



Dear Guest,

Thank you for choosing Vacations Kelowna. We look forward to welcoming you to The Pinnacle Pointe Resort!

The following guide has been prepared to give you the general information you may need for your stay with us. Where to go, who to call, what to do etc. If you have any questions, please feel free to reach out to us at 250-491-0881 or info@vacationskelowna.ca!

Updates for COVID-19 Are indicated in **RED throughout the document.**

If you currently have COVID-19 Symptoms or have may have been exposed, we ask that you please do not travel and stay home.

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Contact Information:

For assistance with reservations, in-house unit inquiries/concerns or billing related matters please contact **Vacations Kelowna**.

250-491-0881 – Office Phone/Front Desk (Vacations Kelowna)
250-864-7719 – Text Inquiry (Vacations Kelowna)

For assistance with Pinnacle Pointe Building related matters please review the following contacts:

778-753-6074- Office (Pinnacle Pointe Building Manager – Eric)
250-860-5445 – Building Related Emergency (Associa Management)
1-866-915-4404 – Security (Kelowna Commissionaires)

The Front Desk (Vacations Kelowna) is available by appointment from 9 am – 5 pm Monday – Friday with weekend hours changing per season. Please click [here](#) to view updated hours. Should you need assistance and the office is not manned please call or text **250-864-7719** during business hours or email info@vacationskelowna.ca. If there are any **reservation/building related emergencies**, please call **250-801-5294**.

Planning your stay - Supplies

The units are fully furnished and self contained. A home away from home! Each unit has cooking capabilities as well as access to washers and dryers during your stay.

It is recommended to bring with you

- Food and Beverage items
- Cooking Oils and Spices
- Personal Care Products
- Device Chargers or Adapters

We will stock the unit with Bedding, Towels, Dishcloths & Sponge, Dishsoap, Shampoo, Conditioner, Soaps Toilet Paper, Paper Towel, Garge Bags, Coffee & Tee, Sugar & Whitener and Propane.

The items stocked are to start off your stay and are not replenished unless requested via the Front Desk. This is standard with Vacations Rentals/Condo Hotels and helps us keep our nightly rates low for our guests! You are only charged for the services you use during your stay.

If you would like a full refresh of housekeeping it is available upon request per service for \$50 plus gst for 2 and 3-Bedroom Condos.

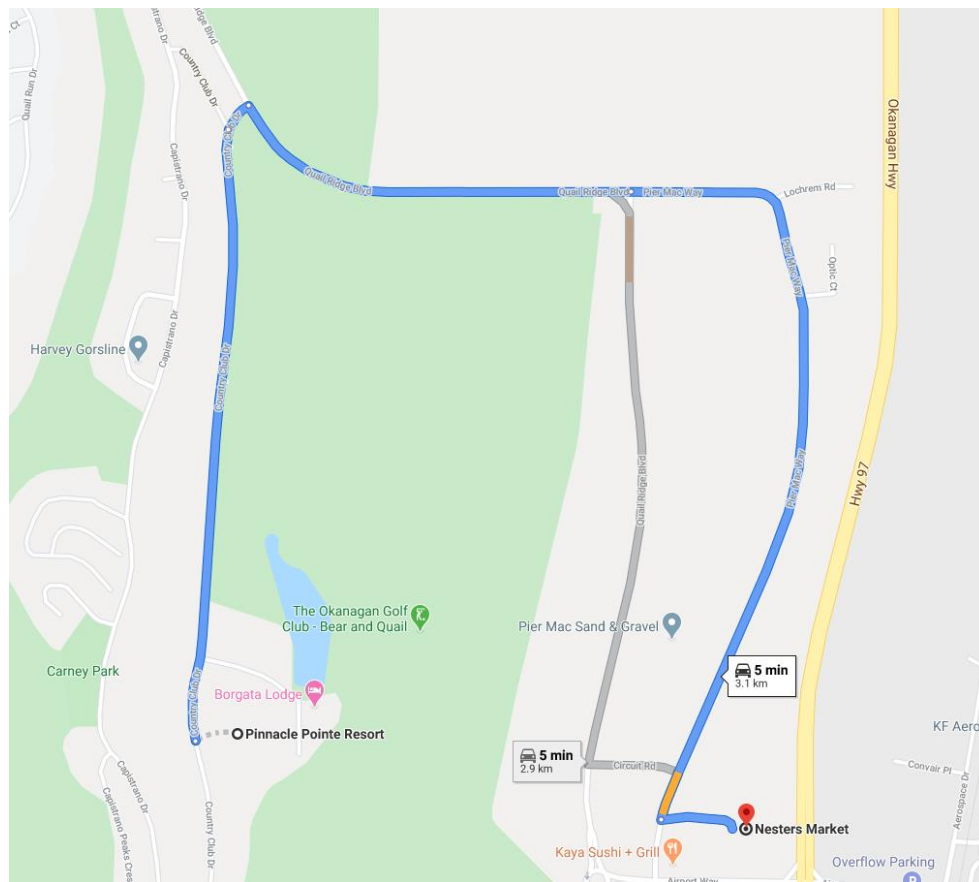
If you would only like additional amenities, these can be requested via the Front Desk prior to 3pm each day. Cost per amenity is outline below:

