

THE HAVEN AT WINTERGREEN

House Guide

Welcome

Welcome to The Haven at Wintergreen!

We're delighted you've chosen our mountain getaway for your stay.

The Haven is a top-floor end-unit condominium located near Devils Knob, the highest elevation of Wintergreen. Whether you're here to hike, golf, ski, relax at the spa, or simply enjoy the mountain air, we hope you feel right at home.

This guide covers everything you need to know about the Haven itself. For recommendations on restaurants, hiking, activities, seasonal events, and area attractions, please visit: www.thehavenatwintergreen.com

We hope you have a wonderful stay!

Cell Service

Cellular service is not consistent on the mountain. Plan accordingly.

- We strongly recommend downloading an offline map of the Wintergreen area to your phone before arriving.
- A copy of the resort map that highlights our location is included in the back of this house guide.
- Save our WiFi info **and** your door code **before** you come up the mountain.
- Be sure WiFi calling is enabled on your mobile device; this will allow you to use your cell phone normally once connected to our network.

WiFi

Network: The Haven Guest
Password: 5StarReview

If you experience internet issues unplug the router for 30 seconds and plug it back in. It will take several **minutes** to reconnect.

(The router is in the dining area mounted on the wall, below the mirror.)

Front Door Lock

The front door is equipped with a Smart Lock, and you will be assigned a unique code for your stay.

To **unlock**: First, touch the **Home icon** on the bottom left to wake the keypad, **then** enter your access code.

To **lock**: Be sure the door is latched and simply press the **Lock icon** on the bottom right.

If you have trouble with the lock, please contact us. Do not attempt to force the lock. Note that the door has a weather strip for tight seal, so during your stay you will need to be firm but not aggressive when closing the door. A firm push (from inside) or pull (from outside) on the knob will latch the door.

Snow Gear

For your convenience, there is a closet outside the front door to store your skis, boards and boots. Please do not bring your wet or muddy gear into the condo. If you want to warm up your boots by the fireplace, take them off before walking on the carpet.

Heating & Air Conditioning

The Haven is equipped with a smart thermostat and central heat/air conditioning. Please be mindful to keep doors and windows closed while heating or cooling. Mountain temperatures can change quickly, and the HVAC system may take 15–30 minutes to respond.

The system is configured to allow the following temperature ranges:

Cooling: 68° to 78°

Heating: 60° to 75°

You will notice baseboard heaters also – these are for backup heat in extreme temperatures when the heat pump can't maintain comfortable temps. The controls for the baseboard heaters are on the wall in each room. If you decide to use them, please turn them back to lowest setting (60°) upon departure.

Deck Sliding Doors

When the weather is right, it's a lovely experience to open the sliding doors and allow the fresh air to fill the condo. Please be sure to keep the screens closed, and please be gentle with them – like most screen sliding doors, they are fragile. **Anytime you leave the condo, be sure to close and latch the sliding glass doors, or you may find wildlife in the kitchen when you return.**

Fireplace

The gas fireplace is available for guest enjoyment during the winter season. If you are staying between October and March, the pilot light should be lit upon arrival. The fireplace is not vented by design, so you may notice a very slight gas-fireplace odor. This is normal. If you smell a strong or unusual gas odor, turn the fireplace off and contact us immediately. For your safety there are three carbon monoxide detectors in The Haven (hallway and each bedroom). To turn on the fireplace, simply flip the switch on the small black box to "on".

- Never burn paper or other materials.
- Never leave the fireplace unattended.
- Turn the fireplace off before leaving.

Televisions

There are TVs in the living room and each bedroom. The televisions are all setup for Roku Guest Mode. Follow the on-screen prompts and enter your checkout date. You can then access the free Roku channels or login to any of your personal streaming apps (use the search feature to add apps if you don't see what you're looking for). Roku will automatically log out of all your accounts at 11am on your departure day. If you prefer to cast from your device, Apple AirPlay is enabled.

If a TV isn't responding: Unplug from the wall for 30 seconds, then plug it back in. The TV and Roku will both reset and should work normally when rebooted. If the remote is unresponsive, there are extra AAA batteries in the hallway closet.

