

# Whitewater Village Cottage Club

## *Arrival Checklist*

Cottage: P \_ \_\_\_\_\_ Arrival date: \_\_\_\_\_

Friday check-in time is 4:00 pm earliest. There is a Club binder (“user manual”) on or in the dining room credenza that contains all the info you should need with respect to using the cottage. It has information on how to set the heat/AC, how to operate the wood pellet fireplace and BBQ, emergency contact phone numbers (also on the next page), etc. Enjoy your stay!

During the Wilderness Tours season, approx. mid-May to late Sept., all visitors to WWV must sign a Wilderness Tours (WT) waiver form once per season and wear the green WWV wristbands at all times when on WT property outside your cottage, including the beach area. The wristbands may provide a discount on some WT products, including at “Rafters” restaurant (ask). The waiver forms and wristbands should be on the dining room table or credenza when you arrive. Please deliver the waiver forms as soon as possible to the registration desk at Rafters (where you can also get more forms).

There is little to do upon arrival so empty your cooler, unpack your luggage and prepare to relax! As you look around the cottage, here are a few items of attention:

1. Check the heat/AC setting; the Club binder describes the two different heating set ups within the cottages. There is a thermostat outside the master bedroom and possibly one or two other zones depending on the cottage.
2. The fireplace has been stocked with wood pellets; extra bags of pellets are kept in the storage closet under the main stairs.
3. If you find any housekeeping or maintenance issues, please report them as soon as possible (end of Wednesday latest) by email to [own@whitwatervillage.ca](mailto:own@whitwatervillage.ca) or use the phone numbers on the next page.
4. Everything in the cottage is shared so you are welcome, for example, to use the games/books upstairs in the loft area and anything left in the kitchen (coffee, tea, spices, etc.).
5. There is a cottage journal kept on the breakfast counter; it is interesting to read about the visits of other owners/guests and it sometimes contains useful info from the family that stayed there the week before. Please feel free to add to the journal as we all like to read it!
6. The cottage has hard water but it is completely safe for drinking/bathing. You can avoid leaving water spots on the dishes by using the supplied rinse agent and lime remover detergent.
7. For renters: Golf cart use (in season) must be established with the owner, access and appropriate use / charging should be established in advance. If not discussed, do not use. You are liable for any damage or loss on the part of you or your guests.

## Reference information for your stay

Wilderness Tours provides on-site support to Whitewater Village.

**Emergency calls (police, fire, ambulance):** A 911 call from a cell phone at Whitewater Village will likely be answered in Quebec. To ensure that you reach an Ontario 911 responder, **it is best to call 1-613-735-3143** (EMS Pembroke).

The civic address for the Whitewater Village Cottage Club is 503 Rafting Road, Foresters Falls, ON (mention entry through Wilderness Tours).

Jesse Jacques monitors messages sent to [own@whitewatervillage.ca](mailto:own@whitewatervillage.ca)

Breakage of items in the cottage, maintenance of a non-urgent nature or housekeeping items should be directed to the above email address.

In cases of urgency, call Wilderness Tours at (613) 646-2291 and send a message to [wv@wildernesstours.com](mailto:wv@wildernesstours.com), with a copy to [own@whitewatervillage.ca](mailto:own@whitewatervillage.ca)

In case of frozen pipes, water leaks, or downed trees that present a safety hazard: call Wilderness Tours at (613) 646-2291 or (if no answer) Charles at (613) 582-3323.

When all else fails (especially in the off-season), call Joe at (613) 585-2291.

And, just in case – Jonathan can be reached at (613) 292-6548.

**These phone numbers are provided for urgent needs only.**

Jason Daley (sales) can be contacted at 1-866-298-3333.

Jesse Jacques' cell phone number is (613) 647-4253 (effective Nov. 1, 2016).