

Renter's Guide

SNOWCREST CONDOMINIUMS

Revised 11/7/2026

Welcome to Snowcrest!

We're so glad you've chosen Snowcrest Condominiums for your stay at Snowshoe Mountain. Whether you're here for skiing, biking, hiking, or just taking in the views, we want your visit to be memorable. Snowcrest is a welcoming, family-friendly community of privately-owned units, which includes full-time residents. While it is designed for relaxation and adventure, we ask that you treat Snowcrest with the same respect and care you would in your own home.

Quick Info at a Glance

Emergency: Dial 911

- **Resident Manager:** Mark Rotellini – (304) 807-9011
  - Building Maintenance/Snow removal (7:30am-11pm)
- **Community Guidelines/Rules**: Please read, starting on page 4
- **Housekeeping:** Contact your rental agency directly
- **Maintenance within your unit:**
  - Routine-type maintenance: Contact your rental agency directly
  - Emergency Maintenance: Contact the Resident Manager
- **Telephone:** If calling on the mountain: dial the last 4 digits of any Snowshoe phone number. More information on pg. 8
  - Important phone Numbers:
    - Main Snowshoe Switchboard: 1000
    - Public Safety (non-emergency): 5962
    - Snow Report: 4636
    - Mountain Patrol: 5695
    - Snowshoe Reservations: 4386
- **Wi-Fi:** Citynet mesh network Wi-Fi is available throughout the building. More information on pg. 9
- **Trash:** Compactor is for residential trash. More info on pg. 5
- **Windows:** Make sure windows are closed and locked when you leave. More about windows on pg. 2

Tips for a Comfortable Stay

Cooking (year-round):

- The fire detectors are very sensitive at Snowcrest
    - Recommendation: cook on lower heat to avoid smoke
    - Do not leave food unattended while cooking/baking

Winter:

Hot Water:

- Incoming water is VERY cold in the winter and takes time to heat up
- Space showers ~20 minutes apart for best hot water supply
- Avoid running the dishwasher during showers

Toilets:

- Flush twice (once for waste, once for paper) to keep water moving when it's cold.
- Please only flush waste and toilet tissue in the toilets
    - Other items, including 'flushable wipes' need to go in the trash

Snow Safety: Use caution walking and driving on icy surfaces

Windows:

- Please leave the windows CLOSED and locked during the winter due to moisture that builds up and freezes in the locks which could cause damage

Summer:

Cooling:

- Snowcrest does not have central air conditioning
- If your unit doesn't have AC:
    - Open the windows and door of your unit to create a draft, when possible
    - At night: Open the top window, and the bottom window about 6 inches for airflow

Common Amenities

Hot Tubs:

- Available for use by owners and registered guests only
- Hours of operation are 12:00 PM–10:00 PM Sunday through Thursday and 12:00 PM - 10:45 PM Friday and Saturday
- Located on both the A & B sides of the building
- Please respect the posted rules and enjoy responsibly
    - Thank you for not taking any glass into the hot tub areas and for cleaning up after yourself
- Under WV law, children under 14 must be accompanied by an adult

Hearth (Game) Room:

- Available for use by owners and registered guests only
- Hours of operation are 8:00 AM–11:00 PM
- Thank you for cleaning up after yourself.

Change Machine:

- Located in the hallway on the first floor near the elevator
- If the machine is empty, check with the Resident Manager before 11:00 pm.

Vending Machines:

- Located in the Hearth Room
- If a problem occurs, please contact the Resident Manager.

Laundry Rooms:

- Located on each floor of both A & B sides of the building
- Soap dispensers can be found on the 2nd floor

Gathering Spaces:

- Perfect for winding down after a day on the trails
- Hearth Room contains a large TV, billiards, and games
- 2nd and 3rd Floor Lounges provide a quiet space to relax and watch the sunset

Grills and picnic tables are located on the West Side of the Building

- You must bring your own charcoal
- Thank you for cleaning up after yourself.

Fire Pits are available for use, if accessible.

- Please plan ahead and extinguish it with water when you're done.