Coffee

The Haven has a Keurig and assorted Green Mountain Coffee k-cups. If you prefer traditional drip coffee, please pack your favorite brew. There is a drip coffee maker in the cabinet below the Keurig, but we don't stock ground coffee.

For the Keurig, be sure there is water in the reservoir on the back of the unit, then lift the front lid to insert your brew of choice and choose a cup size. It should brew within a minute or so.

We recommend coffee on the deck, weather permitting

Kitchen

The kitchen is stocked with cookware, utensils, dishes, glassware, microwave, toaster, dishwasher, and ice maker. Please avoid placing hot cookware directly on the countertops or kitchen table. Two metal trivets are on the table.

Dishwasher

Dishwasher detergent should be under the kitchen sink. It's not required, but our housekeeper would appreciate if you load and start the dishwasher before you check out.

Garbage Disposal

Run cold water before and after use. Do not put grease, bones, coffee grounds, eggshells, or fibrous vegetables into the disposal.

Laundry

You will find a stacked washer and dryer in the hallway closet. Laundry supplies are located on the shelving in the same closet, together with miscellaneous supplies such as paper towels, extra toilet paper, etc.

Trash

The trash dumpster is just across the parking lot from the stairs. Do not leave any trash outside the condo door on the landing or on the deck. The bears will find it.

Bears

Speaking of bears – see attached flyer for Bear Wise tips.

Balcony

Please enjoy the mountain views!

- Do not feed wildlife.
- Supervise children.
- Please respect our neighbors.

Smoking, Vaping & Drugs

The Haven is a smoke/vape/drug-free property, and we have a zero-tolerance policy. Smoking and vaping are **not permitted inside or on our deck**. Our environmental sensors will detect cigarette smoke, marijuana smoke, vape vapors, etc. If you violate this rule, the sensor will alert us, and you will be evicted and charged a \$500 deep cleaning fee. That's not a fun way to end the trip.

Quiet Hours

Please respect our neighbors and observe quiet hours from 10 PM - 7 AM. Fellowship is encouraged at The Haven, but parties are not. Please reduce noise promptly if requested by the host, a neighbor, the condominium association, or WPOA, regardless of the time of day. There is a noise monitoring device that will alert the host to excessive noise (like a party); please don't test it - we don't want to have to ask you to leave.

Security

Tampering with our electronic locks, cameras, environmental sensors or other owner-owned equipment is not allowed. If you have questions, feel free to ask, but if you attempt to disable, remove or alter these devices you will be asked to leave and you will be charged for repair/replacement.

Checkout

- ☐ Turn off the fireplace, stove, oven and coffee maker.
- ☐ Close and lock all windows and doors. (Please double check bedroom windows, sliding glass doors.)
- ☐ Close and lock the front door.

Need Help?

First Aid: There is a basic first aid kit in the hallway closet.

Host Phone: 757-354-2115

Urgent Maintenance: 434-325-8190 (for example: active water leak, no heat)

Emergency: 911 (Wintergreen has police, fire and rescue services on the mountain)

Reviews

We hope you have a great trip and enjoy your stay at The Haven. If something isn't quite right, please contact us. After your departure, we welcome your review – 5 Stars are always appreciated!

Book your next trip!

Booking directly through **The Haven at Wintergreen** [website](#) gives you our **best available pricing**, the most up-to-date availability, and personal service before, during, and after your stay.



Go to wtgpoa.org to find:

- What's going on now at Wintergreen
- How to find the fun hiking trails
- Where and when to go swimming
- A list of area restaurants
- How to be "Bear Smart"
- Maps
- Where to take your trash and recycling
- What happens when it snows
- News
- Phone numbers

...and much more.
Just use the search box on wtgpoa.org/hello



**Emergency?
Dial 911 & say
"I'm at Wintergreen"**

Welcome to Wintergreen

The area's natural beauty with the relaxed, quiet atmosphere of our residential areas makes Wintergreen a great place to visit.

