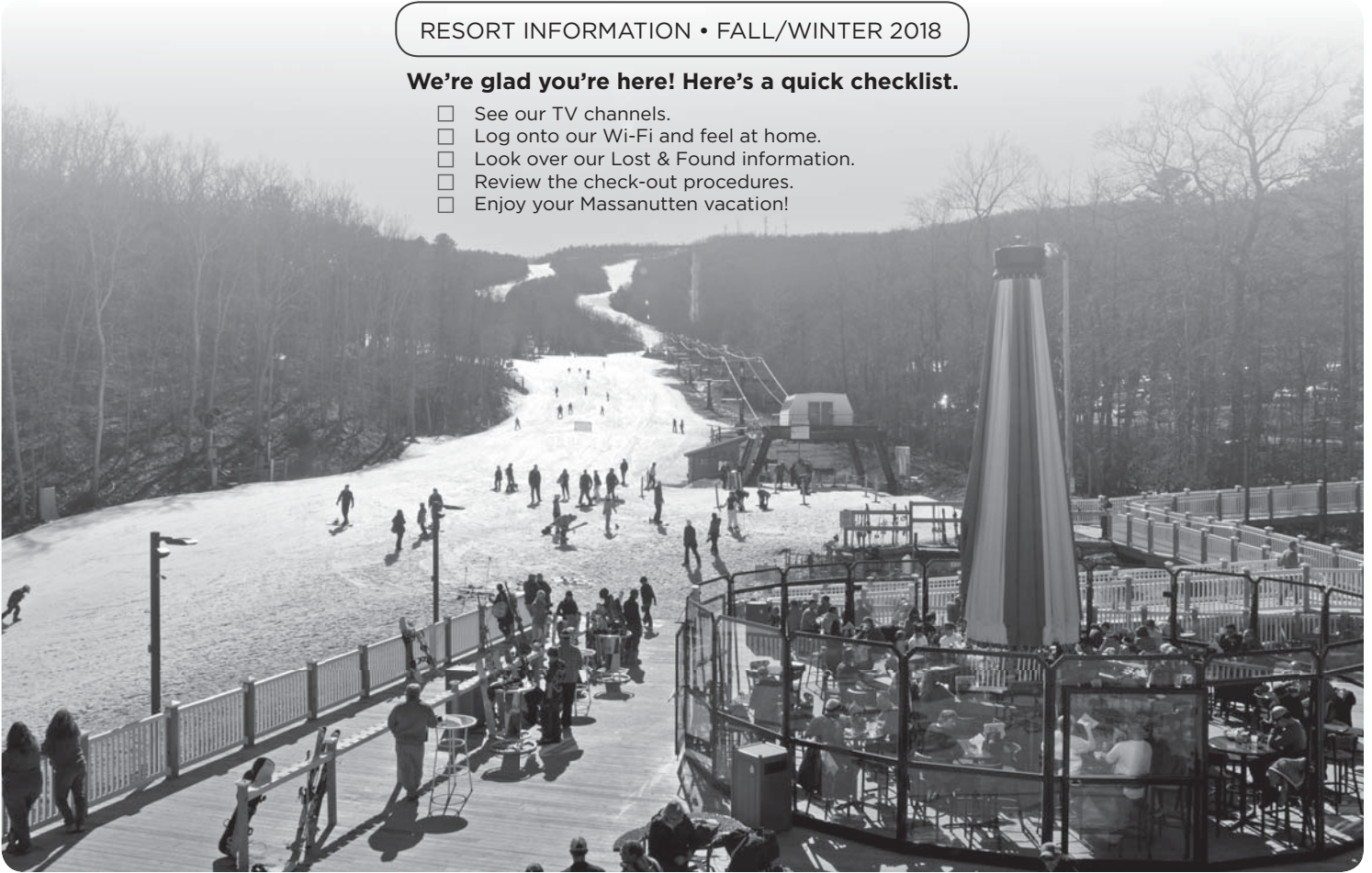


# Massanutten DIRECTORY

RESORT INFORMATION • FALL/WINTER 2018

**We're glad you're here! Here's a quick checklist.**

- See our TV channels.
- Log onto our Wi-Fi and feel at home.
- Look over our Lost & Found information.
- Review the check-out procedures.
- Enjoy your Massanutten vacation!



SERVICES.....1	HOUSEKEEPING.....3	ORGANIZATIONS.....4	POLICIES & CHECK-IN
SAFETY & ASSISTANCE.....2	TV CHANNELS.....3	INDOOR + OUTDOOR TIPS.....5	LOCATIONS.....7

**FOR MORE INFO: MASSANUTTEN MY GUIDE • MASSRESORT.COM**

## SERVICES

### TEXT MESSAGING SERVICE

- It's easy! Sign up can be done at check-in or by contacting the Front Desk at any time during your stay.
- Benefits Include: Text to check-out, resort alerts and room status updates during check-in.
- Please note: to receive text messages from Massanutten, contact our Front Desk to register your cell phone. Your number will be eliminated from our system shortly after you check-out.

### ATM MACHINES

- SunTrust ATM machines are located at the General Store, Massanutten Station, the WaterPark, and Le Club.

### BUSINESS CENTER

DAILY 9:00 AM – 7:00 PM  
@ MASSANUTTEN STATION  
EXT 65100

- Enjoy free Wi-Fi, and a lending library. Access the Internet and Microsoft Office (for up to 20 minutes) from two private computer kiosks complete with scanners and color printers. Copy and fax services are available through the Retail counter.

