

Welcome to THE GRAND RESERVE



HELLO



ARRIVAL & HOUSE RULES



WIFI



HOT TUB ,FIREPLACE &
GRILL - USER GUIDE



OUR AMENITIES



EMERGENCY



SAFETY & SECURITY



CONTACT & REVIEW



DEPARTURE



St. Jude
Fundraising





Hello

**Dear Guest,
Hello and Welcome to THE GRAND RESERVE**

We are delighted to have you stay with us. Please use this guide to help you improve your stay experience and answer some FAQ's about the property.

The Property is located at

**431 Triton Trail
Broken Bow, OK 74728**

Please use Google Maps for directions or click [here](#).



THE GRAND RESERVE | [THEASTORIAHOMES.COM](https://theastoriahomes.com)

I wish you a pleasant stay !



ARRIVAL & HOUSE RULES



Check-In/Out

Guests must check-in between 4:00 PM and 10:00 PM, and check-out by 11:00 AM. Please inform in advance if you need any exceptions.



No Smoking

For the health and safety of all our guests, smoking is strictly prohibited inside the property. Violators will be subject to a \$250 cleaning fee.



Pets

No pets are allowed on the premises, \$250 Cleaning fee plus any damages may apply. If you require an exception due to service animals, please provide appropriate documentation in advance.



Quiet Hours

Please respect our neighbors. Maintain quiet hours between 10:00 PM and 7:00 AM.

We do not allow Events or Parties at our Property.



Guest Limit

The number of guests should not exceed the count mentioned during booking. Unauthorized overnight guests will incur additional fees.



Take Care

Treat the home as if it were your own. Turn off lights, fans, and electronic devices when not in use. Any damages or breakages must be reported immediately.



WIFI



USERNAME :

GrandReserve



PASSWORD :

Pinewood98

We would like to draw your attention to the importance of protecting our wifi network by not disclosing passwords to third parties

This not only ensures the security of our network, but also yours and that of other guests. We thank you for your understanding



HOT TUB

User Guide



RULES & NOTES



**NO JUMPING
NO DIVING
SHALLOW WATER**

NO JUMPING OR DIVING IN THE HOT TUB

NO PETS IN THE HOT TUB

**NO OILS, BATH BOMBS, CHEMICALS or
LOTIONS PERMITTED \$200 DEEP CLEAN FEE
APPLIES**



DO NOT ATTEMPT TO REFILL THE HOT TUB

DO NOT ADJUST TEMPERATURE

**REMEMBER TO CLOSE WHEN NOT IN USE TO
CONSERVE ENERGY**

OPEN & CLOSE



LIFT COVER

Lift and Fold cover as shown in the image.



HANDLE BAR

Use Handle Bar to lift cover again as shown



READY TO USE

The Hot Tub is ready to use. Perform the steps in reverse to close. **PLEASE CLOSE COVER WHEN NOT IN USE**



FIREPLACES

User Guide



RULES & NOTES



NO FOOD ITEMS IN THE FIREPLACES

DO NOT OPERATE WITHOUT METAL MESH IN PLACE - FIRE RISK

METAL MESH GETS HOT

PLEASE REMEMBER TO TURN OFF WHEN NOT IN USE. EXCESSIVE PROPANE USAGE WILL RESULT IN A \$150 REFILL CHARGE



DO NOT TRY TO TROUBLESHOOT

NEVER LEAVE A FIREPLACE UNATTENDED TURN OFF WHEN NOT IN USE

USE & RESET



REMOTE

Please use the remote to turn fireplace ON or OFF.

If the fireplace fails to ignite in the first attempt. It may require a reset. The reset switch is located at the bottom right of the fireplace right behind the metal mesh cover.



1. Turn the Fireplace button ON.
2. Carefully remove the mesh cover by lifting it. (Please be careful as the mesh may be hot from previous use)
3. Hold the reset button down for a few seconds. Release and you should hear a beep sound.
4. Replace the cover
5. Using the remote turn the fireplace Off and on again to ignite the fireplace.



GRILL

User Guide



RULES & NOTES



NOTE: GRILL GETS HOT VERY FAST, WE RECOMMEND A LOWER HEAT SETTING

DO NOT MOVE THE GRILL OR TRY TO DISCONNECT

DO NOT TURN THE TIMER IN THE OPPOSITE DIRECTION, THIS MAY BREAK IT.



FOLLOW INSTRUCTIONS BELOW FOR SAFE OPERATION.

