



Welcome To The Owners Club at The Homestead

On behalf of everyone at The Owners Club, welcome to the beautiful Allegheny Mountains of Virginia and The Owners Club at The Homestead.

We have designed this directory to assist you with information regarding your Club Home, the resort and the surrounding area. Please take a few minutes to read this and to familiarize yourself with your Club Home. Be sure to read page six (6) prior to your departure.

If you have any questions at all or need assistance, please do not hesitate to call upon us during the hours of 8:30 to 6:00 pm daily at extension 53700. If you should require any maintenance attention to your Club Home while in residence, please contact the office at extension 53700. Routine maintenance is available daily 9:00 am to 6:00 pm. Should you experience a loss of heat, hot water, electricity, water, or experience any leaks or floods, or if your refrigerator should fail to work, please call the after hours cell phone at 540-679-0607. Should you have an after hours emergency, please dial 911.

We hope you enjoy your stay and plan your return trip very soon.

Thank you for the opportunity to serve you,

Your staff at The Owners Club at The Homestead

Administration:

Karen Wallace-Williams, General Manager
Lisa Armstrong, Assistant Club Manager
Erica Doyle, Administrative Assistant

Member Services:

Tim McElwee, Member Services
Mary Altizer, Front Desk/Concierge
Allison Swearengin, Front Desk/Concierge

Facilities:

Todd Lacks, Facilities Manager
Jody Campbell, Facilities Maintenance
Steve Criser, Facilities Maintenance
Columbus Lee Shifflett, Facilities Painter
Enrique DelValle, Hot Tub Attendant
Kevin Robertson, Housekeeping Supervisor

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IMPORTANT NOTICE

Regarding Bear Activity at The Homestead

We have seen an increased amount of bear activity in the area and ask for you to follow some very simple instructions in order for both the bears and us to live in harmony. We are surrounded by *their* habitat and we must be respectful of them as they are of us.

Facts: Bears are more scared of us than we are of them.

They will continue to come back if they are rewarded with food.

Please take the following precautions in order to deter any bear or critter activity around the Club Homes:

- Keep trash lids on the containers at all times and stored in the garage.
- Be sure the garage door is closed AND LOCKED, but please leave the side door unlocked for the trash removers on Mondays and Thursdays.
- Close and latch the screen doors on the rear decks.
- Close all windows when you are not at home.
- Burn off all food and grease on the grills after each use and clean with the brush.
- Do not leave any food or bird seed outside.

If you encounter a bear, here are some suggestions for you to better address the situation:

- Do not approach the bear.
- Do not get between a sow and her cubs.
- Stop and/or back away slowly.
- Clap loudly to make the bear move on.
- Take a picture and enjoy the moment.

Thank you again for your important cooperation in these matters.

CABLE TV LISTING

GREAT ROOM AND MASTER BEDROOM

00 WELCOME CHANNEL
3 GUEST CHOICE
4-6 LOCAL - HOMESTEAD
9 ABC - WEST
11 CBS - WDBJ7
13 NBC - WSLS
15 FOX
17 PBS - WBRA
20 FOX - NEWS
22 CNN
23 CNN - HLN
24 RTVI
25 WEATHER CHANNEL
27 GOLF CHANNEL
29 ESPN
31 ESPN 2
32 ESPN NEWS
33 ESPN U
36 TNT
38 USA
40 TBS
42 FX
44 A&E
46 DISCOVERY CHANNEL
48 TLX
49 HISTORY CHANNEL
50 ANIMAL PLANET
53 DISNEY
54 NICKELODEON
55 CARTOON NETWORK
56 ABC FAMILY
57 LIFETIME
58 E!
59 COMEDY CENTRAL
60 SPIKE TV
61 CMT
62 VH-1
63 MTV

