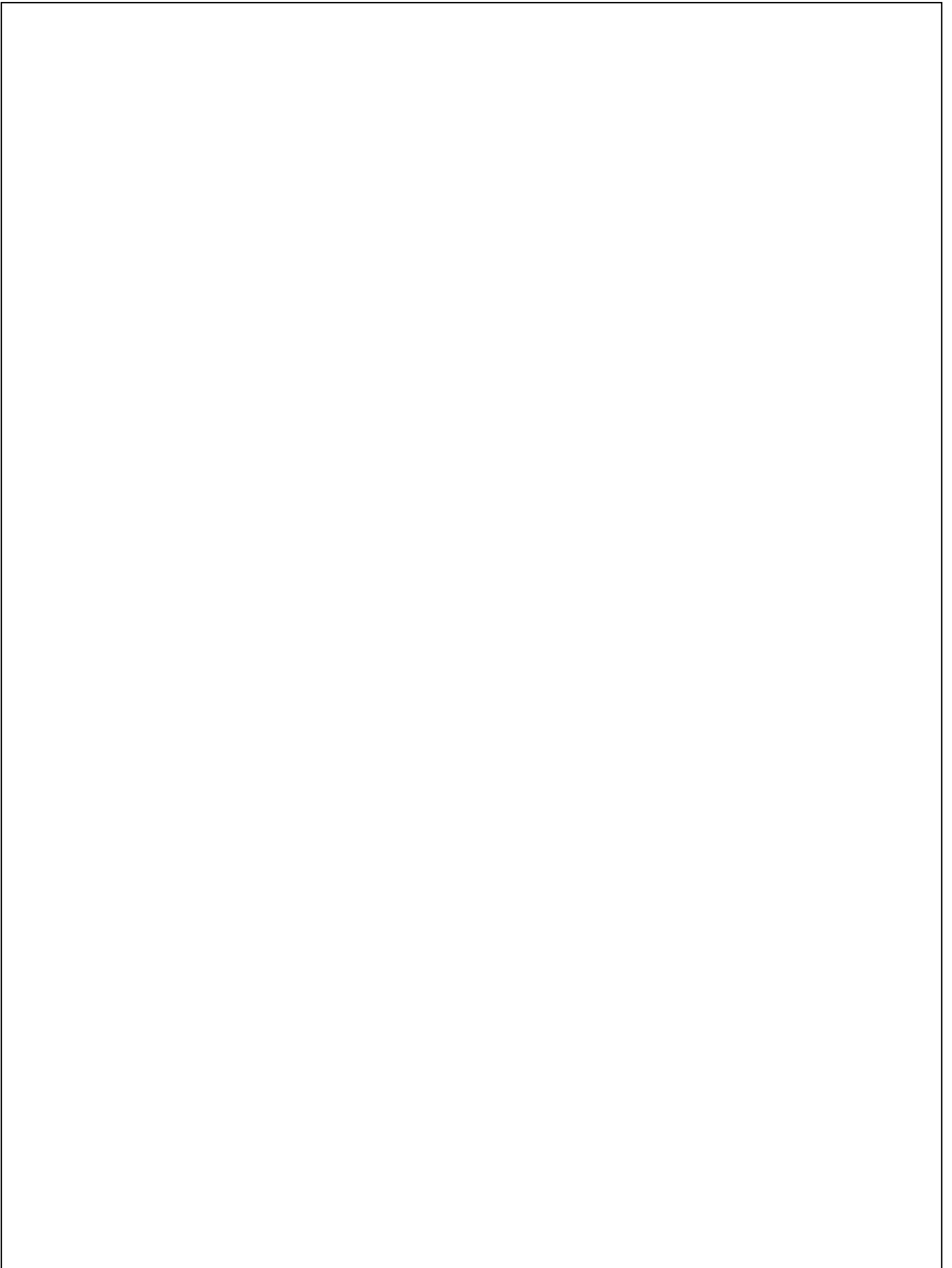
Street Address: _____ E-Mail: _____

City: _____ State: _____ Zip Code: _____

Person to contact in the event of an Emergency (Preferably not someone accompanying you on this trip.)