USING THE GRILL



OPEN GRILL DOOR

Lift and Fold cover as shown in the image.



TIMER

Turn the timer to desired grill time.

NOTE: This does not turn the grill ON or OFF



READY TO USE

Operate the grill as you normally would, Timer shuts off automatically.

NOTE: PLEASE TURN THE GRILL OFF AS YOU NORMALLY WOULD. TIMER DOES NOT TURN THE GRILL OFF



OUR AMENITIES



INCLUDED AMENITIES



HEATING & AIR CONDITIONING

This home has a smart thermostat and sensors located in the living area. Please keep the temperature at a comfortable range and please keep exterior doors closed when the system is on.



TOWELS & ROBES

Towels of various sizes are provided in each bathroom. White towels are for INDOOR use ONLY. Grey/Blue towels are for use in the Hot Tub Area. Bath Robes are also available in the Master Bathroom



ALARM & SECURITY

This home is equipped with a monitored RING security system that includes Exterior Cameras, Doorbell Camera, Motion Sensors and Door Contacts at all public areas. No cameras are located indoors. We also have contracted Private Security at this property



SMART TV'S

All our Smart TV's are ROKU enabled and you can stream local and regional channels either using the built in Internet TV or using app's such as plutoTV, Netflix (subscription may be required) etc.



LAUNDRY

Washer & Dryer available onsite with basic cleaning products.



FULL KITCHEN

Gas Stove & Oven Combo available for use indoors along with a Dishwasher, Microwave, most essential kitchen appliances and cleaning supplies.



OUR AMENITIES



INCLUDED AMENITIES



HIGH SPEED INTERNET

High Speed Internet is available at this property. Just use the WIFI username and password to connect.



DEDECATED WORKSPACE

Get away from it all but still get some work done



OUTDOOR GAMES

Popular Games like Giant Ganga, Giant Connect 4 and Cornhole are available for use.



SHUFFLEBOARD

A shuffle board table is available for those competitive guests



INDOOR GAMES

Indoor board games for both Kids & Adults



PLAYSET

Outdoor Playlet available for use during your stay.



OUR AMENITIES

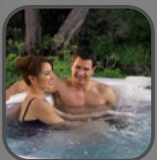


INCLUDED AMENITIES



COOKING UTENSILS AND BASIC SPICES

Our Fully stocked kitchen includes all Utensil's Pot & Pans and small appliances you may need for your stay. Just bring the food.



HOT TUB

A 7 Person Hot Tub with relaxing Jet feature is available on the back deck.



OUTDOOR CONVERSATION

Outdoor seating is available in the front, rear, upper and Fire pit areas.



KING BEDS

Sleep Like a KING. We have king sized beds in every room giving you the best nights sleep possible



BUNK BEDS

Our 4th bedroom has 4 twin XL bunks and plenty of space to move around.



BATH & SHOWER

Our hand selected environment friendly Shower Gel, Shampoo & Conditioner are stocked in every bathroom.



OUR AMENITIES



INCLUDED AMENITIES



COFFEE & TEA

A Ninja Coffee maker that also makes speciality drinks is available for use in the Kitchen along with starter coffee, Tea and sugar.



FREE PARKING

Oversized half circle driveway for your cars and toys.



CONTACTLESS CHECK-IN & CHECK-OUT

24/7 Keypad access during your stay. For your security please do not share the door code with others.



HAIR DRYERS

Hair Dryers in every bathroom



HOUSEKEEPING

Our properties are cleaner, sanitized and checked by our housekeeping manager prior to your arrival. You can however request additional housekeeping for \$180 per request.



GUEST SUPPORT

Guest Support is available during your stay just reach out on contact@theastoriahomes.com or Text 9034342212



EMERGENCY



DIAL 911 INCASE OF AN EMERGENCY



URGENT CARE

McCurtain Memorial Urgent Care

8901 N US Hwy 259, Broken Bow, OK 74728

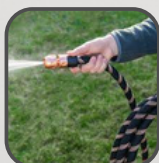


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FIRE EXTINGUISHER

Plocated in the kitchen under the sink and Outside by the Grill.



GARDEN HOSE

Garden hose can be used in emergencies to wash off or control fires.



WATER LEAK SENSORS

Water Leak sensors are located in all wet areas. If they go off please check for leaks.