Some insights into our community's standards:

- Drivers of all vehicles operating or parking here must do so in compliance with applicable Virginia laws which are enforced by Wintergreen Police.
- Wintergreen's roads are busy with not only all types of traffic, but also walkers, bikers, and wildlife. Drivers should adhere to the community-wide speed limit of 25 mph and be on alert.
- Open burning is prohibited within Wintergreen, but some recreational fires are allowed following strict guidelines.
- Parking in some areas here is sometimes not easy. Those parking on the side of our roads should make certain they do not impede normal traffic, emergency vehicles or equipment, snow removal, driveways, cart paths, walking paths, or hiking trails.
- Respecting the neighbors includes keeping your Wintergreen property neat and tidy. Because of our bears, trash must be secured.
- Pets must be secured by leash or lead, or under the control of a responsible person and obedient to that person's commands. Pet waste must be picked up and disposed of properly.
- It gets dark here at night and this is an appealing aspect of Wintergreen for many. Exterior spotlights and floodlights should not be left on for extended periods.
- Using the resort's golf cart paths for walking, cycling, or other not-golf uses is prohibited when the courses are open for play.
- Fishing within the community ponds and streams requires a WPOA fishing pass which must be clearly displayed while fishing. Fishing is catch-and-release unless approved by WPOA. Read and follow the posted rules.
- Wintergreen is a resort community but the homes and condos here are private property. Respect the owners' privacy and do not trespass.

Everyone at Wintergreen is asked to recognize and appreciate the community's natural beauty and its relaxed, quiet atmosphere. Enjoy your time at Wintergreen without compromising the enjoyment of others.

For details on all of these points, visit wtgpoa.org

This is not meant to be seen as a set of community rules. It's an attempt to offer a friendly list of some common issues and point to some of the community's shared values. Thank you and, again, welcome.

BearWise Tips

You are in bear country, so there's a good chance you'll see black bears here, even if you never go into the woods.

Don't Feed the Bears



- Don't leave food, trash or pet food outdoors when no one is around. A few seconds is all it takes for a hungry bear to swipe it.
- Feeding bears or using food to encourage bears to approach you is often illegal and always dangerous.
- Don't throw scraps or leftovers out the car window or into the woods behind your vacation rental.
- If trash container or dumpster is full, don't pile trash outside; take it with you when you leave.

Bear Viewing Guidelines



- Stay in your vehicle; even bears that seem comfortable around people are still wild animals.
- Never approach bears or entice them to approach you.
- Enjoy bears from a safe distance. Stay at least 50 yards or 10 car lengths away.
- Don't block the road to view bears. If permitted, pull over and take photos from the safety of your vehicle.

If you want to see bears, early morning and early evening are good times for viewing and photography.

Driving in Bear Country



- Stay alert, stick to the speed limit and scan the roadsides. If a bear crosses the road, watch for cubs before you drive on.
- Be especially alert at dawn and dusk when bears are most active; black bears are fast and hard to see.
- If you hit a bear, don't try to help it. Call 911 or report to authorities as soon as you can.

Wildlife collisions are not always covered by insurance.



DEPARTMENT OF
WILDLIFE RESOURCES
CONSERVE. CONNECT. PROTECT.



Dogs and bears don't mix. **Keep your dog on a leash at all times when outdoors.** Letting your dog approach or lunge at a bear puts you and your pet in danger.

Discourage Break-Ins



- Lock vehicles; don't leave windows open even a crack. Remove anything with an odor (food, drinks, trash, pet food, scented products).
- Keep exterior doors closed, even when you're there.
- Don't stash food, beverages, trash or recycling on porches/patios/decks.

If You See a Black Bear



- If a bear comes around your place, try to scare it away by making lots of noise yelling or banging pots and pans together from a safe distance.
- If you see a bear near a dumpster or in a building, don't approach or corner it. Give the bear an escape route.

In the Woods

Black bears are seldom aggressive and attacks are rare.

- **Carry bear spray and know how to use it.**
- **If you see a bear before it notices you:** stand still, don't approach and enjoy the moment. Then move away quietly in the opposite direction.
- **If you encounter a bear that is aware of you:** don't run; running may trigger a chase response. Back away slowly in the opposite direction and wait for the bear to leave.