Community Guidelines

Quiet Hours: 11 PM–7 AM

Noise:

- Loud music, shouting, running, parties, or disruptive gatherings are prohibited during quiet hours.
- Please be mindful of excessive noise in common areas after 8p.m. to respect families with children.
    - Loud music from the hot tubs carries through the building.
- Music with profanity is discouraged in common areas such as the Hot tubs, Hearth room, and hallways

Pets:

- Snowcrest follows federal FHA and ADA laws regarding animals in the building.
    - Short-term renters and/or guests may **not** bring pets to the property
    - Homeowners may have pets on Snowcrest property, as outlined under the FHA
        - All animals must be on a physical leash, not more than 6 feet long, or contained in a carrier, while inside and outside
    - Service animals are permitted in accordance with the ADA
    - Emotional Support Animals are not covered by the ADA, so they are not allowed for short term rental guests.
        - Rental guests may be asked questions consistent with ADA guidelines if found with an animal in our building to determine their status under the ADA
            - The Board of Directors, through their agent, has authority to ask you to remove the animal or leave the property, as determined by policy

Smoking:

- Snowcrest is a smoke-free community indoors and on balconies
- Smoking is permitted in designated outdoor areas only
- Thank you for putting cigarette butts in appropriate receptacles

Trash:

- The trash compactor is located by the west side B-Building entrance
    - Please make sure the door is closed & latched to discourage bears.
- Trash may not be left in the hallway
    - Please take trash to the compactor
    - Trash left in the hallway is subject to a fine
- Our compactor can take household trash only- no construction materials
    - If full, please notify the Resident Manager

Safety:

- Personal recreation devices (i.e. scooters, skateboards, segways, bicycles) are not permitted for use in the building.
- Running inside the building is prohibited.
- Restricted areas (roofs, crawl spaces, machinery rooms) are off-limits
- Flammable, combustible, or explosive materials are prohibited except for normal household use.

Unit Fireplaces:

- These are no longer functional- DO NOT BURN anything in the fireplaces
- Electric fireplaces should be turned off when you leave

Common Area Usage:

- Common areas are for their intended purpose only may not be obstructed, defaced, littered, or misused
- Activities that create safety hazards or interfere with others are prohibited.
- Trash, debris, packages, and equipment (including bicycles, scooters, skateboards, segways, skis, and snowboards) may not be left in common areas, including hallways
- Clothing, towels, rugs, etc. may not be hung from railings, banisters or windows
- Bikes in approved storage bags may be transported through the building

Parking:

- All Short-term renters' vehicles must be registered using the QR code provided within each rental unit.
- A flat parking fee of $25 per vehicle, per stay shall be charged for every renter vehicle, regardless of the duration of the stay.
- Each rental unit is limited to two (2) renter parking spaces
- Guests arriving with additional vehicles can utilize alternative public parking areas
    - Top of the World Lots C, D, & E are free of charge
    - Free parking is also available at Silver Creek and The Inn at Snowshoe. Shuttle services to and from these lots are available.
    - Ikon and Snowshoe Unlimited Passholders get free parking in Top of the World Lot A.
        - How it works: Passholders will use the entrance to Top of the World Lot A and push the bottom button to retrieve a parking ticket, which will activate the entrance gate to open. When exiting the lot, passholders may proceed to the payment kiosk at the exit gate. There you will scan your season pass media barcode first. The exit gate will then open. To maximize space, please park head-in or back-in, perpendicular to the flow of traffic
- Do not block entryways, traffic flow, or access to the trash compactor
- Temporary loading/unloading near the entryways is permitted
- Park responsibly so shuttle buses and snowplows can pass
- Snowcrest is not responsible for damage to your vehicle
- Larger vehicles and trailers should use the west lot by The Timbers
- Parking violations will be strictly enforced, including towing or booting with a $250 fine.