Towel Set Refresh	\$3.00 per set	4 x Bath Towels, 2 x Hand Towels, 2 x Facecloths, 1 x Bathmat
Linen Set Refresh	\$3.00 per set	1 x Top Sheet, 1 x Fitted Sheeet, 2 x Pillow Cases
Soap Set	\$1.00 per set	2 x Shampoo, 2 x Conditioner, 2 x Soap
Cofee and Tea	\$2.00 per set	2 x Regular Coffee, 1 x Decafe, Sugar, Sweetener and Whitener
Paper Products	\$1.00 per set	2 x Toilet Paper Rolls, 1 x Paper Towel Roll
Bottles of Water	\$1.00 per bottle	
Laundry Soap	\$2.00 per pack	5 x laundry pods per pack
Toothbrush	\$1.00 per brush	
Toothpaste	\$1.00 per paste	
Propane Refill	\$20.00	
Rollaway Beds	\$20.00	Based on Availability and Unit Size Limitations

Available to borrow via Front Desk:

Books	Take a book/leave a book
Card Decks	\$2.00 deposit held for return. Must have 52 cards.
Extra Pillows	Up to 2 no charge
Extra Blankets	Up to 2 no charge
Beach Towels	Up to 6 per 2-Bedroom Condo and up to 8 per 3-Bedroom Condo – no charge

The Borgata Lodge and Pinnacle Pointe locations are located within the Quail Ridge community of Kelowna. There is a Nesters Market, Liquor Store and Pharmacy just at the bottom of the hill for any supplies needed.



Planning your stay – Activities

Our Front Desk team is happy to help reserve Golf or Wine Tours for you, we offer stay packages that include both accommodation and activities. Please ask our team for more information when booking. Or visit our website at <https://www.vacationskelowna.ca/kelowna-golf/>.