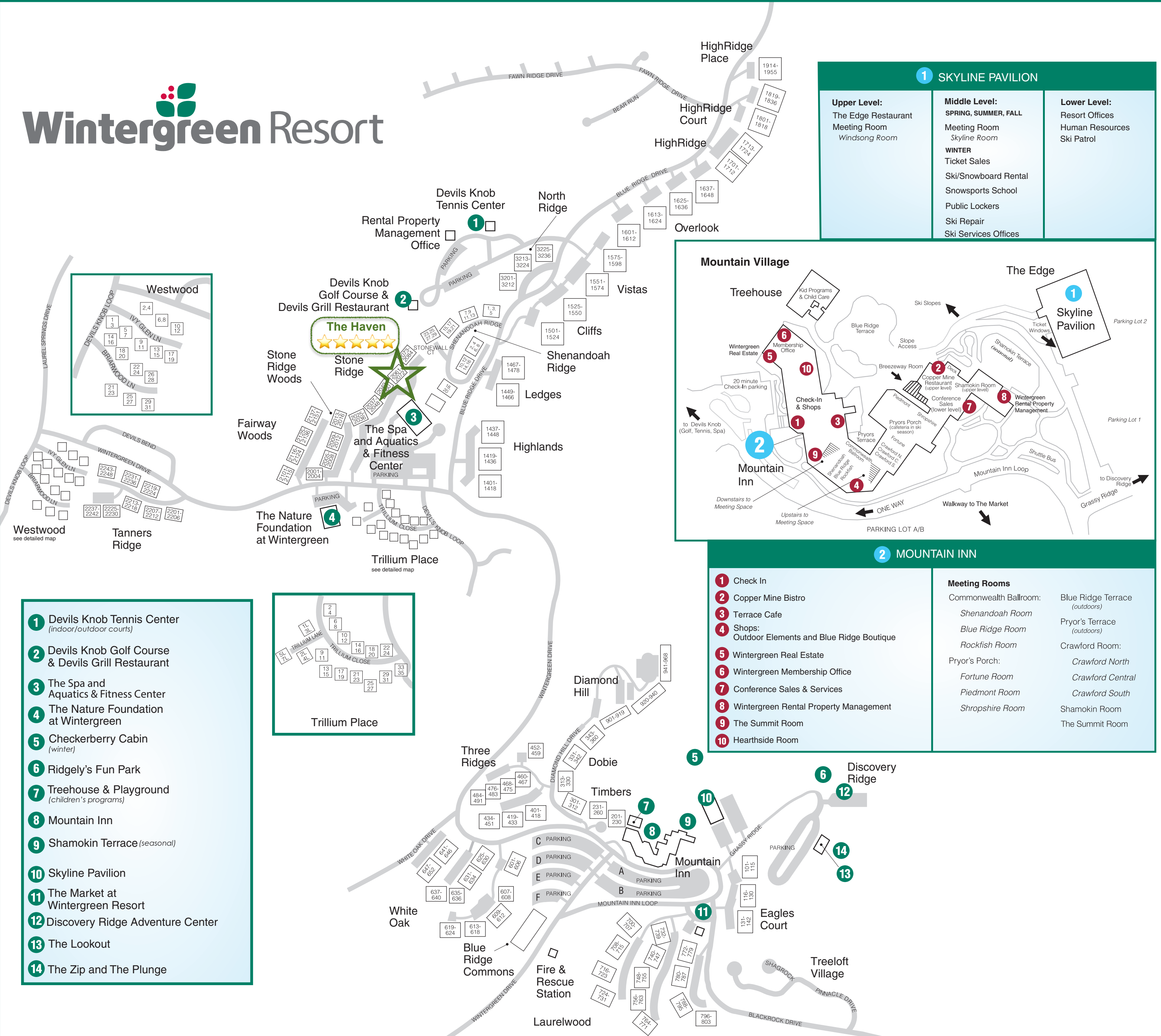
Visit [BearWise.org](https://www.bearwise.org) to learn what to do if a black bear approaches, charges or follows you.