### Printing

Only available through the computer kiosks. Use computer kiosks, printing paper, copies, and faxing for up to 20 minutes. During busy periods, please be mindful of others who need to use this amenity.

### Copying & Faxing

INCOMING FAX  
(540) 289-4065  
(THE MARKET AT  
MASSANUTTEN STATION)

INCOMING FAX  
(540) 289-6981  
(FRONT DESK)

### CHECK CASHING

- A check in a maximum amount of \$25 may be cashed at the Front Desk, the General Store, or The Market at Massanutten Station (one check per day, per condo). A valid ID is required.

## GOLD CARD HOLDERS

### ID Center

EXT 65075  
FRI – TUE 9:00 AM – 4:00 PM  
@ MASSANUTTEN STATION

- A current Gold Card is required to receive owner discounts.

Gold Card Holders who have not had a photo ID card made in the last five years should stop by the ID Center for a new card.

### Mountainside Villas Owner IDs

(540) 236-3582  
MON – THU 8:30 – 11:30 AM &  
1:00 – 4:00 PM

FRI 11:00 AM – 1:00 PM  
(MOUNTAINSIDE VILLAS  
WELCOME CENTER)

- A current Gold Card is required to receive owner discounts.
- Mountainside Villas Gold Card holder IDs are updated at the Woodstone Sales office daily from 9:00 AM – 5:00 PM.

### INTERNET

EXT 5304

#### Wireless Internet

- Wi-Fi is offered directly through Massanutten. Personal laptops and devices may access wireless internet free of charge.
- Wireless internet is available in most common areas and all units and hotel rooms. Massanutten Resort is solely responsible for connectivity issues. Should you experience connectivity issues, please call maintenance: x5304.

### Connect to the Internet

1. Establish a wireless connection to “Massanutten Guest” in your network connections.
2. Select your internet browser and enjoy.

While Massanutten Resort strives to provide our guests and visitors with the best possible guest experience, be advised that there will be times when latency and slow response will be highly noticeable when using the internet. This is because of our scale and popularity amongst our guests and surrounding area's visitors to our amenities and facilities.

### MAIL: OUTGOING

- May be dropped off at the General Store, The Market at Massanutten Station, or the Woodstone Lobby.

## MAIL: INCOMING

- If using U.S. Post Office use:  
Great Eastern Resort  
Woodstone Front Desk  
Guest's Name and Unit Number  
P.O. Box 1227  
Harrisonburg VA, 22803

- If using anything other than the US post office:  
Great Eastern Resort  
Woodstone Front Desk  
Guest's name and unit number  
1822 Resort Dr.  
McGaheysville, VA 22840

## OVERFLOW PARKING

### Woodstone Meadows

- Located below the Woodstone Check-In Building adjacent to The Market at Massanutten Station.

### On Mountain

- Ski area parking lots.

## ON-SITE RCI REPRESENTATIVE

EXT 65033  
(540) 289-4978

Please call the Concierge Desk to make an appointment.

## PHONE

### Incoming Calls

(540) 289-9441

- There is no direct dial into condos or hotel rooms. Outside callers should be directed to use the resort's main line. Please make sure your ringler is on.

### Outgoing Calls

- Please check the following instructions:

### Local

NO CHARGE

- Dial 9 + number (no area code)

### Toll Free

NO CHARGE

- Dial 9 + 1 + number

### Operator Assisted (Collect, etc.)

FEES MAY APPLY

- Dial 9 + 0

## Voicemail

- A blinking red light indicates that you have a message. To retrieve messages:

1. Dial pound (#) then zero (0).
2. Follow operator's instructions.
3. Stay on phone until you hear “that was your last message.”
4. Press 9 to exit the system.
5. If you've saved any messages for replay and later wish to listen to them, dial x5800 or x65800 if you are in a Woodstone or Regal unit.
6. Press 3 to delete messages.

## REGAL VISTAS GATE OPERATION

- Owners and occupants who are receiving a guest or delivery to their condo must give that person their condo number. Upon arrival, the outside party must key in the condo number at the gate. The occupant must answer the phone and press 9 to allow entry.

## ROOM CHARGE

EXT 0

- For your convenience, please set up your room charge through the Front Desk.

## SAFE DEPOSIT BOXES

- Available free of charge at the Front Desk.

## WAKE-UP CALL

- From your room phone dial # + 0, and select option 1. Thereafter, follow the voice prompts to set wake-up calls.
- This is an automated service. As a precaution, please use a second form of wake up call such as a cell phone or alarm clock.



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is the perfect gift!**

PURCHASE IN ANY  
AMOUNT  
ON-SITE OR AT  
MASSRESORT.COM/  
GIFTCARD.



## SAFETY & ASSISTANCE

### CALLING 911

If you have a 911 emergency from your room, please use the room phone so the 911 dispatcher can find your location. The 911 address for your room is located on the back of the door.

### GENERAL SAFETY

#### Bicycles

- Wear bright colors and use a helmet, proper signals, and head/tail lights after sunset.

#### Fire Extinguishers

- They are located in the kitchen under the sink in the condos and on the stairwell landings of each floor of the hotels.