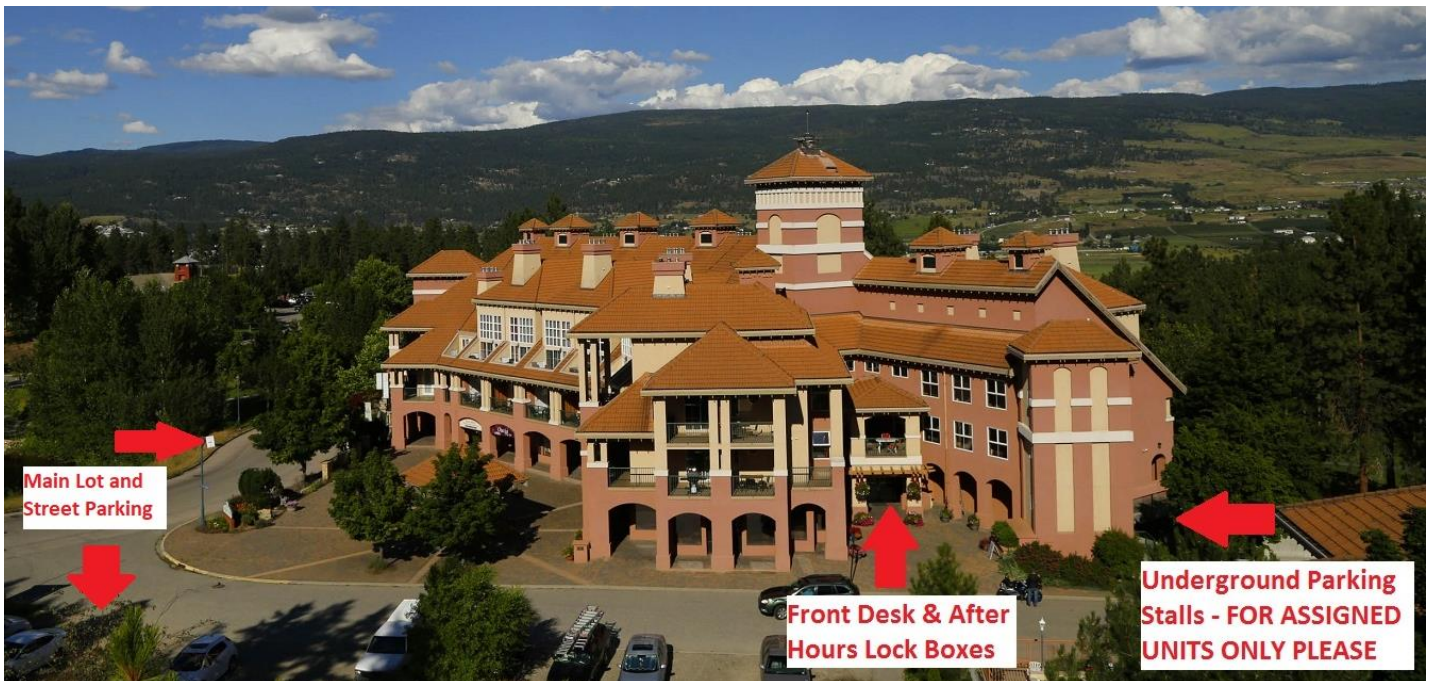
We have several activity guides, brochures and maps at the Front Desk for your to take with you, or we would be thrilled to make recommendations for what to see and do while you are here! Come visit us during business hours **9am – 5pm**.

