

## GUEST SERVICES

### AFTER HOURS CHECK-IN

If you arrived after hours, please be at the Front Desk the following morning prior to 10:00 am for official check-in. The key you received in your late arrival packet will be deactivated at 10:00 am and you will no longer be able to access your villa until you visit the Front Desk.

### MEMBER CARDS

Member/Guest Cards are needed to access the facilities at our Resort. If you did not receive these during check-in, please contact the Front Desk. 9-625-0097.

### TELEPHONE INFORMATION listed on page 7

### CRITTERS/BUGS

Upon arrival to your villa you may find “Ladybugs”, not just one but thousands. Ladybugs are harmless other than the occasional one that likes to fly in your mouth while you are having dinner. Your villa has been cleaned and inspected prior to your arrival. These uninvited guests were removed at that time, however within hours new uninvited guest may arrive. If you see dead or live bugs, please use your vacuum provided to rid them from your villa. Housekeeping will be unable to return to vacuum bugs and Maintenance cannot kill them. (Destroying them is illegal as the Government released them into the environment to eat aphids and other disastrous insects). If you destroy them, just don't tell us!

If you encounter what looks like a roach, it is! Nevertheless, it is probably a “Wood Roach” which lives outside in the mulch. The pest control technician continuously treats the mulch and inside your villa, however there may be a few survivors. These roaches cannot survive inside; any you see alive should quickly die.

**TIP:** Please remember to keep your doors and windows closed as much as possible to eliminate Ladybugs and other “Mountainous Creatures” from entering.

Remember you are visiting the “Mountains” and should expect to meet most of Nature's Creatures, some smaller in statue (bugs); others much larger (bears).

### FIRE WARNING!

Please help us protect you, your family and your property by disposing of your cigarettes, cigars, matches and so forth properly. As a reminder, you may be held liable by local authorities and insurance carriers for any/all damages resulting from your actions.

If you are planning to use the fireplace during your stay, before you light your duraflame plastic log, please make sure your damper is in the open position. If you light your log with the damper closed, it could result in damage to the villa and charges to yourself.

Please do not burn a log the morning of check-out as it takes time for the fireplace to cool so it can be cleaned.

### POOL TOWELS

Pool Towels are available for rent at the Wellness Center. 9-694-3005

### OWNERS MEETING

Owners meetings are periodically scheduled for Tuesday mornings at 9:00 am at the Welcome Center. Please call the Front Desk 9-625-0097 to inquire if one will be held during your visit.

## GUEST SERVICES

### FRONT DESK

**9-625-0097 or 0097**

Hours of operation are Monday–Thursday 8:00 am–5:00 pm, closed 12:00 pm – 1:00 pm for lunch; and Friday–Sunday 8:00 am–7:00 pm. (Hours subject to change in off season, bad weather and holidays.)

### DISCOUNT TICKETS

Discount tickets for Chimney Rock Park and the Biltmore House are available for purchase at the Welcome Center Front Desk.

### AMENITIES

**9-625-0097 or 0097**

The resort has available a limited number of rollaway beds with advance notice (no later than 2:00 pm on the day you need it delivered), additional charges apply. **The resort can also supply you with additional soaps, detergents, paper towels, etc. for an additional charge.** Please contact 9-625-0097 or 0097 for further information.

### BANK / ATM SERVICES

An ATM is located at Legends Bar & Grill.

### CHAMBER OF COMMERCE

**9-625-2725**

For additional maps and area information, contact the Hickory Nut Gorge Chamber of Commerce.

### CHECK CASHING

Due to the limited amount of cash kept on property, the resort is unable to provide check cashing services. Please contact the front desk for directions to the nearest bank or ATM.

### CHECK-IN TIME

Check-in time is at 4:00 pm.

### CHECK-OUT TIME & PROCEDURES

Check-out time is at 10:00 am. Late check-outs are subject to hold over fees and additional charges.

- Return all furniture and inventory to its proper place.
- Place all refuse in the garbage cans provided outside the condos located in the ground.
- Place all dirty dishes in the dishwasher and turn it on.
- Check to make sure all windows and doors are locked.
- Remove all personal belongings as we will not be responsible for any items left in the condo.
- All linen is to be placed in the foyer (i.e.: towels, sheets, washcloths, etc.)
- Please return heat/air conditioning to summer 75°F, winter 60°F
- Return the key to the VRI office where you checked in.

Remember it saves you the owner/guest if we all work together to return the condo in similar condition as you received it.

