

Massanutten Directory

RESORT INFORMATION • FALL/WINTER 2019

Who Do I Call?

Housekeeping

Mountain: (540) 289-4979
EXT 5026/5324
Woodstone/Regal:
(540) 289-4084 • EXT 65324
Hotel: (540) 289-4080
EXT 1300

Security

Dispatch: (540) 289-4054
EXT 5400
Lost & Found: (540) 289-4001
EXT 5000

Maintenance

Requests: (540) 289-4943
EXT 5045
Wi-Fi: EXT 5304

Replacements

(540) 289-4981 • EXT 65306

Information

Front Desk: (540) 289-9441
EXT 0
Concierge: (540) 289-4978
EXT 65033



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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.
- 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 Massanutten Fitness & Rec 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

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

CLOSED WEDNESDAYS & THURSDAYS

FRI – SUN 9:00 AM – 4:00 PM

@ THE MARKET AT
MASSANUTTEN STATION

MON & TUE 9:00 AM – 4:00 PM

@ NORTH LOBBY

- 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)

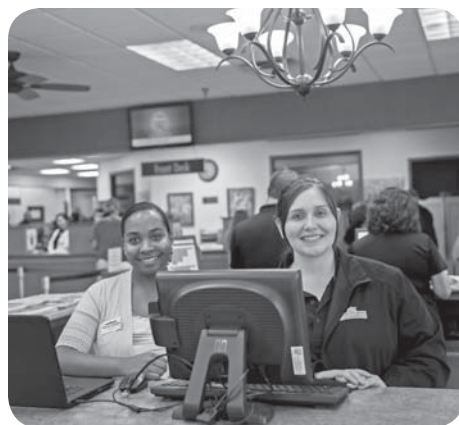
- A current Gold Card is required to receive owner discounts.
- Mountainside Villas Gold Card holder IDs are updated at the Woodstone Sales office daily from 9:00 AM – 5:00 PM.

INTERNET

EXT 5304

Massanutten Wireless Internet

- Wi-Fi is offered directly through Massanutten Resort. Personal laptops and devices may access wireless internet free of charge using our Complimentary Wi-Fi and a Premium Wi-Fi service will provide 75 mbps download speed for \$4.95 a day or \$24.95 for 7 days.
- Massanutten Resort is solely responsible for connectivity issues. Should you experience connectivity issues, please call maintenance at x5304.



How to connect to the Complimentary Wi-Fi

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

How to connect to the Premium Wi-Fi

1. Establish a wireless connection to “Premium” in your network connections.
2. This will redirect your device to a Wi-Fi Premium Login page.
3. Fill in the required information and you will be emailed a unique user name and password that can be used on 8 devices.

MAIL: OUTGOING

- May be dropped off at the General Store, The Market at Massanutten Station, or the North 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 U.S. post office:
Great Eastern Resort
Woodstone Front Desk
Guest's name and unit number
1822 Resort Dr.
McGaheysville, VA 22840

MASSANUTTEN REWARDS

Get rewarded for every purchase!
Earn free WaterPark passes & more!
Sign up for FREE online at
www.MassResort.com/Perks

OVERFLOW PARKING

Woodstone Meadows

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

On Mountain

- Ski area parking lots 2 – 5.

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 ringer 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.

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. Grills and cooking appliances should be turned off after use.

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

- Including skateboards, roller blades, roller skates, roller shoes, hoverboards, rip sticks, and Y scooters/Gliders, and Escooters.
- These are prohibited on roadways and within all associations.
- Please utilize Lambert Park and Lot 3 (seasonally).
- 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.

MAINTENANCE

Resort and its staff reserve the right to enter your room for any purposes including, but not limited to, performing maintenance and repairs or checking on the safety and security of guests and property. When not time-sensitive, resort staff will endeavor to provide advance notice.

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

- Fill out an online form and we will help you track down your misplaced item.