QUEEN AND DOUBLE BEDROOMS

2 ABC - WEST
3 CBS - WDBJ7
4 NBC - WSLS
5 FOX
6 PBS - WBRA
7 FOX - NEWS
8 CNN
9 HLN
10 RTVI
11 WEATHER CHANNEL
12 GOLF CHANNEL
13 ESPN
14 ESPN 2
15 ESPN NEWS
16 ESPN U
17 TNT
18 USA
20 TBS
21 FX
22 A&E
23 DISCOVERY CHANNEL
24 TLC
25 HISTORY CHANNEL
26 ANIMAL PLANET
27 DISNEY
28 NICKELODEON
29 CARTOON NETWORK
30 ABC FAMILY
31 LIFETIME
32 E!
33 COMEDY CENTRAL
34 SPIKE TV
35 CMT
36 VH1
37 MTV

CLUB HOME INFORMATION

It is our goal to maintain your Club Home with the highest degree of attention to detail. We are asking for your help in our efforts by using care during your stay and see that your family and guests abide by our occupancy guidelines and rules. **Please do not allow children to use Wii games unsupervised.** Damage to televisions may occur with improper use of these games.

Please do not walk pets on the property if they are being boarded near by. We have a zero tolerance policy for pets on the property and this includes having them in sight to our Members and Guests. This gives a false sense of policy change. Service animals who are specifically trained to work or to perform a task are allowed under the ADA. We are happy to fully comply with the ADA to accommodate their work. However, Management must be informed that you have a service animal in residence and what task or work they are trained to perform.

Please take a few moments to familiarize yourself with the contents of the home. For your convenience and safety, there is a fire extinguisher located in the laundry room. Please do not remove the fire alarm batteries. If they “beep”, please notify us right away so that we may replace the back-up battery. In addition, please do not remove the carbon monoxide detector from the outlet. There is a flashlight located in the laundry room should you experience a loss of power in the home.

If you notice anything that requires attention please contact us so that we may take care of it right away to reduce any possibility of further damage.

ADDRESSES & PHONE NUMBERS

Federal Express & UPS Shipping Address (there is no Saturday Pick-Up or Delivery Service to Hot Springs)
The Owners Club at The Homestead C/O General Manager
54 Mountain Laurel Drive
Hot Springs, VA 24445

Mailing Address

The Owners Club at The Homestead
P.O. Drawer T
Hot Springs, VA 24445

Club Management

Phone: (540) 839-3700
Fax: (540) 839-3750
E-mail: conciierge@ownersclubhomestead.com

CHECK IN/OUT

Check-in time is after 4:00 p.m.; checkout time is before 10:00 a.m. Please refer to the Departure Check List to understand what is required upon departure.

CARBON MONOXIDE DETECTORS

CO Detectors have been installed in all Club Homes. The units are located in the living room. They are plugged into the outlet by the chair closest to the back porch. If the unit senses a dangerous level of CO, the unit will emit a loud alarm pattern. The alarm pattern is four quick beeps followed by five seconds of silence. This cycle repeats as long as a dangerous CO condition exists. The red alarm LED will flash the same pattern. If there is a true danger, the alarm will not reset by unplugging the unit and plugging it back in. If the unit is unplugged or jarred loose in the outlets, it will produce a constant tone until the battery is removed or the unit is plugged back into the wall. When the unit is plugged back into the wall, it will clear the alarm for restart. Once reset, the alarm will beep four quick beeps followed by silence and the green LED light should be lit. Should there be a power outage, the alarm will automatically switch to battery backup mode and the green LED will flash approximately every 10 seconds. The unit will continue to operate normally and detect CO for at least 20 hours. When power is restored, the alarm will automatically switch back to normal operating mode and the green LED will come on continuously.