#### Grills & Cooking Devices

- These items are strictly forbidden in hotel rooms and on hotel room decks.

#### Hot Plates & Cooking

- Do not leave stove unattended while cooking and unplug hot plates after use.

#### Needles & Sharps

- You must properly dispose of these items and do not put unprotected needles or sharps in the trash.

#### Skating

- This includes skateboards, roller blades, roller skates, roller shoes, hoverboards, rip sticks, Y scooters/Gliders, etc.
- These are prohibited on roadways and within all associations.
- Please utilize Lambert Park and Lot 3 (outside of ski season).
- Contact the Concierge Desk for info on local skate parks.

#### Walking & Hiking

- Travel off of roads and against traffic. Wear bright colors and use a flashlight after sunset and sturdy footwear on trails.

#### Drone Policy

Massanutten Resort prohibits the operation or use of unmanned aerial systems, or drones, by anyone—including recreational users and hobbyists—without the prior written authorization from the Resort. This prohibition includes drones used for photographing, filming or videotaping, as well as any drone use by media or journalists operating above or within Massanutten Resort boundaries. This prohibition on drone operations or use extends to any drones launched or

operated from Resort property, as well as drones launched from private property outside of the Resort boundaries. Please contact security with questions.

### FIREPLACES | EXT 5045

**Gas Fireplaces** • Please carefully read the following instructions before using your condo's gas fireplace: • Do not attempt to light with matches. • Read instructions on inside panel of the fireplace before lighting. • Do not leave fire unattended at any time. • If fire is accidentally extinguished, call Maintenance. *Gas fireplaces are turned on the weekend after Labor Day and turned off the weekend after Mother's Day.*

**Wood Fireplaces** • Before using your condo's wood fireplace, please read these instructions: • A canvas bag is provided for carrying logs into the condo. • During winter months, logs (stacked in small piles) are available in boxes a short distance from the condos. • Do not leave fire unattended at any time. • Do not clean fireplace yourself. Fireplaces will be cleaned by Housekeeping staff on check-out day. • Guests are responsible for any and all fire damage that may occur in their condo during their stay. *Starter logs may be purchased at the General Store and The Market at Massanutten Station. Wood boxes for wood fireplaces are opened the weekend after Labor Day and closed the weekend after Mother's Day.*

### LOST & FOUND |

(540) 289-4001 | EXT 5000  
@ SECURITY OFFICE  
GROUND FLOOR OF HOTEL #6  
• Please contact us for all lost and found inquiries. You will be prompted to leave your detailed information on a voicemail system. These messages are checked regularly. You can also submit inquiries on [MassResort.com/Explore/contact-us](https://www.massresort.com/Explore/contact-us) under the Lost & Found contact info.

Your claim will be researched and you will be called if your item is located. Check your room thoroughly for personal items prior to departure. *Massanutten is not responsible for lost items. Found items will be held for 30 days. Personal hygiene items will not be held.*

### SECURITY OFFICE

(540) 289-4054 | EXT 5400  
@ GROUND FLOOR OF HOTEL #6  
• Security personnel are available 24 hours a day should you require assistance. If law enforcement is needed or you are experiencing an emergency, dial 911.

### SEVERE WEATHER & POWER OUTAGE INFORMATION

(540) 216-0120

- To find information during a serious weather event or power outage, please check your voicemail, or updates on our official Facebook page, or call the Emergency & Severe Weather Hotline.
- Woodstone Meadows Check-In Building is open 24/7 and has a backup generator.

### WILDLIFE

**General Wildlife** • It is illegal in Virginia to feed wildlife. When animals associate humans with food they lose their fear and seek out people, making them more likely to raid public areas and destroy property. Then they become susceptible to being hit by cars or killed by poachers, and need to be relocated or destroyed. The management of Massanutten Resort and the Virginia Department of Game and Inland Fisheries are working together to provide a safe coexistence between bears and humans. Your help in these endeavors is greatly appreciated.

**Black Bears** • Massanutten is home to many black bears. Although Virginia's largest land mammal is present year-round, black bear activity is greatest from late spring through early fall. These shy but powerful creatures prefer habitats away from humans but are adaptable and can be enticed by an easy meal from a trash dumpster. This is especially true when their natural foods (like nuts and berries) are in short supply. Help us avoid negative encounters with black bears by doing the following:

- Do not leave food or trash outside or on unit decks.
- Place all trash inside dumpster and secure dumpster lid prior to 2:30 PM.
- Report full/overflowing dumpsters to Refuse & Recycling at x5341.
- Report bears feeding at dumpsters to Security at x5400.

### UNIT JACUZZIS

**Read and follow all instructions carefully.** • Danger: to reduce the risk of injury, follow these precautions:

- Do not permit children to use this bath unless they are closely supervised at all times.
- A healthy adult should not remain in the bath for longer than 20 minutes. A healthy adult should not reenter the bath until after taking a shower to cool down. Remaining in the bath longer than 20 minutes or failing to cool down before reentry can result in hyperthermia, serious injury, or death.
- Get out of the bath immediately if you experience headache, nausea, dizziness, or fainting. Monitor children closely for any of these symptoms and ensure that they are immediately removed from the bath if any such symptom occurs.
- Excessive water temperatures can cause fetal damage during pregnancy. Pregnant women and women who may be pregnant should not use the bath without first obtaining a physician's guidance and approval.
- Persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should obtain a physician's guidance and approval before using the bath.
- The use or consumption of medications, drugs, or alcoholic beverages before or during bath use may lead to unconsciousness with the possibility of drowning.
- Persons using any medications should obtain a physician's guidance and approval before using the bath. Some medications may induce drowsiness while other medications may affect heart rate, blood pressure, and circulation.



