

# GENERAL INFORMATION

**REGISTRATION:** Check-in time is after 4:00 pm and check-out time is prior to 10:00 am. Please return unit keys to the Front desk; additional room charges need to be taken care of at that time.

**AUTOMOBILE PARKING:** Townhouse guests are limited to park one vehicle adjacent to the unit; additional vehicles may park in other resort parking lots. All other units do not have assigned parking.

**BOAT & TRAILER PARKING:** The nearest boat ramps available for public access are Emerson Bay (south on Hwy 86) and the Triboji Access (north on Hwy 86). Boat hoists are available for rent through the Boathouse. Due to congestion in parking areas, please use the gravel lot west of the West Wing which has been designated a Boat & Trailer Parking for all boats and trailers.

**GRILLS:** You will find free standing charcoal grills located through-out the Resort property. Each townhouse and lock-out unit have been provided with a charcoal grill. Grills are not permitted on decks.

**PET POLICY:** **NO PETS** of any kind are allowed on property or in units. Guests in violation are liable for additional cleaning costs along with a \$250.00 fine. To inquire about kennel facilities contact the Front Desk by dialing '0'.

**UNIT KEYS:** Each unit is assigned up to four keys that allow you access to your unit and Resort amenities. If you are having difficulty getting into your unit please notify the Front Desk.

**TELEPHONE USE:** To reach another unit or Resort facility you may dial the extension direct. A telephone directory of the Resort extensions has been placed in this directory for you convenience. A flashing red light on your phone will alert you when you have a message. Please call the Front Desk (dial 0) to retrieve any messages. In order to reach an outside line you must dial 9 and then the number. There will be a \$0.53 charge for local calls. Long distance calls (surcharges apply, per minute charges vary) will be directly billed to your unit. No charges will apply when using 1-800 numbers, calling cards, collect calls, or credit cards.

**RV'S, CAMPERS, & TENTS:** RV's, campers, or tents are not permitted on Resort property for the sole use of accommodations. Such vehicles must be parked in the gravel lot west of the West Wing during your entire stay.

**LOST & FOUND:** Village West is not responsible for lost or stolen items. All perishable items will be immediately disposed of. All other items will be kept for a limited amount of time. If any items are left behind or lost, please call (712) 337-3223 ext. 284. Items will be returned to you C.O.D. by UPS.

Thank you for your cooperation!  
Please contact the front desk (dial 0) if have any questions or concerns.

# HOUSEKEEPING

**UNIT SUPPLIES:** Unit members are responsible for supplies needed in addition to those initially provided in the unit at check-in. This included toilet paper, facial tissue, dish and dishwasher soap, garbage bags, paper towels, and detergent.

**GARBAGE LOCATIONS:** *East and West Wings:* Tied trash bags should be placed in the outside receptacles located at the end of each wing. *Townhouses and Lock-Out Units:* Tied trash bags should be placed in garbage receptacles located closest to your unit. **Please do not leave trash bags outside of units overnight.**

**CRIBS & HIGHCHAIRS:** We have a limited supply of cribs and highchairs available for rent. The charge is \$10.00 for a crib and \$5.00 for a highchair for length of stay. Please know our supply is limited and available on a first come first serve basis. No extra bedding will be distributed in timeshare units. Extra linens located in unit closet have been provided for the sofa sleepers.

**CARPET STAINS:** Please use extreme caution in serving beverages with a colored dye. If a spill occurs, **DO NOT** clean the stain yourself. Contact housekeeping immediately. Cost for cleaning excessive stains will be billed to your account if we are NOT notified at the time of the accident.

**TOWEL & LINEN EXCHANGE:** Please check underneath vanity for additional towels. For your convenience we offer a towel and/or linen exchange during your week on Mondays and Wednesdays from 8-12. Bring your items for exchange to the Laundry Department located on the North side of Betsy's Diner, across from the outdoor pool.

**MAID SERVICE:** Additional maid service is available upon request. Inquire at the Front Desk at least a day in advance of cleaning for rates and services available.

**LAUNDRY:** We offer coin operated facilities. In the East Wing, you will find them at the east end of the 400 and 500 levels. In the West Wing, you will find them in the middle of the 300 level. For your convenience all townhouses and lockout units are equipped with washer/dryers. Laundry detergent is available for purchase by the coin operated machines.

**ICE MACHINES:** Located at the east end of the 600 level in the East Wing and in the middle of the 300 level in the West Wing. Bags of ice are available for purchase at Betsy's Diner (year round) and The Boathouse (summer only).

**CHECK-OUT PROCEDURES:** Please follow the check-out procedures given to you in your check-in packet. Excessive disarray, stains, late check-outs, or check-out procedures not completed will result in additional housekeeping charges billed directly to your credit card.

Thank you for your cooperation!  
Please contact the front desk (dial 0) if have any questions or concerns.