CLEANING: The following housekeeping schedule not only allows us to achieve our standards of quality by retaining a skilled employment base, it also helps us to maintain our club homes with consistency at a high service level for all of our members:

6 nights or less	1 Departure Cleaning \$195
7 to 11 nights	1 Tidy Service and 1 Departure Cleaning \$270
12 to 14 nights	2 Tidy Services and 1 Departure Cleaning \$345
15 to 21 nights	3 Tidy Services and 1 Departure Cleaning \$420
Change of guests	1 Full Midweek Cleaning \$195.00

(Prices are subject to change)

Housekeeping Services during Your Stay

The Tidy Service includes the following services:

- Remove trash
- Light cleaning of bathrooms (wipe sinks, counters, toilets, mirrors and sweep floors)
- Restock bath terry as needed
- Restock bath amenities as needed
- Light kitchen cleaning (wipe down counters, stove tops, sink and sweep floors - no dishes, pots, pans, etc)
- Restock coffee and condiments
- Restock kitchen and dining room table linens as needed
- Make beds with fresh linen as needed
- Vacuum floors

The Full Midweek Cleaning provides the same service as a Departure Cleaning and is recommended if a full change of guests occurs.

CDs, DVDs, PUZZLES AND GAMES

We have a selection of CDs, DVDs, puzzles and games for your enjoyment in the library of our Clubhouse for complimentary use. Please be kind enough to return them promptly for others to enjoy and please do not return them to the hotel.

GAS GRILL INSTRUCTIONS

To use the grill: lift the grill cover to an upright position, turn the valve behind the grill to a vertical position, push in and turn the knobs on the face of the grill to the HIGH position, turn the igniter switch in the direction of the arrows until you see a small flame on the burners. (There are two view holes located on the face of the grill. The igniter switch is located on the right side of the grill.) When you are finished, please turn the valve to a horizontal position and turn off the burners. Grill utensils and lighter are located in the laundry room on the top shelf.

HOT TUB INSTRUCTIONS

Your hot tub was serviced prior to your arrival. Our attendants will service your hot tub every 3 to 4 days during your stay. Please leave the latch on the screen door unlatched during the day to assist us with gaining the access needed to properly service your hot tub. Please call us if you require additional service during your stay. Please keep the cover closed and snapped when it is not in use. Do not use oils, body paints or soaps in the hot tub. To turn on the jets, push the button that is located on the top or the side of the tub. If the water level is low, please use the hose located on the deck to add water.

NON-SMOKING

The Club Homes are NON-SMOKING homes. Please refrain from smoking inside the home. There is an ashtray located in the kitchen drawer under the breakfast bar for your use on the decks outside.

ROBES

The Association purchased robes for the comfort of its Members and Guests. Because they were not purchased with a resale program in mind, we do not have the inventory nor a reasonable fee established for missing robes. Thank you for ensuring there are six (6) robes in your Club Home prior to your departure.

TELEPHONES

Your Club Home direct phone number can be located on the telephones in the bedrooms. The number is 540-839-37 + (two digit club home #) i.e. 3701 for Club Home #1. To make local and long distance telephone calls, simply dial 9 first. All toll free and local calls are free. **Very costly** long distance charges will be billed to your Club Home during your stay. You may retrieve your messages by pressing the message button on the bedroom telephones or by pressing *5. There are also direct calling features on the bedroom telephones for frequently dialed extensions.

THERMOSTAT

In order to ensure your comfort, please be sure to leave your HVAC fan on “auto”. You may adjust the temperature up or down using the two buttons on the right hand side of the thermostat. If the thermostat displays “fan” or “on”, this means the fan is running constantly and will not heat or cool the home but simply circulate air within the home.

TRASH SERVICE

Trash pick-up service is every Monday and Thursday. The trash receptacles are located in the garages. Please dispose of all trash prior to departure. *When holidays fall on Mondays and Thursdays, pick up will be on Tuesday and Friday.*

WIRELESS INTERNET

Each Club Home is equipped with a router in the Master Bedroom. This supports the entire home with wireless signal and will support a cable if you do not have wireless capability on your computer. The log on information can be found on page 16 of the Member Services Directory or contact our office at 53700.