HOST

Do not hesitate to contact me :



+ 1 903 434 2212

The Grand Reserve



NOTE



NO PETS ALLOWED

Guests should not bring any pets inside a listing that is designated as “no pets” in the house rules, bring more pets than are approved into a listing, or fail to inform the Host about any pets brought inside the listing. Note that service animals are not considered pets.

Since this is not a pet friendly cabin pets brought in without approval will assess a Pet fine of \$300 per stay and additional deep cleaning fees of \$200 may apply paid outside your reservation.



FIREARMS

All firearms must be safely stored and secured. Firearm Discharge in and around the property unless in life threatening emergencies may result in Criminal & Civil charges along with eviction and forfeiture of reservation charges. Please follow State & Federal Law.



FIREWORKS & FIRES

Fireworks & Unauthorized fires (Except in designated areas) are prohibited. Please note most of our properties are located in fire zones.



CUTTING TREES

We are within a National Forest and Cutting trees for Firewood or any other purpose is strictly prohibited. This carries a \$500 fine by the property and additional fines by the County and Forestry Division.



SAFETY & SECURITY



DIAL 911 INCASE OF AN EMERGENCY



SECURITY CAMERAS

For Your Security Security cameras are located ONLY in the EXTERIOR of the property and are access ONLY in case of an incident. These cameras are for your safety and protect our investments while we are away and are no different than at any restaurant, hotel or public access area. Motion sensor alarms, Smart thermostats and temperature sensors are located in the interior of the property and do not record audio or video.



SURROUNDINGS

Our properties are located within nature to get our guests away from the busy life back at home, The cabin is located on uneven terrain, so please be mindful of the steep rocky inclines & declines, Do not go on your neighbors properties unless invited to do so. Please enjoy the beautiful surroundings and views. Please note wildlife exists in the area, after all we are in a National forest Although rare you may encounter Deer, Foxes, Snakes, Bears and other critters. Please follow safety measures when staying at one of our properties.



CONTACT US



The Grand Reserve

BOOK DIRECT & SAVE

**NO BOOKING FEE
EARLY CHECK IN /CHECK OUT
(Subject to Availability)
LOWER RATES**

www.theastoriahomes.com

contact@theastoriahomes.com



BOOK NOW

Follow us on Instagram



@GRAND_RESERVE_BB



RATING GUIDE



REVIEW

Star ratings

YOUR REVIEW MATTERS! WHEN RATING US AFTER YOUR STAY,



READ ABOUT OUR FINANCIAL COMMITMENT TO ST. JUDE FOR EACH STAR WE RECEIVE ON THE NEXT PAGE HELP US EARN YOUR FIVE STAR REVIEW!



PERFECTION DOESN'T EXIST, BUT WE WERE HAPPY!



A FEW ISSUES, BUT WE STILL ENJOYED OUR STAY.



MAJOR ISSUES, MOST LIKELY WON'T RETURN.



CLOSE THE HOUSE DOWN!



BURN IT!!

WE STRIVE FOR A 5
STAR EXPERIENCE

PLEASE LET US KNOW OF ANY PROBLEM THAT YOU ENCOUNTER DURING YOUR STAY AND WE WILL DO OUR BEST TO RECTIFY THE SITUATION.



@GRAND_RESERVE_BB

STARS FOR DOLLARS



St. Jude
Fundraising

The Grand Reserve

We at THE GRAND RESERVE are committed to giving to those in need. We have decided to partner with St. Jude Children's research Hospital and match \$1 for every star we receive from our guests. We intend on matching the total number of stars at a 100% at the end of the year.

Our review and rating process keeps us committed to not only our wonderful guests but also give back towards a wonderful cause. So if your stay is not 5 Stars please reach out so we can make it a 5 Star stay.

Every Star counts so at no cost to you when you review and rate us it has the potential of a \$20 donation for each stay towards our fundraising activities.

If you choose to donate more please use the direct link below.

[DIRECT GIVING LINK ST. JUDE](#)

Please use your booking platform AIRBNB, VRBO, BOOKING etc for your stay rating.



DEPARTURE



DEPARTURE

Check out is at 11:00AM

Our cleaning crew typically arrives 15 minutes after your check-out time

DON'T FORGET TO !



- ☒ Turn off all lights and electronic devices
- ☒ Lock all windows and doors before leaving
- ☒ Check all the power outlets to make sure no phone charger is left behind.
- ☒ Put the furniture back to its original position.
- ☒ Take out all trash to bins at the end of the driveway

Have a Safe trip back home