

Sierra Luxury

INFORMATION AND INSTRUCTIONS

GENERAL INFORMATION:

The maximum number of people allowed in the home is sixteen (16).

The kitchen is well equipped with cooking and eating utensils. Bed linens and towels are provided. For large groups, we suggest that you bring your own towels so as to avoid excess cleaning charges – it takes a long time to do all the laundry if there are sheets and towels to be washed. **PLEASE INFORM US AHEAD OF TIME IF YOU WISH TO BRING YOUR OWN TOWELS;** we will ask the cleaning service not to put out towels for your use.

NO SMOKING and NO PETS allowed. CHILDREN are welcome!

If arriving at night bring a flashlight, as there are no streetlights next to the house and the address on the house is hard to see in the dark. The house is the second to last house on the right as you come down the hill, and the number is over the garage door.

KEYS AND TAHOE DONNER GUEST PASSES:

A key is in the lock box on the right of the front door (attached to the last post before the front door). The key code changes after each renter. Once you have entered the house there will be two keys, two garage door openers, and the Tahoe Donner guest passes on the kitchen counter. These are for your use. **Please put the key back in the lock box immediately so you do not get locked out or misplace the key. In order to lock the key in the lockbox, you will need to punch in the code again and then reattach the front (with the key) to the back of the box on the post.**

There is a \$100/key charge for each key or garage door opener not returned and a \$50/guest pass charge for guest passes not returned.

HEATING and FIREPLACES:

There are four thermostats, one upstairs and two downstairs.

- 1) The upstairs fireplace runs off the thermostat in the front hall (on your right after you enter the front door).
- 2) The downstairs fireplace has its own thermostat in the family room next to the dart board on the wall.
- 3) **Heating and air conditioning for the entire house is controlled by the thermostat outside the master bedroom upstairs (next to the door to the half bathroom) which controls the furnace.** There is a detailed *instruction book* one of the kitchen drawers (in the counter section).

- ❖ The readout is a bit hard to read, so after opening the thermostat we suggest that you push the “light” button which will better illuminate the read out. There are two zones in the house – the upstairs and the downstairs. ZONE 1 is the UPSTAIRS and ZONE 2 is the DOWNSTAIRS.
- ❖ When you arrive the heat will be set for both zones to go on at 55 degrees and the air conditioning is set to go on at 85 degrees. BOTH zones are set on HOLD, which overrides any program that may be programmed into the controller
- ❖ To adjust the heat, please push the button for selecting a new zone. You will see the display start to blink and you need to toggle to get to the heat setting. Then press the up arrow (on the right there are two round buttons -- the upper one is the up button and the lower one is the down button) to raise the heat to the level you desire. Next, press the button for a new zone and switch the zone number. Repeat the process to increase the heat setting for the second zone.
- ❖ **PLEASE LEAVE THE HEAT SET AT 65 DEGREES FOR BOTH ZONES WHEN YOU LEAVE!**

4) The last thermostat is downstairs outside the bunkroom and it also controls Zone 2 (downstairs). It can be used to change the temperature for the downstairs zone by pushing the up or down buttons on the right and will override what was done upstairs. So if you are sleeping downstairs and you get hot or cold you can simply adjust the heat using this thermostat.

IMPORTANT: If there has been a power outage, the furnace will need to be reset. If after setting the thermostat for a warm temperature you only get cold air out of the registers/vents, you will know that there has been a power outage. You will need to call us for detailed directions for resetting the furnace. **You can only reset the furnace if the power is back on!**

Here is a quick summary of what to do in case you cannot readily reach us. Go to the mahogany table in the great room (the one behind/in front of the sofa) and look in the middle drawer for a key with a blue top. Take that and walk outside and down to the back of the house below the decks with a flashlight. There is an outside door which can be unlocked with the key. Enter underneath the house, turn on the light, and approach the furnace. You will see a power cord which is plugged into an outlet in the ceiling of the underground area. This cord needs to be removed from the outlet. Count to 30 before reinserting it! The furnace will reset. Check with your upstairs house mates that the air coming out of the vents is warm – then turn off the light and please relock the door so other guests coming after you won't be surprised by a bear hibernating under our house!

The upstairs can get very warm due to the great sun exposure and the fact that heat rises from downstairs, so we recommend keeping the upstairs heat low. We suggest setting the downstairs thermostat at 65 degrees during the day and 60 at night or the upstairs will get quite hot, as heat rises, even at night!

Please, please turn all thermostats to 65 degrees when you leave.

