

# *Welcome to* Ponderosa Point



## Guest Information

### *Welcome*

We welcome you to Ponderosa Point and trust that your stay will be enjoyable. Every effort has been made to provide a comfortable and well equipped cottage for your holiday enjoyment.

Each cottage is individually owned, decorated and stocked so they are all somewhat different. We attempt to provide a uniform standard of kitchen equipment and utensils. If items you need are missing, please see the Manager.

*Enjoy your stay!*

**Diana and Craig Lewis, Managers**

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#### **In Case of Emergency our address is:**

319 Ponderosa Avenue  
Kaleden, BC, V0H 1K0

Police, Fire, Ambulance:.....911

#### Non-Emergency

Kaleden Police: .....492-4300

Fire: .....497-8231

Ambulance: .....490-8337

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### *Services*

Resort Managers office hours are normally from 9:00 AM to 8:00 PM. Should the office be unattended for some time, a notice will be left on the door.

**Telephone and Fax Messages**

When possible, messages are delivered to the designated person. Otherwise, they will be pinned to your door. Two payphones are provided in the phone shed.

**Parking**

While unloading or loading is permitted next to your cottage, no parking is allowed on the Resort. Please refrain from driving on the grass at any time as our underground sprinkler system is very fragile and breaks easily.

Guest parking for one vehicle is provided in the parking lot near the Resort entrance and is clearly marked.

Visitor parking is at the far end of the parking lot.

**Water Supply**

Water for drinking, irrigation and all utilities at Ponderosa Point is purchased from Kaleden Irrigation. The local Health Department is responsible for testing water quality. These test results may be inspected at the Kaleden Irrigation office located on Ponderosa Avenue, next to the hotel "ruins."

**Cottage Cleaning**

Staff do not enter cottages once they are occupied. Basic cleaning supplies and equipment are provided for use during your stay.

**Kitchen Utensils and Other Supplies**

Please let the office know if you are missing kitchen utensils. Extra kitchen supplies are available at the office.

If you visit another cottage and take dishes with you, please return them to the cottage they came from.

**Laundry**

All guests will receive a towel change on Wednesday. Fresh bed linen will be supplied after one week's stay.

Place towels, dish cloths, tea towels and linen (weekends) in orange bags (under sink in bathroom) and leave outside your door after 1:00 PM on day of change.

New towels will be left at your cottage door in an orange bag by 3:00 PM

**Garbage Pick-up**

Garbage will be picked up daily. Please ensure your household garbage is placed in the garbage can each day prior to 7:00 PM

**Highchairs, Cribs and Play-Pens**

The above items for small children will be provided by management on request, subject to availability. They should be booked in advance.

**Baby Sitting**

A list of names and telephone numbers of baby-sitters is available in the office.

# *Activities*

**Water Hazard- No Lifeguard on Duty**

The beach drops off rapidly and inexperienced swimmers may find themselves in deep water quickly. No lifeguards are provided by the Resort. Guests use the beach and the water at their own risk. Children must be supervised at all times.

**Beach Furniture**

Beach chairs and loungers are provided on the beach and it would be appreciated if this equipment remained there. Please do not remove folding chairs from cottage deck.

**Boat rental / Water Skiing**

Water skiing (boat and driver) is available and charged per hour or half hour. Boat tours are also available.

Water skiing may be booked in advance on the sign-up sheet at the ski equipment box located near "Quince" cottage on the beach.

If you bring your own power boat, please check with the Managers regarding the course the Company ski boat uses and obstacles to be avoided in the lake. Practice safe boating!

**Jet Skis and Sea-Doo**

No Jet skis, whether owned or rented, are permitted at Ponderosa Point.

**Tennis Courts**

The tennis court is available from 7:00 AM to 10:00PM. Partial lighting installed at the court allows for evening tennis. The lights are operated by a timer for your convenience and our economy.

Bookings may be made at the tennis court, but the court may not be booked for two consecutive time slots. Proper tennis shoes must be worn. Children under 14 are not permitted to reserve the court.

Public tennis courts are available on a first come first serve basis at Kaleden Park, located a short walk up the road from the resort.

**Visitors**

While casual visitors are welcome at the Resort, please use discretion with respect to their use of Resort facilities so that registered guests are not inconvenienced. Out of consideration for registered guests, visitors are not allowed to book the tennis court or water-skiing time.

**Pets**

We regret that pets are not allowed at Ponderosa Point.

## *Environmental*

Please do not feed ducks or geese that visit the resort, as they foul our beach area.

By popular demand we created a recycle centre at the parking lot. Please use our recycle bins as indicated. Deposit newspaper, cans, glass, etc. in the appropriate bin.

We are on a septic system. It would help if water consumption could be reduced. We urge you put grease, leftover food, any type of fibre such as kleenex, paddings, floss etc. into the garbage bin. It is in your interest as well as ours to keep the drains trouble free.

Thank you!

**Fire Pit**

Due to fire restrictions, only the Managers are authorized to start a fire in the screened fire pit at the beach, weather conditions permitting.

Your safety is our concern. No other fires are permitted at the Resort.

**Sprinklers**

The underground sprinklers are pre-scheduled to irrigate the Point at various times during the day or night. We try our best not to interfere with your routine and apologize for any inconvenience it may cause you. It would be appreciated if items such as toys, etc. were removed from the lawns and placed on the cottage decks.

# *Departure*

In order to facilitate cottage cleaning, please advise the office of your departure time the evening prior to leaving the Resort.

CHECK-IN TIME IS 4:00 PM

CHECK-OUT TIME IS 10:00 AM

Regretfully, no later check-out exceptions can be granted.

## **Settling accounts**

Please settle your account at the office the night before check out. This refers to the 8% provincial tax, the 5% G.S.T, accounts for water skiing and boat docking, etc.

At this time, you may also wish to fill out a request card for your preferred reservation at the Resort for the following year.

## **Guest Survey**

The managers and the Company value your input on the quality of the facilities and the services of the Resort, and your suggestions for improvement. Please complete the comment sheet enclosed in the information packet and leave it at the office when you depart, or mail it to the President of the Company or one of the Directors.

We appreciate your efforts to make Ponderosa Point a great place for everyone.

*Many Thanks to All of You!!*