MassResort.com/LostandFound

- Massanutten Resort will make every effort to locate and return lost guest items. Massanutten Resort is not liable for theft, loss, damaged, or destruction of property. *Found personal hygiene and perishable items will be discarded. Located items will be held for 30 days.*

SECURITY OFFICE

(540) 289-4054 | EXT 5400
@ GROUND FLOOR OF HOTEL #6

- Security personnel are available 24 hours a day should you require assistance.
- Please dial "0" from 12 am – 8 am for Security.
- 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. Kitchen cleaning available for \$15 extra.

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	VACATION INFO	52	HALLMARK
4	MASS RESORT 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	METV
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	CSPAN	71-2	CNBC WORLD
19	HLN	71-3	CSPAN
20	MSNBC	72-1	CSP2
21	WEATHER CHANNEL	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	UPTV	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	WEATHER CHANNEL
48	FX	81-2	CNN
49	PARAMOUNT	81-3	EWTN
50	NAT GEO	81-4	GUIDE





BINGO
KARAOKE
WATERPARK VIEWS

HIDEAWAY LOUNGE

MASSRESORT.COM/DINE
1200 ADVENTURE DRIVE
x65442



INDOOR + OUTDOOR TIPS

FISHING

EXT 65100
@ THE MARKET AT
MASSANUTTEN STATION

EXT 5100
@ GENERAL STORE

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

- Hunting on the Western Slope will begin with archery season on **OCT 5, 2019**. Trails can still be used for recreational propose, but please wear bright colored clothing and be aware of the surroundings.

- Trails are closed **MON - SAT NOV 1, 2019 - JAN 5, 2020** 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 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

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!

GAP TRAIL MODERATE, YELLOW BLAZES 0.5 MILES

- Short hiking trail that goes from the Lions Centennial Community Park to the gap. It's best to complete as an out and back, starting at the park for a hike totaling 1 mile.

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.

LIONS CENTENNIAL COMMUNITY PARK

- Playground
- Picnic pavilion with tables and charcoal grill

LAMBERT PARK EXT 65088

- Playground
 - Tennis courts
 - Sand volleyball court*
 - Walking path
 - Shuffleboard courts*
 - Cornhole boards*
 - Fitness stations
 - Picnic pavilion with tables and gas grills
- *Equipment available at Woodstone Rec desk except on Thursdays.

WOODSTONE PLAYGROUND DAILY DAWN - DUSK @ WOODSTONE MEADOWS



Vacation Kits & Special Occasion Gift Baskets now available, made at The Market and delivered right to your hotel/condo by Store2Door delivery.
www.MassResort.com/Shop/Kits-Baskets/

THE ART STUDIO 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 case in the Woodstone Recreation Entrance (breezeway).
- Unless otherwise noted, all children 12 and under must be accompanied by an adult for all our classes and activities.



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 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.

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, especially Thanksgiving week, the two weeks surrounding Christmas, and all weekends in the winter. We encourage our guests to purchase tickets online for guaranteed WaterPark entrance. *Please 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.
- All guests must be present when purchasing tickets at the WaterPark.
- 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 with a \$10 refundable deposit or \$15 arcade card. *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
(SEE PAGE 1 FOR NEW
HOURS & LOCATION)

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 North 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 North Lobby to use this service: see page 1).
- You may also check out by dialing *55 on your room phone. After dialing *55, you will hear two short tones will indicating a successful checkout.

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

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 North Lobby 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 off in the North Lobby.
- 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 Front Desk Management with any questions at (540) 289-9441.

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. Contact the Front Desk for more info.
- Pets and Emotional Support Animals: Massanutten Resort has a no-pet policy throughout the Resort and the Projects. Fines of up to \$500 per day 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 65491

- 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

SOUTH LOBBY

FRI – SUN 4:00 AM – 9:00 PM

@ WOODSTONE MEADOWS

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



The Everything Gift Card is the perfect gift!

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