Name: _____

Phone: _____





Lake Tahoe: Travel Tips

WINTER CONCERNS

- The house is generally accessible with chains unless heavy snowfall conditions occur (an excess of 2 to 3 feet in one storm is required to really cause trouble on the road). If this is the case, you will have to wait for the snowplows to come around to clear the road. Generally, the plows work the neighborhood the same day that a major snowfall occurs.
- As soon as 1 to 2 feet of snow accumulates, our snow removal service will be by to remove the snow from the driveway and deck areas.
- Under certain snowfall conditions it is possible to become snow-bound. You should always plan ahead to have at least one or two days' worth of emergency food and drinks on hand at all times.
- Due to circumstances beyond our control, it is possible to loose electricity and/or heat in the house. We have a wood burning stove as well as a propane BBQ in case of such an emergency.

EQUIPMENT

- Always carry chains when traveling in the Lake Tahoe area of the Sierras. The weather is very changeable and you can become stranded quit easily without chains.
- Make certain that your automobile is operating properly before attempting to drive to Lake Tahoe
- Dress warmly and bring extra clothing in case you become stranded on the drive up.
- Make certain that you keep water and emergency food on hand while you are staying in Lake Tahoe.
- Bring a portable battery powered radio with you for emergencies.
- Expect the unexpected and drive carefully!

MEDICAL CONSIDERATIONS

ALTITUDE SICKNESS

Caused by less oxygen in the air at Lake Tahoe than at sea level, the elevation of our lake being approximately 6,235 feet. Common symptoms of altitude sickness include headache, fatigue, decreased appetite, nausea, shortness of breath with exertion and restless sleep.

These effects are due to chemical changes in your blood stream from lower oxygen content of the air. These effects are common and your body will adjust within 2-3 days and symptoms will gradually disappear.

If you develop altitude sickness, you should avoid over exertion, get plenty of rest and drink plenty of fluids. It is also advisable to eat lightly and drink alcohol in moderation. If any of these symptoms become severe or worse, rather than better, you should see a physician. If you have a heart condition or history of high blood pressure, check with your doctor before planning trips to the mountains.

FROSTBITE

Frost bite occurs when the water in cells freezes. Superficial frostbite usually involves fingertips, ears, nose, toes and cheeks of the face. Symptoms include burning, tingling, numbness and a whitish discoloration of the skin.

Deep frostbite is more serious and can lead to death of the cells involved, leaving open wounds very susceptible to infection and tetanus.

It is important to take precautions to prevent frostbite, particularly on colder or windy days and during stormy weather. Cover all exposed areas of your body. You may need to go inside and warm yourself more frequently during cold weather. Also, have a friend check your face and ears for discoloration that you may notice.

If you develop frostbite, you should go indoors immediately. Do not rub frostbitten skin. If possible, immerse your fingers or toes in lukewarm, but not hot, water. If the skin does not return to its normal color, blisters develop, pain persists after thawing, numbness persists, or significant swelling is present, it will be necessary to seek medical attention.

HYPOTHERMIA

Hypothermia occurs when the body's core temperature falls lower than normal [98.6] and the body is unable to generate sufficient heat to keep the temperature in the normal range. When this occurs, the body's organ systems malfunction. If hypothermia goes unrecognized and untreated, it can become more severe and lead to serious organ malfunction and possibly death.

Hypothermia is obviously more common in the winter months and during outdoor activity. Several variables contribute to the development of hypothermia: outdoor temperature, length of exposure, age, general health status, alcohol consumption, and wet clothing. To avoid developing hypothermia, wear warm, layered, dry clothing, take plenty of indoor breaks on cold days and avoid alcohol consumption.

Early symptoms of hypothermia include fatigue, mood changes, distorted thinking and impaired motor skills. If you, or any of your friends, begin to show signs or symptoms mentioned above, the person needs to be placed indoors and in dry clothing immediately. If the symptoms do not improve within two hours, or if they become worse, seek medical attention.

*THIS MATERIAL COURTESY OF:
THE STATELINE MEDICAL CENTER.
(530) 588-3561 South Lake Tahoe Ca.*

Doug's South Lake Tahoe Cabin Frequently Asked Questions

Q: What is the "10% El Dorado County Room Tax" and why do I have to pay it?

A: The El Dorado County Room Tax is a 10% tax which the County of El Dorado imposes on stays which are less than 30 days. The tax must be paid quarterly by the landlord out of escrow. In short, any cabin or house you rent in South Lake Tahoe should be charging this tax. If the property owner is not, they are breaking the law.

Q: What type of condiments does your cabin have?