## HOUSEKEEPING

### CLEANING

#### Condos

EXT 0  
 • A mid-week cleaning is available for a fee, ranging from \$30 – \$50 per condo. This service includes a change of bed linens, towels, general cleaning (excluding the kitchen), and vacuuming.

#### Massanutten Resort Hotel Rooms

EXT 1300  
**DAILY 9:00 AM – 4:00 PM**  
 • Your room will be cleaned daily. This service does not include a change of bed linens. If new bed linens are desired, please call to request this service.

### LAUNDRY

• 24-hour access to laundry facilities are available to guests staying in these units:

#### Shenandoah Villas

• Condos 56AB – 66AB have their own washers/dryers. For units 1AB – 55D and 67AB – 77AB, washers and dryers along with a detergent vending machine are located in the basement of Hotel #3. The entrance is outside to the left of the building.

#### Shenandoah Villas at Killy Court & Eagle Trace at Killy Court

• In the 2000 building on Colo Road there are six laundromats, one on each floor, at both ends of the building. Each facility has two washers and dryers and a detergent vending machine. Change machines are available in the laundromats on the walk-in level (middle floor).

Units not listed above have washers and dryers in their buildings. Two packs of laundry detergent have been provided for your convenience.



## TOWELS & BED LINENS

### Towel Exchange

EXT 5305  
**TUE – THU 9:00 AM – 4:00 PM**  
 3000 KILLY COURT  
 (REAR SERVICE ENTRANCE ON LOWER LEVEL)

• Towel exchange service is available once per week to guests vacationing for their full week in the following condos:  
 • Shenandoah Villas  
 • 1AB – 55D and 67AB – 77AB  
 • Shenandoah Villas at Killy Court  
 • 2101ABC – 2605ABC  
 • Eagle Trace at Killy Court  
 • 3101ABC – 4308ABC  
 Condos not listed above have washers and dryers in their buildings. Towel exchange does not include bed linens.

### Extra Towels & Bed Linens

EXT 0  
**DAILY 8:00 AM – 5:00 PM**  
 • Extra towels and bed linen sets can be delivered to your room for a fee. A set of towels consists of one bath towel, one hand towel, and one washcloth. A minimum of 2 sets is required.

As a Green Earth Community, Massanutten is dedicated to preserving the environment. Your efforts to help us save water and detergent by taking care of your towels is greatly appreciated.

### PAPER & CLEANING SUPPLIES

• All condos are equipped with a starter kit of paper and cleaning supplies. Additional supplies may be purchased at both the General Store and The Market at Massanutten Station.

## TV CHANNELS

• Refer to channel 2 for up-to-date channel listings and channel 3 and 4 for Resort Info. Channels are subject to change.

2	GUIDE	51	TRAVEL
3	MASS INFO	52	HALLMARK
4	MASS INFO	53	TURNER CLASSIC
5	HBO	54	UNIVISION
6	HBO2	55	GALAVISION
7	HBO LATINO	56	OWN
8	HBO SIGNATURE	57	ABC
9	HBO FAMILY	58	CBS
10	TBN	59	MNT
11	FOOD NETWORK	60	FOX
12	DISNEY	61	NBC
13	CARTOON	HD CHANNELS:	
14	NICK	70-1	AUDIENCE
15	BLOOMBERG	70-2	BBC AMERICA
16	CNBC	70-3	BRAVO
17	FOX NEWS	71-1	CHRISTIAN TV
18	CNN	71-2	CNBC WORLD
19	HLN	71-3	CSP1
20	MSNBC	72-1	CSP2
21	WEATHER	72-2	DISNEY XD
22	DISCOVERY	72-3	E
23	TLC	73-1	GSN
24	FREEFORM	73-2	HSN
25	GOLF	73-3	ID
26	ESPN	74-1	ION
27	ESPN2	74-2	UNIVISION E
28	ESPN NEWS	74-3	LINK
29	ESPN U	75-1	MTV2
30	FOX SPORTS	75-2	NICK JR
31	COMEDY	75-3	ONCE
32	LIFETIME	76-1	OWN
33	LIFETIME MOVIE	76-2	QVC
34	MTV	76-3	REELZ
35	VH1	77-1	RFDTV
36	CMT	77-2	BYU
37	BET	77-3	EVINE
38	UP	78-1	AQUI
39	ANIMAL PLANET	78-2	TEEN NICK
40	A&E	78-3	TRU TV
41	HISTORY	79-1	TV LAND
42	AMC	79-2	WE TV
43	HGTV	79-3	HBO 2 WEST
44	TNT	80-1	HBO FAMILY
45	SYFY	80-2	HBO WEST
46	USA	80-3	DAYSTAR
47	TBS	81-1	W NETWORK
48	FX	81-2	CNN
49	SPIKE	81-3	EWTN
50	NAT GEO	81-4	GUIDE

## ORGANIZATIONS

### ETOA | Eagle Trace Owners Association

• Eagle Trace is a floating-week floating-unit project with both townhouse and apartment-style units. Units are located on Middlecoff Drive, off Del Webb Drive, and at Killy Court. Eagle Trace units are lock-out units which allow owners to book one two-bedroom unit for one week or to lock-out the unit into two one-bedroom units for two weeks.