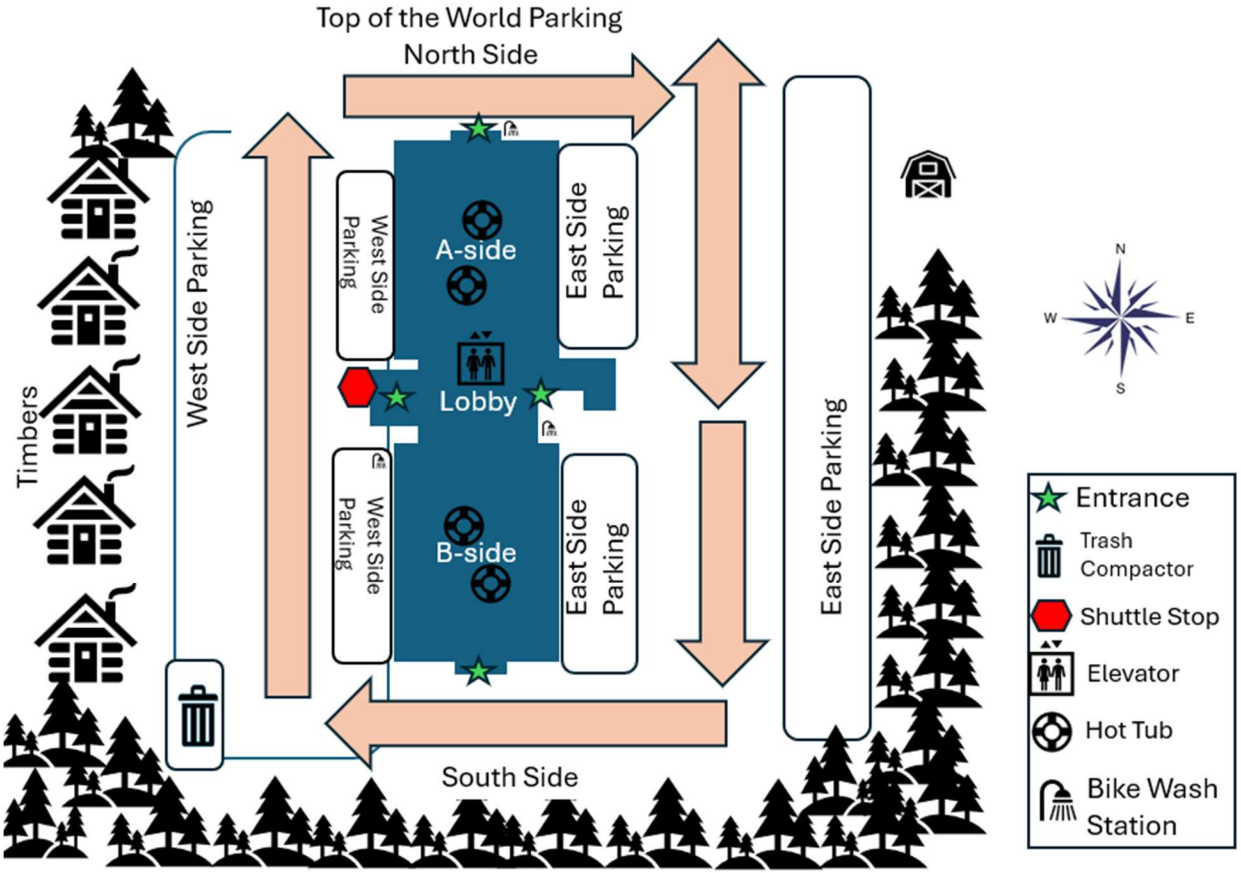
Shuttle Bus:

- Stop is located by the west entrance
- In the Winter, buses typically run every 15-20 minutes
- In Summer you may want to call the shuttle (304.572.5808) for pick up, as wait times are longer
- Will not stop if the driver can't see you waiting
- Shuttle hours and availability vary. Call to check on evening stop times

Thank you for Staying with Us!

We hope you enjoy your time at Snowcrest and on the mountain. Your courtesy and care help keep this a welcoming place for owners, guests, and future visitors.

Have fun, make memories, and come back soon!