DEPARTURE CHECKLIST

We hope you enjoyed your stay with us and will return soon. Because we will be welcoming another Member into this Club Home after you depart, we ask that you read the following instructions and adhere to the guidelines provided:

- ✓ Check out time is prior to 10:00. Late fees apply as follows for unapproved late check outs:

After 10:00 until noon: \$100

After Noon: \$250 (considered a Bonus Night use)

From time to time, we are able to honor a late check out request. This is only on days we do not have an arriving Member on the same day as your departure, and the request must be made 48 hours prior to the departure date.

- ✓ Please remove all trash from the home and place in the trash cans located in your garage.
- ✓ Please be sure all pots and pans are clean. **DO NOT PLACE POTS AND PANS IN THE DISHWASHER.**
- ✓ Load and start the dishwasher.
- ✓ Please return Club Home keys, garage door openers, games, movies, etc. to our Clubhouse. If you plan to leave prior to 8:30 am, please leave these items in the Club Home on the foyer chest. **DO NOT TURN THEM IN AT THE HOTEL.**
- ✓ Please place all furniture back in their proper settings and if you have multiple Club Homes, please be sure that all borrowed items from one Club Home to another are returned. Also, please inspect the other Club Homes for which you are responsible for to be sure they have also followed these instructions.
- ✓ Lock all entrance doors to the Club Home.

We have enjoyed having you with us this week. Please let us know if there is anything we can do to make future stays with us more comfortable or convenient for you and your guests.

Hurry back!!!

Sincerely,

Karen Wallace - Williams

General Manager, The Owners Club at The Homestead

DINING AT THE HOMESTEAD

Please refer to the daily Resort Guide for restaurant hours, as they may vary with the season. Reservations are required for some outlets and may be obtained by calling Dining Reservations at extension 57989 or by calling the Clubhouse at extension 53700. Menus and Wine Lists are available in the Club House.

Afternoon Tea.....Touch 57741
Enjoy the relaxing pleasures of the Southern Social Hour served in the Great Hall. Southern Social Hour is complimentary and includes freshly brewed tea. A daily specialty pastry is also available. Check The Resort Guide as times may vary.

Casino Restaurant.....Touch 57857
Conveniently located near the Old Course and Allegheny Springs, is a casual venue for lunch and dinner. The menu features salads, sandwiches, pastas, wood fired pizzas and more!

Downtime.....Touch 57562
Family game area with mini bowling, pool table, shuffleboard, air hockey, Wii, Xbox and arcade games.

Jefferson's Restaurant and Bar.....Touch 57552
Jefferson's takes a farm-to-table approach with a hand-picked selection of prime and regional meats.

Kober's Restaurant.....Touch 57594
The seasonal Kober's Restaurant is not just for skiers but for anyone looking for a warm, cozy getaway from the cold to enjoy delicious, light fare selections. Enjoy fresh burgers off the grill, pulled pork, ribs, soup, sandwiches, salads and your favorite beverage. After the snow melts in late spring, the Ski Lodge is available for group functions and theme parties. Casual attire. (Seasonal)

Lobby Bar.....Touch 53897
Conveniently located adjacent to the Great Hall, the Lobby Bar and Lounge provides a great selection of signature and classic cocktails, wines by the glass and regional craft beers.

Main Dining Room.....Touch 57563
True elegance is evidenced by The Homestead's renowned Dining Room, offering continental cuisine prepared to perfection under the direction of the resort's executive chef. Trademark entrees are complemented with distinctive wines selected from the exquisitely designed Wine Room. A bountiful breakfast buffet is served daily and guests will enjoy live music and dancing nightly. Coat is required in the evening for gentlemen.

Breakfast (casual) is served in the Main Dining Room between 7:00 a.m. and 10:00 a.m. and is first come, first served. Saturday and Sunday Breakfast have extended times from 7:00 am to 10:30.

