



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
- 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 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

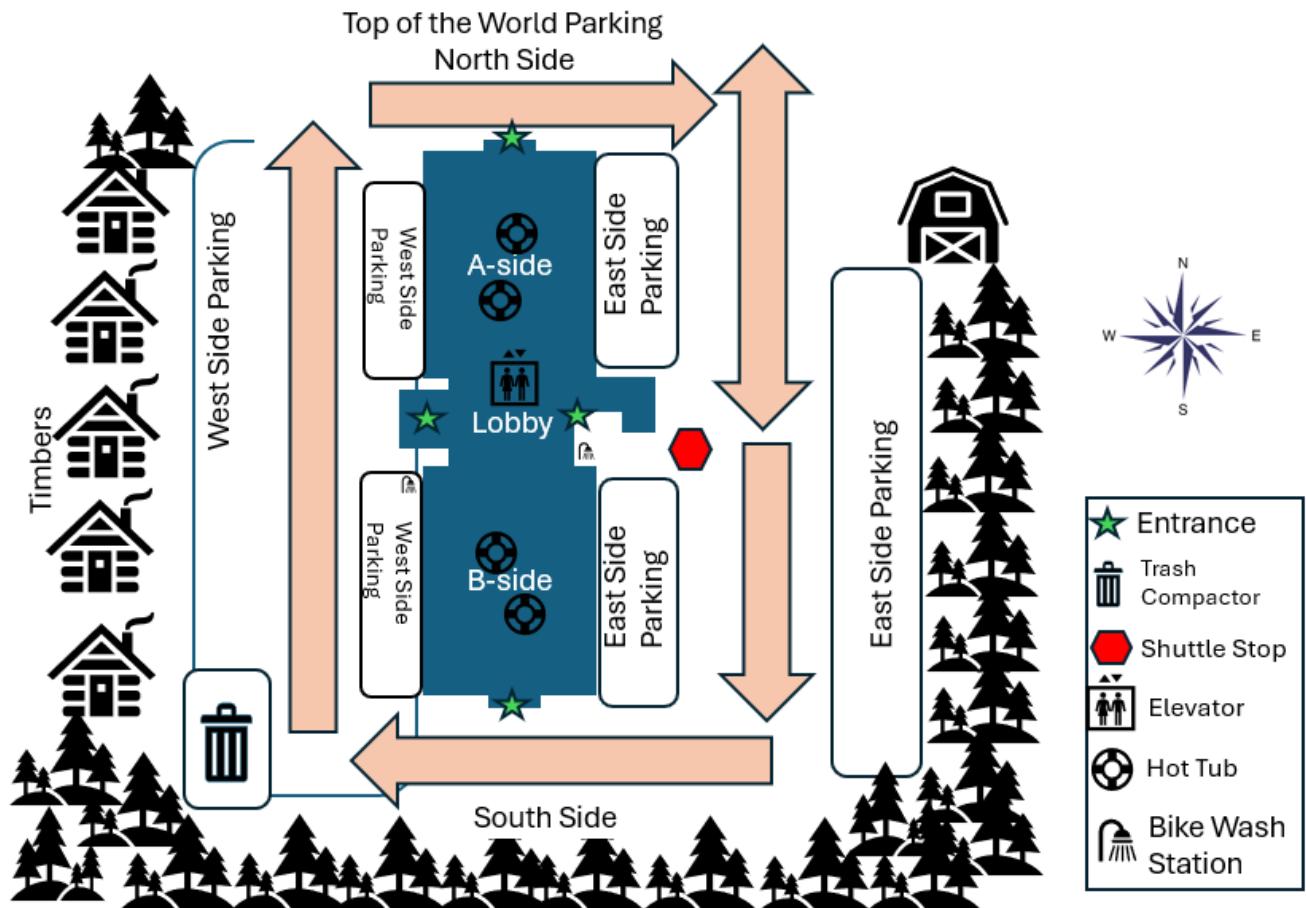
Shuttle Bus:

- 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# |
|--------|--------|--------|--------|--------|--------|--------|--------|
| 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