**EMERGENCY – MEDICAL – FIRE – POLICE: 9-911**

**In the event of an emergency, please dial 9-911 from your condo telephone  
or 911 from your mobile phone.**

## GUEST SERVICES

### CREDIT INFORMATION

We accept American Express, Visa, Mastercard and Discover.

### FAX SERVICE

**9-828-625-0049**

Fax service is available for your convenience. The resort fax number is 828-625-0049. Charges do apply. Computer service is available at the local library and Wellness Center; wi-fi services at Legends and the library.

### TRASH PICK-UP

Saturday 8:00 am & Monday 8:00 am.

For additional pickup, please call the front desk before 2 pm

**9-625-0049**

### RECYCLING

Recycling Drop Off is located at the Boat Landing near the Security Gate (9-694-3046) and also on Bill's Creek Road.

### HOUSEKEEPING

**9-625-0097**

All condos are fully equipped for your convenience. Since the "Mountains" is a vacation ownership resort, we DO NOT provide daily housekeeping services. Additional services can be provided FOR A NOMINAL FEE. Call the front desk for details. We are committed to giving you the housekeeping services you deserve. If there is anything we can do to make your stay more comfortable, please let us know at 9-625-0097 or 0097 from 8:00 am to 3:00 pm.

### LINEN EXCHANGE (Additional Charge)

**WEDNESDAY ONLY:** Our housekeeping staff will be available to exchange all used linens and towels from your condo. If you wish to use this service, please call the front desk by 10:00 am Tuesday morning. We ask that you leave all linens and towels that you would like to replace in the foyer. This service is based on linen availability. **THERE WILL BE AN ADDITIONAL CHARGE FOR THIS SERVICE. THIS SERVICE IS AN EXCHANGE ONLY.**

### MAINTENANCE

Each condo has been checked prior to your arrival to ensure appliances, lighting, heat and air conditioning, and other mechanical devices are working properly. Should you have a problem during your stay, please call and report the problem, MINOR or MAJOR. MINOR problems such as those you would normally take care of at home are handled at your request from 8:00 am to 4:00 pm, Monday through Friday. Call the front desk and response will be made in a timely manner. MAJOR problems will be attended to immediately. **MAJOR PROBLEMS ARE DEFINED AS WATER LEAK WHICH MAY CAUSE DAMAGE, NO ELECTRICITY, NO HEAT, NO WATER, OR NO AIR CONDITIONING.** For MAJOR problems, call the front desk. **For MAJOR problems after hours, call the security gate at 9-694-3046.**

## PET POLICY

**NO pets allowed. Any owner or guest violating this policy will be charged a pet cleaning fee and asked to leave the property immediately.**

## GUEST SERVICES

### KEYS

Should you lose your key, please notify desk immediately. Please return your key to the front desk upon check-out. Lost keys are subject to charges.

### MAIL

Mail received at the resort may be collected at the front desk.

### LOST & FOUND

We are not responsible for any personal items during your stay or upon departure.

### POSTAGE STAMPS

Postage is available at the current postal rates at the front desk on a limited basis.

### RESERVATIONS

**9-1-800-874-8770**

Reservations may be made by dialing our toll-free number, 1-800-874-8770, or contacting the front desk for assistance.

### SECURITY

**9-694-3046**

Your safety and security are of the utmost concern to our staff. If a security need arises, please contact the security gate.

### SWIMMING POOL

**9-694-3005**

The resort has an indoor and three outdoor swimming pools and a lazy river. The indoor pool is located at the spa & fitness center. The outdoor pools are located at Apple Valley Club and adjacent to the recreation center. Please call for pool hours.