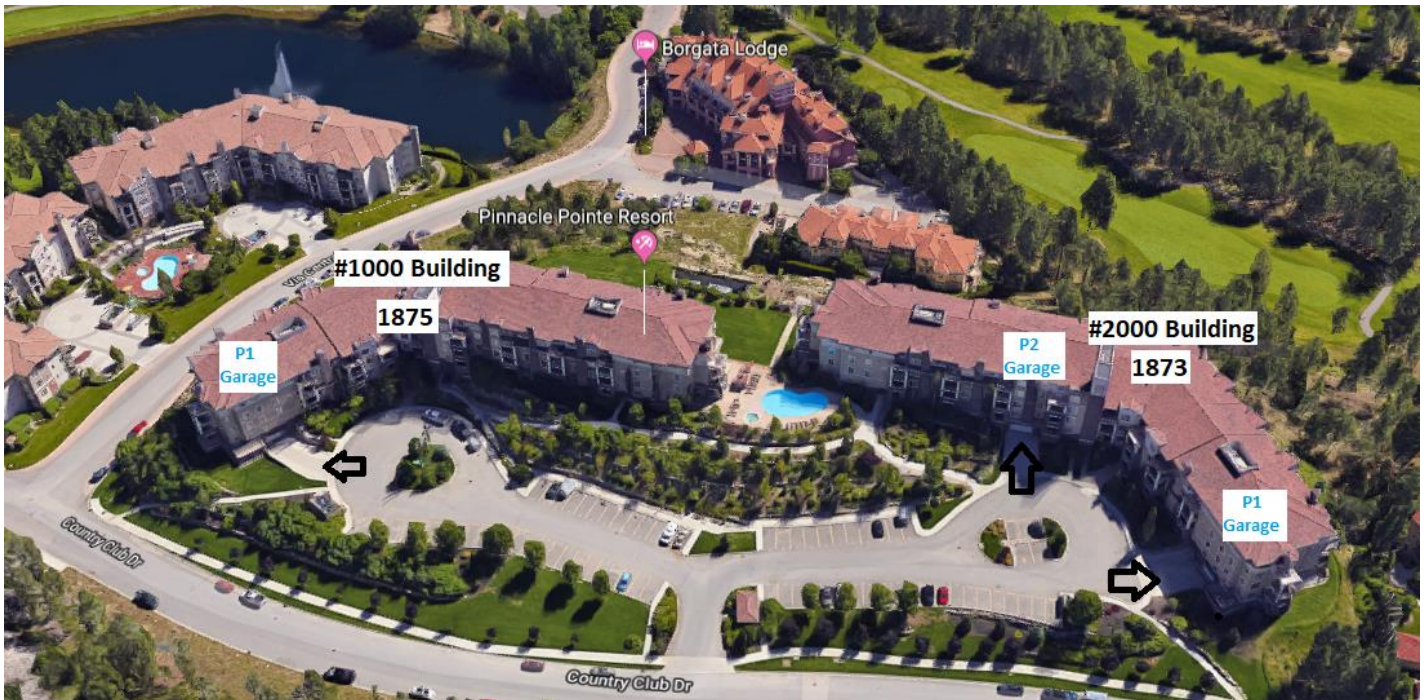
Arrival

The unit is guaranteed for 3pm on the day of your arrival. Early check-ins are based on availability and may not be guaranteed. If you are hoping to arrive early, please contact our team at least 24 hours prior to arrival to request early check in.

Update for COVID-19: Self Check In will be provided by a default. Please check your email for check in instructions. If an exception needs to be made our Front Desk will organize key pick up by appointment with you! Registration paperwork and policies will be sent out pre-arrival via Docusign.

Please come to check in at The Borgata Lodge, located at [#11 3185 Via Centrale](#). If you will be arriving after hours, your keys will be prepared in a lock box **coded with the last four digits of the phone number we have on file**. Keys will not be placed in the secured lock box until reservation has been paid in full.





Should you be staying at **Pinnacle Pointe** the Key Package should contain:

1 unit Key, 1 Building Fob. The Building Fob will allow you access to the building entrance. 1 Garage Fob will be provided if there is an underground parking stall registered to your unit number. Additional parking is located street side at no additional charge

Unit/Building information for during your stay:

Wifi – (The most important 😊) This information is located on your orange key packet given to you at check in.

Parking - Please park in your designated parking stall as noted on your key packet. Any vehicle found to be parking in another's stall may be towed at the Owner's expense. You may unload your vehicle just outside the entry, but please no parking for longer than 20 minutes as per the signs. HINT: Make sure you are going to the right parking garage, it will either be P1 or P2.

Bikes – Bikes are not to be brought into the hallways or Condos. There is a Bike Rack located in the secure underground parkade that you are welcome to lock it to. You will require a key to store your bike in this area, please request this from the Front Desk prior to 5pm.

Garbage and Recycling – These bins are in the underground parkade, please flatten cardboard and sort the recycling as the bins are labelled. You will need your building key to get back into the building from the Garage.

Storage – Please do not use the parking stalls or balconies for storage.

Guest Etiquette Expectations

Noise - Be a good neighbour and keep the noise to a minimum. This includes voices, television volume, music and anything else that can disrupt the rest and relaxation of others. We want you to enjoy your stay to the fullest but please keep in mind that this building may be a permanent home to some and should be

respected. Quiet time is 11pm – 7am. **Excessive noise at any time will not be tolerated and may result in Strata bylaw infraction fines of \$200 per reported occurrence or removal from the premises.**

Groups - Please try your best to keep large groups from congregating in the hallways or rooms and ensure all children are supervised by a responsible adult. **Updated COVID-19: Please keep your social circle small and do not host large parties or gatherings in Suites or on Patios. Please abide by the Max Occupancy for any given unit. If you are unsure of the Max Occupancy is, please confirm with the Front Desk.**

Maintenance or Damaged Items - If you notice something is broken or damaged, please report it to the Front Desk as soon as possible. **Updated COVID-19: If you need assistance during your stay, our team will first try to troubleshoot with you over the phone. If it is necessary for us to assist you in a unit, we would ask that you step outside while we are addressing the concern.**

Smoking Policy – This is a **non-smoking property**, if you wish to smoke you must leave the property. Should there be evidence of smoking in the units, patios or common areas (inside/outside), you may be charged for additional deep cleaning fees, up to \$2000. Strata may also issue a Bylaw fine of \$200 per reported occurrence.

