



# Renter's Guide



# 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 (8am-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. 7
  - 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. 8
- **Trash:** On-site trash compactor for residential trash.
- **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 in our building
  - Cook on lower heat to avoid smoke
  - Do not leave food unattended while cooking/baking
- Open the door while cooking & windows (in summer only)

### 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:

- Due to moisture that builds up and freezes in the locks, please leave the windows CLOSED during the winter.

### 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–10:45 PM
- 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
  - 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
- 2<sup>nd</sup> and 3<sup>rd</sup> 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 extinguish it when you're done.

## Community Guidelines

**Quiet Hours:** 11 PM–7 AM – please keep music and voices down

**Noise:**

- Absolute Quiet hours are 11p.m. to 7a.m.
- 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

**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

**Pets:**

- Short-term renters and guests may not bring pets
- Homeowners may have pets within the property
  - Pets must be on a physical leash, not more than 6 feet long

**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
  - Trash in the hallway is subject to a \$25.00 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 to be used in the building.
- Running inside the building is prohibited.
- Restricted areas (roofs, crawl spaces, machinery rooms) are off-limits

**Unit Fireplaces:**

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

**Parking:**

- Parking is free for Snowshoe Owners and Registered Guests after check-in.
- 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

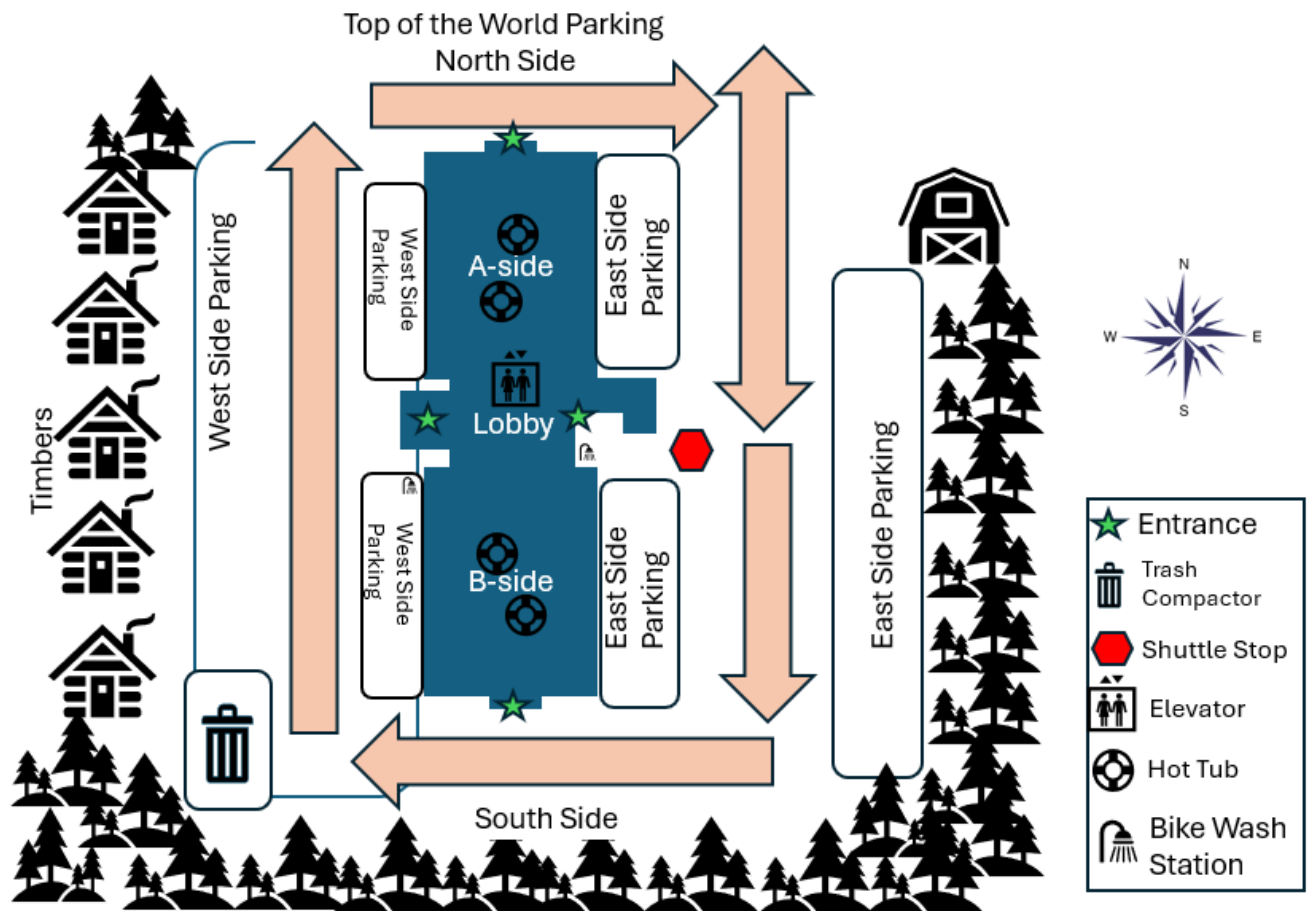
**Shuttle Bus:**

- Stop is located by the east entrance
- In the Winter, buses typically run every 15-20 minutes
- Will not stop if the driver can't see you waiting

## 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!*



## 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

- 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 Citynet Tech Support: 1800-844-9638
  - The Resident Manager DOES NOT provide technical assistance.

## 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