Martha’s Market.....Touch 57545
A place to grab a quick bite and a specialty brewed coffee or tea on the go, or sit down to enjoy our choice of fresh-made salad, sandwiches, other gourmet food items or our selection of delectable pastries.

Pool Bar.....Touch 57435
For light snacks, sandwiches and beverages, visit the Pool Bar, located in the Cabana at the Outdoor Pool. (Seasonal)

Rubino’s Restaurant.....Touch 57997
Four miles south of The Homestead, Rubino’s Restaurant offers a casual dining atmosphere for players just finishing their round, or for those seeking to dine surrounded by the beautiful views of America's finest mountain golf course. Built in 1895, the Cascades Clubhouse was a private residence, owned by New York stock trader Jacob Rubino, with a ballroom and large swimming pool. When sold to The Homestead in 1923, it became a clubhouse for the Cascades Course which opened a year later. Hot and cold sandwiches, soups, salads and desserts are served daily. Casual attire. (Seasonal)

Wine Room.....Touch 57563
Redwood bins, a quarry tile floor and a custom-designed stained-glass window highlight the temperature-controlled Wine Room adjacent to the Dining Room. With a capacity of up to 3900 bottles, this room adds a new dimension to The Homestead's on-property food and beverage services. An intimate wine tasting for up to 10 people can be arranged upon request 48 hours notice is required.

DINING IN THE SURROUNDING AREA

Country Café.....839-2111

Located just South of The Homestead on Route 220. True family dining featuring a wide range of menu items including hamburgers and prime rib. Homemade pies to go.

Cucci's At The Varsity.....839-4000

Italian Restaurant serving lunch and dinner. Guest may select from Sandwiches, Turnovers, Pizza's and Italian Dinners. Cucci's sauce and homemade dressing available to purchase.

Cucci's will deliver to The Owners Club. Minimum orders may apply. Menus are located in your kitchen drawer and in our Clubhouse for your convenience.

Douthat Lakeview Restaurant.....540-862-8111

Located in an original CCC facility it is a full-service restaurant that overlooks the lake. Open seasonally, serving breakfast, lunch and dinner. Available year-round for special catering needs.

Duck-In Deli Market & Subway.....839-3000

Located in Hot Springs, cold and hot sandwiches and convenience store items available.

Fast Break Food Mart.....839-2942

Located in Mitchelltown, just North of The Homestead on Route 220 (in the Sonoco station). Featuring Buffet Style pizza for carry out.

Fort Lewis Lodge.....925-2314

Contemporary American style cooking including a vibrant mix of fresh tastes and interesting menus enhanced by side dishes from the farm's own gardens, fresh breads and sumptuous desserts. Twilight social hour at Buck's Bar allows guests to enjoy ice cold beer and wine. Business and retreat planning available.

Garth Newel Music Center.....839-5018

Select from a tray of canapés, a multi-course gourmet meal or that perfect baked item to add to your next event.

Les Cochon d'Or.....839-8900

Located in downtown Hot Springs, serving Dinner. An intimate, lively, casual restaurant, offering inspired rustic American dining with a French twist. Savor fresh local ingredients elegantly prepared using a wood burning grill.

Lindsay's Roost.....839-2142

Located in Hot Springs, Serving Breakfast, Lunch, and Dinner to include sandwiches, finger food and dinner entrees.

Pit Stop.....839-5852

Located on Route 220 in Warm Springs. Serving breakfast, lunch and dinner including hamburgers, hot dogs and more for carry out dining. Convenience store items.

Snead’s 1912 Steak.....839-6328

The new premier steakhouse dining experience in Virginia, honoring world renowned golfer and Bath County native Sam Snead. Snead’s 1912 Steak is the flagship of all Snead’s Restaurants. Guests will enjoy fine dining with table-side preparations in one of two formal dining rooms. Guests wanting a more casual dining experience will enjoy the downstairs bar area or the upstairs lounge which will offer both the steakhouse dinner menu and more casual “pub-style” offerings. In the warmer months guests can enjoy the upper deck area as a wonderful place to relax after enjoying all that Bath County has to offer.