### GERM & GERC | Great Eastern Resort Management & Great Eastern Resort Corporation

• Great Eastern has been the developer at Massanutten since 1984. The Resort Corporation builds and sells timeshares and owns most of the undeveloped land at Massanutten. The Resort Management owns and operates most of the recreation facilities and retail areas and manages five timeshare projects — Shenandoah Villas, Eagle Trace, Summit, Woodstone, and Regal Vistas.

### SP | Shenandoah Provisions

• Shenandoah Provisions provides the food service for each of Massanutten's dining facilities — Base Camp, Virginia Barbecue & Pizza Co., Campfire Grill, and all the food service in the Massanutten Indoor/Outdoor WaterPark. Shenandoah Provisions also offers catering services for special functions like weddings, holiday parties, and other events.

### MPOA | Massanutten Property Owners Association

• MPOA is the oldest and largest organization of owners at Massanutten. It is the umbrella association for all other Massanutten associations including lot owners, home owners, owners of whole ownership condominiums, and timeshare owners. Timeshare owners are non-voting members of MPOA. A board of directors made up of elected owners directs the administration of the association. MPOA owns and operates the Stonewall Terrace Recreation Center which includes a swimming pool, tennis courts, a 36-hole mini golf course, a go-kart track, and the Bungy Dome. MPOA owns and maintains the roads within the Resort and employs the Massanutten Police Department, which provides security services to the entire area. MPOA also operates a rental program for timeshare owners.

### MPSC | Massanutten Public Service Corporation

• MPSC is an independent utility company that provides water and sewer services to the entire Massanutten Resort area.

### MVOA | Mountainside Villas Owners Association

• An independent association, MVOA was the first timeshare development established at Massanutten. Formed in 1978, this development includes all 175 units in Mountainside Villas. MVOA is governed by a board of directors whose members include elected owners and one seat for the developer. MVOA's board of directors employs a management firm to administer operations of the project. Located on Peak Drive, the development was completed in May of 1988.

### RVMOA | Regal Vistas at Massanutten Owners Association

• Regal Vistas at Massanutten is the newest timeshare project which began construction in late 2009. It offers exclusive, luxurious, single-level, four-bedroom units with an attached garage. Regal Vistas is an RCI Gold Crown Resort with fixed-week floating-units.

### SMAO | Summit at Massanutten Owners Association

• The Summit is an RCI Gold Crown project that offers both floating-week floating-units and fixed-week floating-units. These luxury timeshares offer several spacious floor plans. Their locations off Peak Drive, Litten Lane, and Middlecoff Drive offer some of the best views at Massanutten.

### SVOA | Shenandoah Villas Owners Association

• Begun in 1988, the Shenandoah Villas project offers both fixed-week fixed-units and a fixed-week floating-units. Styles include individual pedestal chalets, townhouses and apartment-style units. Shenandoah Villas has two locations — one off Peak Drive and the other at Killy Court.

### WTOA | Woodstone Timeshare Owners Association

• Begun in 1999, the Woodstone development is an RCI Gold Crown Resort with a fixed-week floating-unit concept. There are four-bedroom Luxury and Deluxe units as well as two-bedroom Casa de Campo (country house) units. Many of the new units are three-stories with an elevator. Woodstone is now the largest timeshare project at Massanutten Resort with more units still to come.

**We are here to provide you with superior service at all times.**



**Strive for 5**

OUR GOAL IS FOR YOU TO GIVE US A 5 ON YOUR COMMENT CARD. IF WE ARE NOT MEETING YOUR EXPECTATIONS, PLEASE TELL US WHAT WE CAN DO BETTER!



SHARE YOUR ADVENTURES WITH US!  
@MASSRESORT  
#massanutten



WE DELIVER AFTER 5 PM!



MASSRESORT.COM/DINE  
1822 MASSANUTTEN DRIVE  
x65084







WHERE FRIENDS  
COME TOGETHER.



MASSRESORT.COM/DINE  
4156 DEL WEBB DRIVE  
x5084



## INDOOR + OUTDOOR TIPS

### FISHING

EXT 65100  
@ THE MARKET AT  
MASSANUTTEN STATION

EXT 5100  
@ GENERAL STORE  
*During the winter season, fishing licenses  
and rentals are only available at The  
Market at Massanutten Station.*

#### Licenses

Everyone fishing must be in possession of a fishing license, including children who meet the age requirements. The state license, pricing, and guidelines are controlled by the Virginia Dept. of Game and Inland Fisheries, and are subject to change.

1-Day License (state non-resident, ages 16 & up)	\$8
5-Day License (state non-resident )	\$21
5-Day License (state resident, ages 16 & up)	\$14
Season License (state resident, ages 16 & up)	\$23

#### Resort Permits

Along with possessing a valid Virginia State fishing license, anyone who is not a Gold Card Holder must purchase a resort permit to fish. Fees associated with these permits help us stock our ponds.

1-Day Resort Permit	\$3
5-Day Resort Permit	\$10

#### Rentals

Includes a pole, tackle box, hooks, weights, bobbers, and a stringer.