A: In general, we don't stock the cabin with condiments (ketchup, mayo, mustard etc.). We do generally make sure that there is salt and pepper available, but that's about it. If you're planning on cooking in the house, you should plan on bringing whatever spices and/or staples you will need for your meals because the food which is left in the house varies.

In a similar vein, you should not count on there being food in the house. Occasionally we have renters who leave food in the house and if it is sealed and unspoiled, our caretakers will leave it in the cabinet. Examples are: Hot Cocoa, Popcorn, soup etc. The contents and amount varies and should not be counted on for sustenance in an emergency.

Q: What type of cooking utensils and dishes does your cabin have?

A: We have enough glassware, and dishes to set a table for 10 adults. There are an assortment of pots, & pans for cooking spaghetti, and other meals.

The cooking supplies and dishes are kind of generic. If you are planning on cooking while in the cabin and have need of something exotic like a garlic press, food processing machine, double boiler etc., you might want to bring them along with you.

Q: What type of soaps does your cabin have?

A: We stock the cabin with the following soaps:

- Dishwasher Soap
- Dish washing soap
- Liquid Hand Soap
- Shampoo
- Bath Soap
- Laundry Detergent
- Fabric Softener

Q: Will I need chains to get to your cabin? How is access to your cabin in winter?

A: If you are flying into Reno International Airport and planning on renting a car, I strongly recommend you rent something with 4WD and mud/snow tires on it. Rental car agencies do not supply their cars with chains and typically don't want you to use them on their cars.

I have seen the roads in Tahoe require chains as early as September and as late as June. So be prepared and make sure you have chains with you or are driving a car with 4WD and mud/snow tires on it. You'll get stuck on the other side of chain control if you don't have them.

As for getting down our street to our house, the county is responsible for plowing the streets in our neighborhood and we're responsible for blowing the snow off the driveway and the deck. Under some situations it is possible to not need chains on the roads in town, yet you will need them in the neighborhood we live because the roads are icy or unplowed. Typically, this only happens after huge snowfalls of multiple feet, but it can happen and it is possible to be stranded in the house by snow.

Your best defense is to always have food and water on hand for several days. Of course, you're only 3 miles from a grocery store so if worse came to worse, you could just walk out to pioneer and into town.

Pioneer Trail is plowed very quickly after a snowfall -- it is a major route into the area and is used for emergency vehicles. Susquehana is relatively flat and goes out to Pioneer Trail. Susquehana to Jicarilla and back out to Pioneer is a school bus route and is plowed generally the same day that it snows enough to be a problem (2'+). If you have a 4WD with good clearance you should not have any problems. Otherwise you might have to wait for the plows to come around during excessive snowfall conditions.

Q: Who is responsible for snow removal at your house? I.E. will I have to shovel my way to the door?

A: We have a snow removal service that will be by to blow the snow from the driveway as well as the deck. They generally will come by after about 6" to 1 foot of accumulation occurs. If you need to come and go prior to his arrival, we provide some snow shovels that are located in the ski storage locker out on the deck, for you to use to clear a path to the door and your car.

Q: I know check-in time is 5:00pm, can I check-in early?

A: Someone always asks us this. Even though we post that check-in time is after 5:00pm -- no exceptions. As with everything, there are of course exceptions. ;-) Here's how it works.

If you want guaranteed access to the house prior to 5:00pm -- you have to pay an early arrival fee of 50% of a night's rental and the night prior to your stay must not be rented.

If you simply would like to get in earlier if it's possible without paying anything more, you can stop by the house anytime the day you're due to arrive and if the lock box is out then the cabin is ready and you can go in early.

If the lock box is not out, then the cabin is not ready. If the cleaning service is there cleaning, they have instructions from me not to let anyone in the house early. I view this as a personal safety issue for my cleaning staff. We want to avoid any problems which might occur by someone posing as a renter who might gain access to the house and subsequently assault our cleaning staff.

Q: I know checkout time is 11:00am, can I checkout late?

A: The only way we allow you to check out later than 11:00am is if you pay for late departure. This is 50% of the nightly rental amount for the timeframe you're renting. This also requires that the night of your departure not be rented to someone else.

Q: Why don't you allow bikes, skis, or snowboards inside your cabin?

A: We have found over the years that having these items in the house causes more problems in the way of breakage and damage to walls. We provide a lockable ski storage locker on the side of the house for skis and snowboards and we ask that you lock your bikes to the deck instead of bringing them inside.

Q: Why don't you allow people to bring up their own charcoal BBQ for grilling?