Learn More:
BearWise.org



Helping People
Live Responsibly with Black Bears

Wintergreen Resort



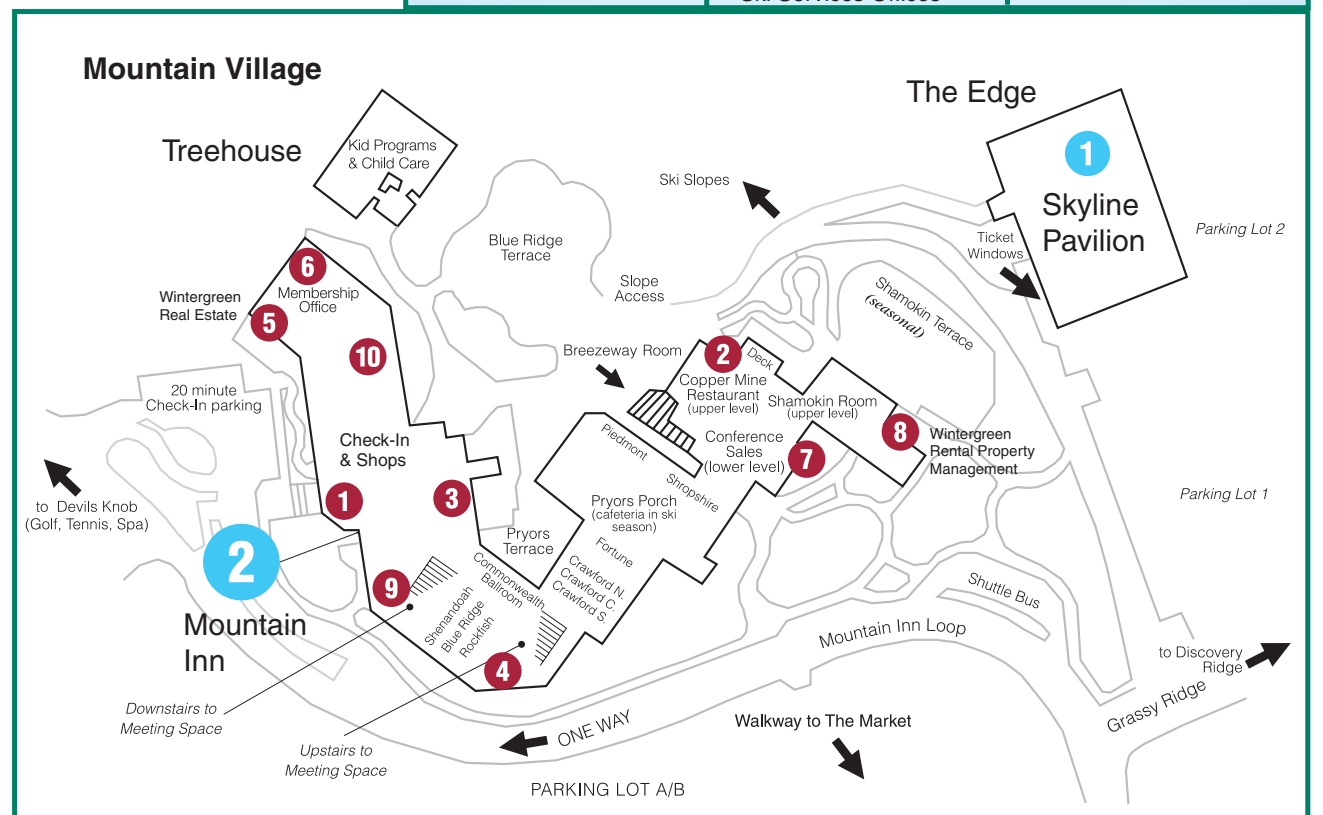
1 SKYLINE PAVILION

Upper Level:
The Edge Restaurant
Meeting Room
Windsong Room

Middle Level:
SPRING, SUMMER, FALL
 Meeting Room
Skyline Room
WINTER
 Ticket Sales
 Ski/Snowboard Rentals
 Snowsports School
 Public Lockers
 Ski Repair
 Ski Services Offices