PHONES:

Only local calls can be made from telephones. To make long distance calls you must use a calling card or call 1-800-COLLECT. **The phone number to the home is 530-582-4863.**

TRASH:

A “Bear Bin” trash enclosure is provided. It is the brown rectangular box on the driveway in front of the house. **Trash day is Tuesday.** The pick up is around 8:30 a.m. Please put all trash out on that day or when you leave, in the bear bin. There are three trash containers in the bear bin. **If there is any extra trash, please place it in the cans in the garage and please call us right away to make sure we know. It is important that you do not leave trash outside because it will be ripped apart by local dogs or other animals.**

RECYCLING: There are also light colored “Blue Bags” under the sink in the kitchen. These are not trash bags – they are for recycling. Please place all bottles, cans, and recyclable containers in a BLUE BAG, seal it, and leave it IN (or under if there is no room in the bear bin and no food in the recycling bag) the bear bin before you leave.

HOT TUB:

The hot tub will be in operating mode when you arrive. If you wish to use the hot tub, go downstairs upon arrival and turn up the heat to 100 degrees. IF THE COVER IS LEFT ON, the hot tub can be heated approximately 6 degrees per hour. Most people find that 98-102 degrees is a comfortable range for them. **Adjust temperature to no more than 104 degrees Fahrenheit. PLEASE SHOWER BEFORE USING HOT TUB.** Chlorine is located in the upper right cabinet in the downstairs family room over the wet bar. Please **do not** use it, but if the hot tub appears cloudy or not clean, call us right away! **Please do not remove chlorine from the top cabinet so as to not run the risk of child ingestion and poisoning.**

When you leave we would appreciate it if you could leave the temperature set at 100 degrees for the next renters. (IGNORE what the sign on the door says about turning the temperature down!) Make sure the buckles are in the locked position or the hot tub cover will blow off and that the rope/strap combo is hooked over the lid and two corners.

MASTER BATHTUB:

Jets will only work once water level is above the sensors. **Please do not use bubble bath in the bathtub.**

PARKING:

There is parking for 4-6 cars ~ two in garage, two- four in driveway. **No parking is allowed on the street from October 1st to May 15th due to snow removal. Cars could be damaged, ticketed or towed. There are no more than six cars allowed at the house; we try very hard not to disturb or inconvenience our neighbors.**

TELEVISION: Cable Television (basic service) is provided in the Great Room upstairs, Family Room downstairs and in each of the bedrooms except for the bunkroom. Occasionally we have to remove a television for repairs.

LOCKED CLOSETS:

Owner maintains locked areas in the home for personal use and cleaning products (toilet paper, laundry detergent etc.) for the maid service. Please respect these locked areas and do not enter them.

PING PONG TABLE:

The ping pong table is well made but can be easily damaged. We provide racquets and a few balls; please use them gently and replace them if you use them up so others coming after you will have supplies. New racquets and balls can be purchased at Mountain Hardware on Donner Pass Rd. in Truckee. In addition, please fold up the table and place it against the wall next to the wet bar before you leave so the maid service can clean efficiently. The table is NOT an outdoor table and under no circumstances should be moved outdoors.

MAINTENANCE:

We make every effort to keep our property and its equipment in excellent condition. In the case of a breakdown we will try to repair it as soon as possible. Please report any problems immediately by calling Second Home Care at 530-582-0220 or (backup number) 530-448-9267. Second Home Care's office is located right in Tahoe Donner. Second Home Care always has someone on call, so if you get a voicemail message, listen and follow the instructions to reach a live contact. You may also call us at 415-474-1427; please make sure to leave a message if you don't reach us immediately.

ARRIVAL & DEPARTURE:

Upon arrival: Please call us at 415-474-1427 at once if there is damage so you will not be held responsible. If there are maintenance issues (the house was built recently, so we hope there won't be!) please call Second Home Care or us as described above.

UPON DEPARTURE

- ❖ Leave rental reasonably clean to avoid extra cleaning fee.
- ❖ Load and run dishwasher before leaving.
- ❖ Strip all used sheets from beds that were slept in and leave all used sheets, pillowcases and towels in wash room.
- ❖ Take out trash as described above.
- ❖ Turn gas oven off.
- ❖ **Leave the fireplace thermostats (both upstairs and downstairs) set to 55 degrees.**
- ❖ **Cover and lock hot tub; leave heat set at 100 degrees.**
- ❖ Turn off all lights and appliances.
- ❖ Make sure you have all of your belongings.
- ❖ **Please close and LOCK all windows and doors.**
- ❖ **Leave keys, garage door openers, and guest passes on kitchen counter.**
- ❖ **Reset the heat on the thermostat outside the upstairs master bedroom to 55 degrees for BOTH ZONES (zone 1 and 2) and HOLD so that the program takes over.**

We hope you enjoy your stay at our home and treat it as your own, with respect and care. We sincerely hope no problems arise and that you have a great time. We love staying there and hope you do, too!