Top of the World Parking
North Side
West Side Parking
West Side Parking
A-side
East Side Parking
Lobby
West Side Parking
B-side
East Side Parking
East Side Parking
Timbers
South Side
N
W
E
S
Entrance
Trash Compactor
Shuttle Stop
Elevator
Hot Tub
Bike Wash Station

Snowcrest Phone Numbers: (304-572-XXXX)

Unit #	Phone#	Unit #	Phone#	Unit #	Phone#	Unit #	Phone#
A-101	4201	A-209	4225	B-101	4250	B-209	4274
A-102	4202	A-210	4226	B-102	4251	B-210	4275
A-103	4203	A-211	4227	B-103	4252	B-211	4276
A-104	4204	A-212	4228	B-104	4253	B-212	4277
A-105	4205	A-213	4229	B-105	4254	B-213	4278
A-106	4206	A-214	4230	B-106	4255	B-214	4279
A-107	4207	A-215	4231	B-107	4256	B-215	4280
A-108	4208	A-216	4232	B-108	4257	B-216	4281
A-109	4209	A-301	4233	B-109	4258	B-301	4282
A-110	4210	A-302	4234	B-110	4259	B-302	4283
A-111	4211	A-303	4235	B-111	4260	B-303	4284
A-112	4212	A-304	4236	B-112	4261	B-304	4285
A-113	4213	A-305	4237	B-113	4262	B-305	4286
A-114	4214	A-306	4238	B-114	4263	B-306	4287
A-115	4215	A-307	4239	B-115	4264	B-307	4288
A-116	4216	A-308	4240	B-116	4265	B-308	4289
A-201	4217	A-309	4241	B-201	4266	B-309	4290
A-202	4218	A-310	4242	B-202	4267	B-310	4291
A-203	4219	A-311	4243	B-203	4268	B-311	4292
A-204	4220	A-312	4244	B-204	4269	B-312	4293
A-205	4221	A-313	4245	B-205	4270	B-313	4294
A-206	4222	A-314	4246	B-206	4271	B-314	4295
A-207	4223	A-315	4247	B-207	4272	B-315	4296
A-208	4224	A-316	4248	B-208	4273	B-316	4297

- **For emergencies, dial 911**
- All calls from Snowcrest phones are free to make.
- If calling local numbers outside of the Snowshoe Resort, you may need to dial the area code.
- If making long-distance calls, dial the area code and the number.

Internet Access

- All units have internet access through a mesh-network
    - Open Network: Citynet
    - For problems, contact The Resident Manager so a ticket can be opened with Citynet for resolution

Television Channels

Channel
23.1 - Citynet TV Guide
23.2 - Snowshoe TV-not working
24.1 - CitynetTV
25.1 - Snowshoe TV
26.1 – Webcam-boathouse
27.1 – Webcam-Skidder
28.1 – Webcam - Ballhooter
28.2 - ABC – WBOY
29.2 - CBS – WDTV
30.2 - NBC – WBOY
31.2 - Fox – WVFX
32.2 - CW
33.1 - CNBC
33.2 - CNN
34.1 - Fox News
34.2 – HLN/CNN
35.1 - MSNBC
35.2 - A&E
36.1 - AMC
36.2 - Discovery
37.1 - TBS
37.2 - FX
38.1 - Weather Channel
38.2 - History Channel
39.1 - National Geographic
39.2 - SyFy
40.1 - TNT
40.2 - USA
41.1 - Freeform
41.2 - Disney
42.1 - Hallmark

Channel
42.2 – AT&T Sports
43.1 - ESPN
43.2 – ESPN2
44.1 - ESPNU
44.2 – FS1
45.1 - Golf
46.1 - MASN
46.2 – MASN2
47.1 – Animal Planet
47.2 - BRAVO
48.1 – Food Network
48.2 - HGTV
49.1 - Travel
49.2 - TLC
50.1 - Lifetime
50.2 - Oxygen
51.1 – Cartoon Network
Limited time:
52.1 – HBO
52.2 – HBO 2
53.1 – HBO Comedy
53.2 – HBO Family
54.1 – HBO Signature
54.2 – HBO Zone