Pool Etiquette – Please be respectful of other guests that wish to use the pool, please keep splashing to a minimum, children must be supervised at all times. **Update COVID-19: Reduced pool hours to 11am – 7pm. Social Distancing in effect. Please abide by all posted signs.**

Sporting Equipment – Please keep sporting equipment use for the stadium and arenas only. This includes baseballs, soccer balls, lacrosse balls, hockey sticks and pucks, etc. All football/soccer cleats must be removed before entering the building.

All Guests must be registered - at the Front Desk with Name and Phone Number. This includes both overnight and daytime visitors. *To contact trace should someone contract the virus.*

Social Distancing is in effect - please keep 6 Ft. apart from anyone not in your immediate household (Household means you live at the same address and would already been exposed).

If you are unable to keep your distance, we encourage you to **wear masks**. They are also required for Public indoor spaces.

Wash your hands frequently and avoid touching your face. There is Hand Sanitizer in the Lobby near the Elevator and at the Front Desk.

Only 2 people in the elevator at a time. Please use stairwells at either end of the hallway if needed.

Do not visit the Lobby unless necessary.

If you develop symptoms or may have been exposed during your stay, please call 811 and report to Vacations Kelowna Management 250-491-0881

Departure

Check- Out is scheduled by **10:30 am** on your noted departure date.

If you require a late departure please arrange with the Front Desk at least 24 hours in advance. Any late departures not approved by the Front Desk may result in an addition \$50 applied per additional hour in the unit.

At this point we would need to have the below items completed and all issued key sets returned. This can either be done in person during business hours, or you can use the **Drop Box located outside the Front Desk** to return keys. **Updated COVID-19: Expression Check Out will be used instead of in person. Please leave the keys in the lock box and email/call us when you depart.**

You have already paid for a **Departure Cleaning & Restocking Fee**, however, you are still responsible to leave the unit in a generally acceptable state upon departure.

We ask that you please complete the following prior to your departure:

- Fridge and Cupboards cleared of food and food items
- Any items that have been moved around to other locations are to be returned to their original placement
- Surfaces and floors generally wiped over so there are no sticky items or spilled food products
- One (1) Load of Dishes Started in the Dishwasher
- Garbage and Recycling must be taken out *Bins located in the parkade*
- Soiled Towels left in the bathtub
- Bedding can be left on the bed for housekeeping to strip

Additional time spent cleaning for any excessive mess or relocating moved items will be charged at \$30 per hour plus GST. An itemized invoice will be provided with picture of trouble areas.

Once Vacations Kelowna completes your departure cleaning, your **\$200 pre-authorization** less any applicable incidental charges (damaged items or excessive cleaning) will be released back to the credit card on file. This is estimated to be **3 -7 days after departure**.

Lost and Found

Any personal items left in a unit will be logged and stored in our Lost & Found for one (1) month prior to being donated to the Salvation Army. *Vacations Kelowna is not responsible for personal items left in the unit upon departure.*

Any food items left in the unit will be discarded so please take them with you!

Feedback

We appreciate your feedback, as it helps us improve for future stays and create a better product for you and others to enjoy. If you could please provide us with [YOUR PARTING THOUGHTS](#) on our Survey. This survey is reviewed by management for responses and comments.

You are also welcome to let others know about your experience on our [VACATIONS KELOWNA GOOGLE REVIEW](#) page as well!

Should you have any questions regarding the departure procedures, please let me know.

Jessica Heitman
General Manager

Vacations Kelowna
250-491-0881
www.vacationskelowna.ca

*Vacations Kelowna is an accommodation provider that rents out units at the **Borgata Lodge, Pinnacle Pointe**, and **Barona Beach** Locations.
Our Front Desk is located at the Borgata Lodge for Guest Services and Check In!*