A: The answer is twofold. First it's just not necessary because we supply a gas BBQ at the house and second because using lighter fluid and charcoal in the summer is not a wise thing to do. Plus, the deck and trees close to the house could easily burn.

Q: Where are some areas for sledding/tobogganing and general snow play for children?

A: There are numerous gentle slopes in the neighborhood that can be used for sledding and snow play including the national forest on the sides of the house. If more "extensive" slopes are desired the best places are at Snow Parks along Highway 50. The best being just past Echo Summit heading back toward Sacramento on Highway 50.

If you do decide to go to a Snow Park, be sure and stop at the Shell station in Myers and purchase a day pass. The passes are not available for sale at the snow parks. The snow park passes only cost a few dollars, but the fine for not having one is ~\$75 and they do write tickets VERY frequently.

Q: Is there Fire Wood for the wood burning stove?

A: Yes, and No. Logistically, providing firewood has become something that is very difficult to arrange. If you would like us to provide firewood, just let us know and we'll charge you an additional \$50 for access to our wood racks. Otherwise, you can easily obtain them at the nearest grocery store.

Q: If the weather is bad, can I cancel and get a refund?

If there is no snow " " " " " " " " ?

If it is raining " " " " " " " " ?

If the roads are closed " " " " " " " " ?

A: Our "official" policy is that there are no refunds due to weather. That's of course the "hard line".. We realize that there are extenuating circumstances and we try to work with each group of people on an individual basis. Here's what I can say for the following scenarios:

- Assuming: Highway 50/88/89/80/267 are all open
 - If you don't go then there won't be any refund for the rental amount.
- 1. We may allow you to reschedule for another *unrented* timeframe some other time.
- 2. Assuming: 50/88/89/80/267 are all closed due to snow/flooding etc.
 - If it's the middle of a blizzard or a flood and the sheriff recommends that people not travel through that area and the roads are all closed we will allow you to reschedule for another

unrented weekend some other time, or possibly offer to refund your money altogether. You need to call us in person and discuss this though. Each situation is unique and we handle each one on an individual basis.

By *unrented* I mean that when we have a vacancy which is less than 14 days in advance we'll make those days available to you to exchange. We will not "reserve" anytime for you. For example, let's say you wanted to reschedule for another 4-night timeframe. Say the next 4-night weekend stay which is available is April 10,11,12,13. We would be able to let you know if that weekend would be available for you to use on March 27th (14 days in advance) -- assuming that it didn't get rented prior to that.

We'll also allow you to break up the 4 nights into however many other smaller stays you want. The only caveat is that you'll have to pay a cleaning charge of \$185 for each stay. Say you wanted to break up a 4 night stay into 2 two night stays on 2/5,6 and 2/12,13. We could let you know about those on 1/22 and 1/29 respectively.

Regardless of the financial situation, you should never attempt to drive up to Lake Tahoe if you do not feel comfortable doing so.

Q: If highway 50/88/89/80/267 is closed, what are the other routes into the area that you can suggest taking?

A: The major recommended route into South Lake Tahoe is Highway 50.

Alternative routes I can suggest from Sacramento are:

- 1 - Highway 88 through Jackson to Highway 89 and into South Lake Tahoe.
- 2 - Interstate 80 to Highway 267 to Highway 50 in Nevada and into South Lake Tahoe.

The Highway 88/89 route is shorter than 80 or 50 for that matter, but it is 2 lane traffic the whole way.

Q: Where can I find daycare facilities in the South Lake Tahoe Area?

A: The best suggestion is to call Choices for Children at (530) 541-5848 they can send you a variety of information on daycare providers in the Lake Tahoe area.

Q: The temperature on the spa appears locked at a temperature which is not what I want, how do I change it?

A: Someone has locked the temperature. To deactivate TEMPERATURE LOCK, press the OPTIONS hard button followed by the TEMPERATURE soft button and finally press the soft button TEMP LOCK ON to change the screen to TEMP LOCK OFF, this will also turn the Spa lock icon off.

Q: The spa does not operate, the power seems to be on, but a little "lock" symbol is on the control panel and the jets and lights don't work what do I do?

A: Someone has enabled the SPA LOCK feature which disables all of the functions of the main and auxiliary control panels. The control panel will not respond to any hard or soft buttons when in SPA LOCK mode. To deactivate the SPA LOCK, press and hold the OPTIONS hard button and the LIGHTS hard button for 3 seconds.