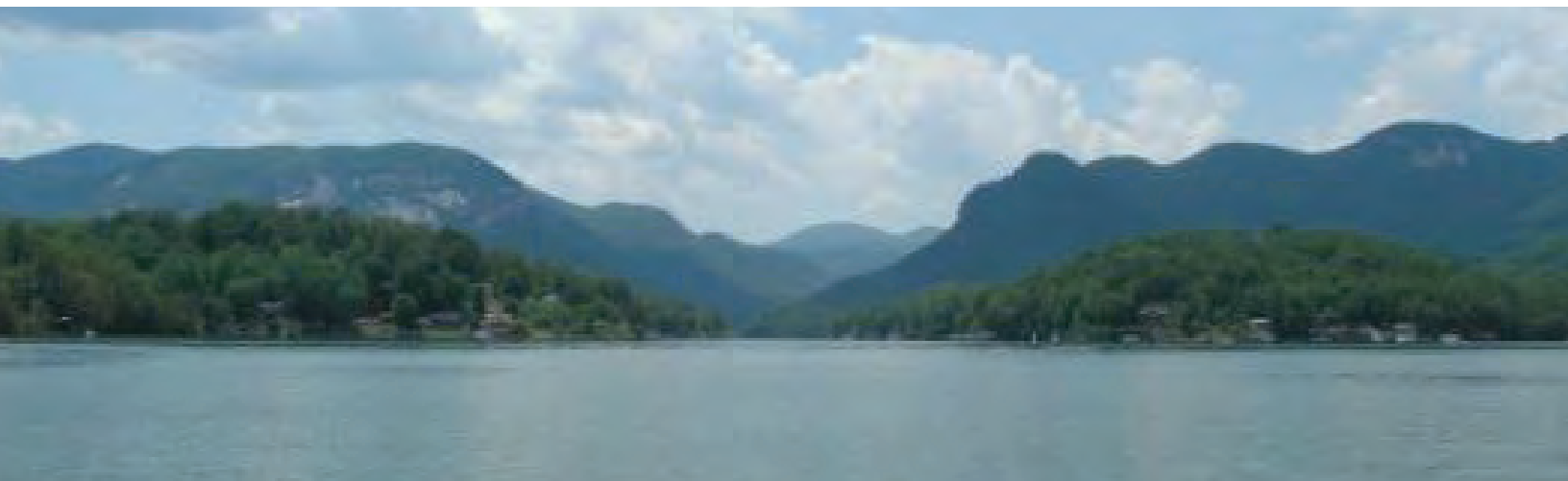
### WORSHIP SERVICES

A listing of area worship services is provided in this directory.

### PHARMACY

**9-625-0748**

Ingles grocery store provides the closest drugstore to the resort.



## TELEPHONE INFORMATION

*You must dial 9 before each number to place call.*

VRI FRONT DESK.....	9-625-0097
SECURITY.....	9-694-3046
MARINA / BEACH CABANA.....	9-694-3019
MOUNTAINS CHAPEL.....	9-625-2411
PRO SHOP – APPLE VALLEY.....	9-694-3043
PRO SHOP – BALD MOUNTAIN.....	9-694-3042
SPA & FITNESS CENTER.....	9-694-3005
RESTAURANTS.....	9-694-3000
RESORT SALON & SPA.....	9-694-3017

### SERVICES

HOUSEKEEPING.....	9-625-0097
MAINTENANCE.....	9-625-0097
AFTER OFFICE HOURS PROBLEMS.....	9-694-3046
	9-625-4410

### RENTALS

FOXRUN / FOXDEN.....	9-625-0097
FAIRWAYS OF THE MOUNTAINS.....	9-625-0097
VRI CENTRAL RESERVATIONS.....	9-1-800-874-8770

### TELEPHONE INSTRUCTIONS

You must dial 9 to get an outside line prior to making your local telephone call. Long distance calls are blocked from your villa. You are required to put all long distance calls on calling cards or credit cards. Your cards should have a toll-free access number. (Example: 1-800-callATT, you must now dial 9-1-800-callATT). Everything requires the 9 unless you are calling between villas and our office which only requires the last four (4) digits of the number you are calling. (Example: 625-0097, you dial only 0097).

## CONVENIENCES

### AREA RESTAURANTS

RESORT RESTAURANTS .....	9-694-3000
LAKE LURE INN .....	9-625-2525
POINT OFVIEW .....	9-625-4380
GENNY'S .....	9-625-2171
LARKIN'S ON THE LAKE .....	9-625-4075
BUFFALO JUNCTION COFFEE HOUSE .....	9-625-2500
ESMERELDA .....	9-625-2999
LAKE LURE SMOKEHOUSE .....	9-625-0937
KOUNTRY KITCHEN .....	9-287-8811
LUNA DEL SOL .....	9-625-9882
LEGENDS DELI & PUB .....	9-694-3032
LAKEVIEW .....	9-694-3045
OLD RIVERSIDE PAVILION .....	9-625-2200
SCOGGIN'S FISH & STEAKHOUSE .....	9-287-3167
LAURA'S HOUSE .....	9-625-9125
RIVERWATCH GRILL .....	9-625-1030
OLD ROCK CAFE .....	9-625-2329
LASTRADA .....	9-625-1118

### GROCERY STORES

**INGLES**

**9-625-0258**

### CONVENIENCE STORES (Gas)

**COVE CORNER STORE  
GREENHILL STORE**

**9-287-3898  
9-287-0571**

### PHARMACY

**INGLES**

**9-625-0748**