

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; any room charges need to be paid 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. Please park in your designated spot. 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 (ext. 239). Due to congestion in parking areas, all boats, trailers, and RV's must be parked in the gravel lot west of the Main Building, which has been designated for Boat & Trailer Parking, or you will be fined.

GRILLS: Charcoal grills are located throughout the Resort property for your convenience. Grills of any kind are not permitted on decks.

PET POLICY: NO PETS of any kind are allowed on property or in the units. Guests in violation of this policy are liable for additional cleaning costs and a \$250 fine. To inquire about kennel facilities, contact the Front Desk.

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. There is no charge for room-to-room calls. A telephone directory of Resort extensions has been placed in the directory for your convenience. 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 toll-free numbers, calling cards, collect calls, or credit cards. **MESSAGE LIGHT:** A flashing red light on your phone will alert you to when you have a message. Please call the Front Desk to retrieve any messages.

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 Main Building 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 if have any questions or concerns.

HOUSEKEEPING

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

UNIT FURNITURE: Please do NOT rearrange the furniture in the unit. If one feels the need to move the furniture, please be courteous and put back in original position prior to check-out.

EXTRA LINENS: No extra bedding or rollaway will be distributed. Extra linens have been provided for the sofa sleeper in the linen closet or chest in your unit. Units are supplied for the occupancy of the unit only.

GARBAGE LOCATIONS: All trash bags need to be tied and placed in the nearest garbage receptacle. For locations, please refer to your check-in envelope provided upon arrival.

CRIBS & HIGHCHAIRS: We have a limited supply of cribs and highchairs available for rent for a nominal fee. Please know our supply is limited and available on a first come first serve basis.

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 the vanity for additional towels. For your convenience, we offer a towel and/or linen exchange during the week on Wednesdays from 8-12. The exchange site is located around the corner from Betsy's Diner, across from the north outdoor pool.

MAID SERVICE: Additional maid service is available upon request for a nominal fee, excluding Friday, Saturday, and Sunday. Please make your request at least 24 hours in advance by contacting Housekeeping at ext. 284.

LAUNDRY: There is coin operated laundry facilities in the main building. In the East Wing, you will find it at the east end of the 400 and 500 levels. In the West Wing, you will find it in the middle of the 300 level. All townhouses and lockout units are equipped with washer/dryers.

ICE MACHINES: Located at the east end of the 600 level in the East Wing, in the middle of the 300 level in the West Wing, and in the middle of the 700 level of the hotel. Bags of ice are available for purchase at Betsy's Diner (Sept-May) 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 if have any questions or concerns.