The Milk House at The Old Dairy.....839-6455

Featuring fresh food items, fresh-brewed coffee and espresso, sodas, cold teas, sandwiches, gourmet food items such as breads, cheeses, sauces and more. Located in Warm Springs in the newly renovated 1920s Milk House.

The Waterwheel Restaurant at The Inn at Gristmill Square.....839-2231

A continental menu featuring fresh, local trout. Enjoy a rustic country ambience with fine prints and fresh wildflowers in season. Guests may select their own wine from the wine cellar located among the workings of the mill, or enjoy the congenial atmosphere of the tiny Simon Kenton Pub. Located in Warm Springs, 5 miles North on Route 220.

INSTRUCTIONS FOR OPERATING DVD PLAYER & ALARM CLOCKS

❖ GREAT ROOM DVD PLAYER

To operate the DVD player:

Turn on the DVD player.

Using the LodgeNet remote, press “Function.”

Using the arrow keys, scroll down to “Input Select” and press Select.

Using the arrow keys, scroll down to “Input 3” and press select.

The DVD icon should appear on the TV screen.

Use the DVD remote to operate the DVD player.

Reverse this process to return to TV viewing.

❖ BEDROOM DVD PLAYER

To operate the DVD player:

Turn on the DVD player.

Using the TV remote, press the “Input.”

Using the arrow keys, scroll down to “Input 2.”

The DVD icon should appear on the TV screen.

Reverse this process to return to TV viewing.

INTERNET INSTRUCTIONS

To connect to our Wi-Fi, on your device, go to your Wi-Fi Settings and select the network associated with your house number. Example: ownersclub25 is for House 25, ownersclub3 is for house 3. Once you have selected the appropriate network, you will be able to go to your search engine of choice. *We no longer require a passcode for the Wi-Fi.*

TROUBLE SHOOTING: Having trouble connecting or do not see your house number.

1. Turn device OFF - Laptop, phone, etc.
2. Turn router OFF for 1 minute – Located on nightstand in master bedroom
3. Turn router back on
4. Turn device back on

Please call the Club House at extension 53700 for additional assistance.

PLACES OF WORSHIP

Healing Springs Baptist Church.....839-2675
Healing Springs

Hot Springs Baptist Church.....839-5050
Hot Springs

Mt. Pisgah Baptist Church.....839-2393
Warm Springs

Piney Grove Baptist Church.....839-2397
Hot Springs

Shrine of the Sacred Heart Catholic Church.....839-2603
Hot Springs

Christ Church at Union Chapel, An Anglican Catholic Communion.....839-5271
Carloover

Faith Covenant Family Church.....839-3012
Hot Springs

Life Line Ministries.....839-5035
Hot Springs

Episcopal Church – St. Luke’s Parish House.....839-2279
Hot Springs

Ashwood United Methodist Church.....839-2276
Ashwood

Eden United Methodist Church.....839-5407
Bacova Junction

Virginia Chapel United Methodist Church.....839-5462
Mitchelltown

Hot Springs Presbyterian Church.....839-2638
Hot Springs

Warm Springs Presbyterian Church.....839-2423
Warm Springs

RESORT RECREATION

For the latest information on activities, such as hours of operation and seasonal openings, please refer to *The Resort Guide* or The Homestead channel on your living room television. Please contact the Concierge at 53700 to arrange any activities.