2-Hour	\$3
4-Hour	\$5
6-Hour	\$6

### HIKING - WESTERN SLOPE

TRAILS ARE CLOSED **MON - SAT  
NOV 3 - JAN 5** FOR HUNTING  
SEASON. PLEASE ENJOY THESE  
TRAILS ON SUNDAYS DURING  
THIS TIME.

EXT 65033

- Massanutten's Western Slope offers more than thirty miles of trails for the outdoor enthusiast. Trail maps are available for purchase at the Mountain Bike Center, Concierge Desk, and Family Adventure Park. A resort ID is required for trail use.
- Bring at least 16 oz. of water per person.
- Wear sneakers or hiking boots.

### KAYLOR'S KNOB TRAIL MODERATE, BLUE BLAZES 1.5 MILES (EACH WAY)

- The northern counterpart to the Ridge Trail is rough and rocky. Kaylor's Knob marks the turnaround point for this breathtaking out-and-back trail. The trailhead is located across the street from the Overlook parking area.

### RIDGE TRAIL DIFFICULT, BLUE BLAZES 2.25 MILES (EACH WAY)

- Beginning at the wooden steps above the Overlook, this scenic trail winds along Massanutten's rough and rocky ridge and joins the access road near the ski slopes. The trail's turnaround point features a magnificent panorama overlooking our ski slopes.

### HIKING - OTHER

#### ARBORETUM SELF-GUIDED NATURE TRAIL EXT 65033

- Designed for families! Seven locations along the trail list fun facts and activities for kids. Pick up a trail guide at entrances located near the Spring House or by the bridge at the Memory Garden behind the cabin. *Please contact the Concierge Desk for more information.*

#### ROCKINGHAM SPRINGS ARBORETUM EASY

- A leisurely walk with quiet places to sit and relax. Stroll along and enjoy a variety of beautiful trees and plant life. *Open all year round!*

#### MASSANUTTEN DISCOVERY TRAIL @ WOODSTONE MEADOWS COMMUNITY

- Four kiosks and sixteen signs display photos and fascinating facts about our natural environment, including birding, nature photography, trees, wildflowers, insects and wildlife.

Complete a Nature Scavenger Hunt and claim your prize at the Nature Center or Concierge Desk in the North Lobby.

#### WALKING PATHS EXT 65041 OR EXT 5041 CALL FOR HOURS @ BOTH GOLF COURSES

- Walk along the cart paths. Available before and after golf course hours of operation only.

### PARKS & PLAYGROUNDS

Pavilion rentals available for full or half-day. For more info and to submit an inquiry please visit this link and click on Pools & Parks: [MassResort.com/Recreation](http://MassResort.com/Recreation).

#### LIONS CENTENNIAL COMMUNITY PARK

- Playground
- Picnic pavilion with tables and charcoal grill

#### LAMBERT PARK

- Playground
- Tennis courts
- Sand volleyball court
- Walking path
- Shuffleboard courts
- Cornhole boards
- Fitness stations
- Picnic pavilion with tables and gas grills

#### CORNHOLE ♦

EXT 65088  
DAILY 8:00 AM - DUSK  
BEGINNING OCT 22 MON - FRI  
@ LAMBERT PARK  
FREE  
• Stop by Woodstone Rec for equipment.

#### SHUFFLEBOARD ♦

EXT 65088  
DAILY 8:00 AM - DUSK  
BEGINNING OCT 22 MON - FRI  
@ LAMBERT PARK  
\$15 per set for 1 hour  
\$10 deposit included in price  
and refunded when equipment  
is returned  
• Stop by Woodstone Rec for equipment.



#### VOLLEYBALL AT LAMBERT PARK ♦

EXT 65088  
DAILY 8:00 AM - DUSK  
BEGINNING OCT 22 MON - FRI  
FREE  
• Stop by Woodstone Rec for equipment.

#### WOODSTONE PLAYGROUND

DAILY 8:00 AM - DUSK  
@ WOODSTONE MEADOWS

**ARTS & CRAFTS**  
EXT 65033

- Reservations are required for most of our arts and crafts classes. Any class listed with this symbol  means that advanced sign-up is required.
- Any class listed with this symbol  means that you can book it online at **MassResort.com/Activities**.
- Some of our classes have a “drop-in” notation in their description. The instructors for these classes would love for you to stop by and see them any time during their hours of operation. Allow 20 – 30 minutes to complete your project.
- Many of our classes and activities have age requirements which are in place for the safety of all of our guests.
- Check out examples of all our crafts in our display cases in the The Market at Massanutten Station or the Mountainside Villas Welcome Center.
- Unless otherwise noted, all children 12 and under must be accompanied by an adult for all our classes and activities.



**THE RINK**  
EXT 5088

- For optimal skate comfort, wear tall, thick socks.
- Be sure to arrive 15 minutes early for lessons to check-in and get properly fitted with ice skates and helmets.
- Late arrivals to skate lessons may be asked to reschedule to a future class for safety purposes.

**RECREATION CENTERS & POOLS**  
EXT 65088 OR 5088

- A valid Resort ID is required to enter the recreation centers and pools.
- Children under age 12 must be accompanied by an adult 18 or older.
- During Water Aerobics, the pools are closed for open swim. Only those registered for the classes will be permitted in the water.
- All court reservations are held for 10 minutes past the hour. After that, they may be given away.
- During Lap Swim, half the pool is open for general swimming and the other half is roped off for laps.