Archery

Canoeing/Kayaking

Carriage Rides & Horseback Riding

Children's Playground & Children's Fishing Pond

Falconry & Segway Tours

Fly Fishing

Games and Puzzles

Golf and Mini Golf

Hayrides

Hiking

History Tour

KidsClub

Mountain Biking and Tennis

Nightly Movies

Paintball

Shooting Sports

Skiing, Tubing, Ice Skating, & Snow Boarding

Spa

Swimming, Indoor & Outdoor Pools, Cabanas, Water Slides & Lazy River

Zip Line

RESORT SERVICES & GENERAL INFORMATION

Frequently Dialed Numbers

Allegheny Outfitters	57760
Babysitting	53700
Bellstand	57571
Business Center	57893
Cascades Golf Club	57994
Casino Pro Shop	57739
Dining Reservations	57989
Falconry	57773
First Lady	57612
Front Desk	57755
Hobby Horse	57946
Kids Club	57677
Martha's Market	57703
Mary Anna's	57696
Maybelle's	57612
Mountain Lodge	57594
Old Course	57739
Room Reservations	53850
Rubinos	57997
1766 Shop	57743
Seasons	57402
Shooting Club	57787
Ski Area	57721
Ski Conditions	57721
Spa	57547
Stables	57990
Tennis Shop	57762
The Owners Club Office	53700
Transportation	57711
William S. Flynn	57999

CAR RENTALS.....Touch 53700
Cars may be rented from Enterprise Rent-A-Car through our Concierge.

CHECK-IN AND CHECKOUT TIMES
Club Homes are available after 4:00pm. Checkout time is before 10:00am late checkout fees may apply. Express checkout is available at The Clubhouse.

CLUB HOME RESERVATIONS.....866-846-3999
Owners Club Central Reservations staff will be happy to assist you with plans for your return visit.

CONCIERGE.....Touch 53700
The Concierge staff will be happy to assist you with your questions or any needs you may have. Contact them to make reservations for resort activities (including Spa and Salon, golf, tennis, horseback and carriage rides, shooting sports, Kids Club, Cascades Gorge Hike and other outdoor activities). Also, dining, transportation, facsimiles, mail, copying and computer services.

COTS/CRIBS/HIGH CHAIRS.....Touch 53700
Please request prior to 5:00pm.

CREDIT CARDS
The Homestead accepts Visa, MasterCard, American Express, Discover, Diner's Club and Club Member card. Cash is accepted at The Omni Homestead's front desk and Martha's Market.

DINNER RESERVATIONS.....Touch 53700
Our Concierge staff will assist you. Please refer to the Dining section for dining options.

DIRECTORY ASSISTANCE
Long Distance Calls – Dial 9 + 1 + Area Code + 555 + 1212. Subject to applicable fees.

DOCTOR/DENTIST.....Touch 53700
Our Concierge staff will assist you in making an appointment.

DRESS CODE
During the day, resort attire is preferred. Jeans, bathing suits and ski boots are discouraged in the Great Hall. In the evening, a jacket is required in the Dining Room. Casual resort attire is welcomed at Jefferson's Restaurant and Casino Restaurant.

DRY CLEANING AND LAUNDRY.....Touch 57625
On premises. One-day service upon request, seven days per week, in season. Same day service must be called in by 9:00 am. Laundry will pick up and return items to your club home.

EMERGENCIES.....Touch 911

FACSIMILE.....Touch 53700
Outgoing fax service is available at the Clubhouse. For incoming message, use 540-839-3750.
Fees will apply for extensive usage.

FIRST AID KIT
A first aid kit is available at the Clubhouse.

INTERNATIONAL CALLS
Direct Dial – Dial 9 + 011 + Country Code + City Code + Number. Subject to applicable fees.
Operator Assisted - 9 + 01 + Country Code + City Code + Number. Subject to applicable fees.

LOST AND FOUND.....Touch 53700
Please contact the Clubhouse for assistance.

MAIL.....Touch 53700
Please contact the Clubhouse.

MAINTENANCE.....Touch 53700
For Club Home maintenance, please call The Clubhouse.
If after hours for emergency services.....**540-679-0607**

MAPS AND TRAVEL ROUTES.....Touch 53700
Resort maps, Virginia maps and customized travel directions are available at the Clubhouse.