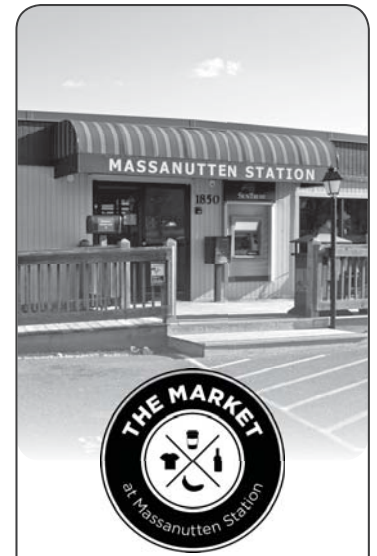
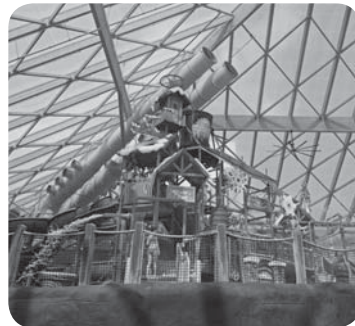
**THE SPA**  
EXT 65200

- Please arrive 15 – 20 minutes prior to your appointment to complete client forms. Service time begins when you are greeted by your service provider.
- Child care is not available in the Spa.
- To ensure a relaxed environment is maintained, kindly turn off cell phones prior to entering the Spa.
- We require an 8-hour notice if you need to cancel your spa appointment. A fee of \$50 will be charged for each cancelled service to cover the time reserved for you. If the cost of the service is less than \$50, a \$25 fee will be applied. Parties of 4 or more require a 72 hour notice.



**MASSANUTTEN INDOOR/  
OUTDOOR WATERPARK**  
EXT 65400

- The WaterPark experiences busy times. We encourage our guest to purchase tickets online for guarantee WaterPark entrance. Refer to the My Guide for current hours of operation and admission rates.
- A Gold Card is required to receive owner discounts. One discount per Gold Card, per person will be given at the time of purchase. Please have all guests present at the time of purchase. Gold Card must be valid for the current year to obtain discounts.
- Don't forget your towel! The WaterPark has souvenir towels available for purchase at MerchanDice, but does not provide complimentary towels.
- Daily locker rental is available to secure your valuables. Lockers are \$25 per rental and a \$15 refundable deposit is included in the price. You will receive your deposit by returning your locker key. Massanutten is not responsible for lost, stolen, or damaged property.
- Video surveillance is utilized.
- Lifeguards and attendants must be obeyed at all times. Additional rules are posted at the entrance and next to each attraction. Management reserves the right to refuse admittance to or suspend the privileges of any person failing to comply with any rules.
- Children under the age of 12 must be supervised by a responsible adult during their entire visit and children under age 5 must be within arm's reach of a responsible adult at all times.
- Only U.S. Coast Guard approved flotation devices may be used. Life jackets are available at no additional cost on a first-come, first-served basis and must remain in the WaterPark.
- All diaper-dependent guests must wear a swim diaper. Guests with communicable diseases or open sores are prohibited from using the WaterPark.
- No outside food or drink is permitted. Dining options are available.



**MASSANUTTEN  
STATION**

Your one stop shop for almost everything!

**THE MARKET**  
CONVENIENCE STORE

COFFEE STATION

DVD RENTALS

FISHING LICENSES

SOUVENIRS

**OWNER/GUEST SERVICES**  
ID CENTER

PROMOTIONAL GUEST CHECK-IN

BUSINESS CENTER

**ARTS & CRAFTS**  
CLASSROOM

**MASSANUTTEN**  
**ADVENTURES**  
TOURS & RIVER TRIPS



## POLICIES

### CHECK-OUT 📌

#### Departure Checklist:

- Return furniture, kitchenware, and other items to their original locations. Load dishwasher and start wash cycle.
- Place bath linens on floor near front door of condo. Please leave beds unmade.
- Empty refrigerator and place all trash in appropriate outside receptacles.
- Remove all food items from condos. Unopened, non-perishable items may be given to the local food bank via the food donation box in the Woodstone Lobby.
- Check condo for personal items.
- Turn thermostat to 70°F.
- Turn off all lights.
- Text "Check Out" to 95577 (your cell phone must be registered at the Front Desk to use this service: see page 1).
- You may also check out by dialing \*55 on your room phone.

#### Key Drop Boxes: 📌

For your convenience, all guests can use our new key drop boxes to speed up your check-out after everyone has vacated the condo. Simply drop all keys and comment cards in one of four boxes:

- The Market at Massanutten Station deck
- General Store deck
- North Lobby
- South Lobby breezeway
- Regal Vistas clubhouse

Thank you for visiting Massanutten Resort and we hope to see you again very soon!

### CONDOS

EXT 0

#### BY 11:00 AM TO AVOID LATE FEE

- Check-out is still available in the North Lobby: guests may fill out their express check-out envelope and drop it by the Front Desk.
- If you are here as a promotional guest and are touring on your check-out day, please check out prior to your tour time.

### REGAL VISTAS

EXT 0

Guests may fill out their express check-out envelope and drop it by the Front Desk. Guests staying in Regal Vistas must also place their keys, comment card, and garage door opener into the drop box at the Regal Vistas Clubhouse. Garage door openers cannot be left inside the condo. Failure to return the garage door openers to the Front Desk or the Regal Vistas drop box will result in a \$50 replacement fee.

### MASSANUTTEN RESORT HOTELS

EXT 0

#### BY 11:00 AM TO AVOID LATE FEE

- Guests may fill out their express check-out envelope and drop it by the Front Desk.
- If you are here as a promotional guest and are touring on your check-out day, please check out prior to your tour time.

### MEDICAL EQUIPMENT & SUPPLIES

- Please make prior arrangements through your provider to pick up the equipment from your condo no later than 10:00 AM on the date of your check-out. Failure to comply will result in a fee. Please call the Front Desk Manager with any questions at (540) 289-4913.

### NOISE/DISTURBANCE COMPLAINTS 📌

IF YOU NEED TO REPORT AN OCCURRENCE, CONTACT THE FRONT DESK: EXT 0  
QUIET HOURS 11:00 PM – 7:00 AM

- Offensively loud or annoying activity is prohibited in condos, hotels, and on Resort property.
- Please be considerate and mindful of your neighbors and other vacationers during your stay.
- Noise is expected to be kept at a minimum at all times, as the Resort has an obligation to provide our guests with a quiet and comfortable stay, and will not tolerate actions that will produce otherwise.

### PARKING

(540) 289-4054 | EXT 5400  
RESORT SECURITY OFFICE IS LOCATED UNDER HOTEL #6

No occupant may use any parking space or area in an unauthorized manner. Assigned parking shall be observed in every respect.

- RV's, Campers, Boat, Cargo, and Utility Trailers: Register with Resort Security and park in Ski Lot #3
- If you are in an Association with assigned parking you will need to abide to your designated parking spaces.
- Please contact Resort Security x5400 for additional parking needs.

Please take a moment to fill out the Comment Card that was provided to you in your packet at check-in. You may leave it in your accommodation along with your keys.

RCI guests will also receive a survey a few days after check-out. These comments provide important feedback information to our resort. Remember, we strive for FIVE!

### PETS

EXT 0

- Service Animals: Service Animals are always welcome at Massanutten Resort. They must be under control and on a leash/harness at all times. Service Animals may be attended to by companions, but employees of the Resort are not permitted to care for Service Animals. We appreciate advance notice for service animals staying on resort property. Please contact us at the Front Desk.
- Pets & Emotional Support Animals: Massanutten Resort has a no-pet policy throughout the Resort and the Projects. Fines of up to \$500 may be incurred for violating the no-pet policy. In addition, charges may be assessed for cleaning or damage. Animals whose sole function is to provide emotional support or comfort do not qualify as Service Animals under the ADA and are not permitted. Questions regarding service animals, pets and boarding options may be directed to the Front Desk.
- Information about local kennels is available through the Concierge Desk.

### RECYCLING & TRASH

EXT 5341

- As a Green Earth Community, the staff and permanent residents of the resort are dedicated to preserving the natural beauty of Massanutten Mountain. Please join us in this effort by using the recycling stations throughout the Resort. Recyclables and trash should be sorted into their proper receptacles prior to 2:30 PM to help prevent wildlife from rummaging through receptacles.
- Regal Vistas recycling and trash containers are located in the garage of each condo. Please leave containers in the garage at check-out. If service is needed during your stay, call Recycling & Trash.

### SMOKING

- All of our accommodations are smoke-free. Smoking is strictly prohibited. A \$250 fee will be charged to those who violate this policy. Smoking is allowed on the patio. You must close the patio door when smoking outside.

### GUEST SOLICITATION

Please know that Massanutten Resort has a strict "No Solicitation" policy.

### NOTICES

All notices published in Massanutten Resort documents (such as check-in documents and/or within individual amenities or activities) that require or restrict any activity have full force of these Rules, and their violation constitutes a violation of these Rules.

## CHECK-IN LOCATIONS

Massanutten Resort is proud to offer three different check-in locations.

### NORTH LOBBY

DAILY 24/7

@ WOODSTONE MEADOWS

- Formerly known as the Main Lobby, it is home to our main Front Desk. **The North Lobby is the primary check-in site for all guests staying in Woodstone Meadows, the Summit, and Eagle Trace.** The Concierge Desk is also in the North Lobby, open daily.

### SOUTH LOBBY

FRI – SUN 4:00 AM – 9:00 PM

@WOODSTONE MEADOWS

- Formerly the Tour Center. **Guests staying in Regal Vistas, Shenandoah Villas, and all Massanutten Resort Hotels and Condo renters will be welcomed in our South Lobby.** Concierge Service will be provided in the South Lobby during check-in days.

### THE MARKET AT

MASSANUTTEN STATION

FRI – SUN 4:00 – 8:00 PM

@ MASSANUTTEN STATION

- The renovation includes expanded check-in space for our **Promotional guests.** *Promotional guests checking-in on Mon – Thu will be welcomed in our North Lobby.*

## INFORMATION

### CONCIERGE DESK

EXT 65033

MON – THU

8:00 AM – 9:00 PM

FRI, SAT, & SUN

8:00 AM – 10:00 PM

- Purchase Discovery, Adventure, or Golf Passes
- Sign up for activities
- Resort questions
- Crosswords and Sudoku

### FRONT DESK

EXT 0

DAILY 24 HOURS

- Check-in/check-out