MESSAGES.....Touch Messages or *5
You will be notified of any new messages by a flashing red light on your telephone. To retrieve these messages, press the messages speed-dial button on your telephone while on line 1 or dial 0 for the hotel operator. Once a message has been deleted, it may no longer be retrieved. The voice mail system will guide you to retrieve your messages.

NOTARY PUBLIC.....Touch 53700
Notary service is available through The Clubhouse.

PACKAGES/SHIPPING.....Touch 53700
Please contact the Clubhouse.

PETS.....Touch 53700
We regret that we cannot accommodate your pet unless it is a service animal. The Clubhouse staff will be happy to assist you in making kennel arrangements. Those who disregard this policy will be subject to extensive fees as appropriate and revocation of occupancy and club privileges.

PHOTOGRAPHER.....839-5311
Photography service is available through Christie & Co. Personal and family photography portraits.

SAFE.....Touch 53700
Your Club Home is equipped with a safe in the Master Bedroom. Please refer to the instructions located on the safe or contact the Clubhouse for assistance.

SECURITYTouch 0

TOURS.....Touch 57741
Call the Concierge Desk to arrange for the Homestead History Tour.

TRANSPORTATION TO ACTIVITIES.....Touch 57711
Complimentary shuttle service is available to all resort activities.

WAKE-UP CALLS.....Touch 0
Please call the resort operator to arrange your wake-up call.

WEATHER.....Touch 53700
Call the Concierge Desk for the latest weather information.

SHOPPING

Located In The Tower Corridor:

- The 1766 Shop.....Touch 57743**
A full line of Homestead logoed apparel for the entire family. Also includes newspapers, reading material, toiletry, sundry, tobacco and gift items.
- The First Lady.....Touch 57612**
Ladies designer sportswear and accessories.
- The Hobby Horse.....Touch 57946**
A full line of adorable children's clothing, furniture and gift items.
- Mary Anna's.....Touch 57696**
Key fashion accessories, apparel and handbags.
- Martha's Market.....Touch 57703**
Specialty brewed coffees and teas and fresh-made salads, sandwiches and pastries.
- Maybelle's.....Touch 57612**
Offering vintage candies, lollipops and chocolates.
- Seasons.....Touch 57402**
Table and kitchen décor shop that focus on each season and Holiday.
- Wm. S. Flynn.....Touch 57999**
Men's apparel inspired by the golf course architect who designed the Cascades. Unique sports coats, sweaters, shirts, trousers, furnishings and gifts.
- Allegheny Outfitters.....Touch 57760**
For outdoor lovers, featuring fly-fishing, hunting and outdoor equipment, clothing and accessories.
- Located at the Mountain Lodge:**
- Ski Shop.....Touch 57816**
Open seasonally and offering ski apparel and other mountain accessories.
- Located at the Golf Shops:**
- The Casino Pro Shop.....Touch 57739**
Apparel and equipment for all sporting pursuits including golf, tennis, equestrian activities, shooting and fly-fishing. Located at the Casino Clubhouse
- The Cascades Golf Club Shop.....Touch 57994**
Golf apparel, golf bags, leather goods and gift items. Located at the Cascades Clubhouse
- Located In The Spa:**
- The Salon shop.....Touch 57542**
Featuring bath gels, oils, lotions, salts, shampoos and conditioners, and facial products.
- The Spa Boutique.....Touch 57547**
Exercise wear, bath & spa products.

Located In The Village of Hot Springs:

ABC	839-2262
BB&T Bank.....	839-2621
Duck-In.....	839-3000
Hot Springs Pharmacy.....	839-7350
Laura's Boutique and Laura's Loft.....	839-2619
Unique sweaters, accessories, and evening wear for ladies of all ages. Owners Club Members receive a 10% discount.	
Lindsay's Roost.....	839-2142
Quilts Unlimited.....	839-5955
Featuring Brighton wear and a large selection of fine gifts and children's gifts.	
U.S. Post Office	839-2522