Lower Level:
Resort Offices
Human Resources
Ski Patrol

Mountain Village



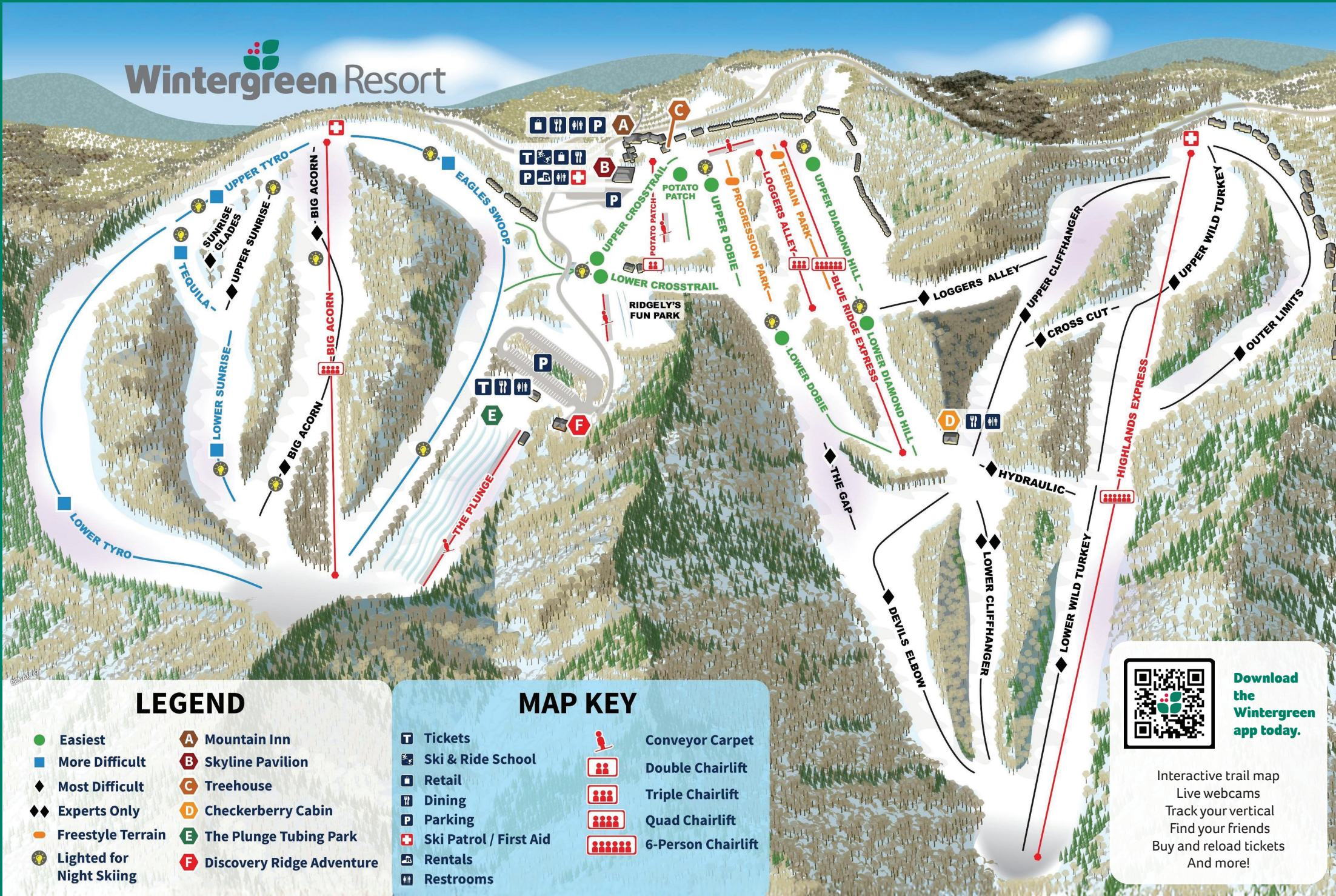
2 MOUNTAIN INN

- 1 Check In
- 2 Copper Mine Bistro
- 3 Terrace Cafe
- 4 Shops:
Outdoor Elements and Blue Ridge Boutique
- 5 Wintergreen Real Estate
- 6 Wintergreen Membership Office
- 7 Conference Sales & Services
- 8 Wintergreen Rental Property Management
- 9 The Summit Room
- 10 Hearthside Room

Meeting Rooms

Commonwealth Ballroom:	Blue Ridge Terrace <i>(outdoors)</i>
<i>Shenandoah Room</i>	
<i>Blue Ridge Room</i>	Pryor's Terrace <i>(outdoors)</i>
<i>Rockfish Room</i>	Crawford Room:
Pryor's Porch:	<i>Crawford North</i>
<i>Fortune Room</i>	<i>Crawford Central</i>
<i>Piedmont Room</i>	<i>Crawford South</i>
<i>Shropshire Room</i>	Shamokin Room
	The Summit Room

- 1 Devils Knob Tennis Center
(indoor/outdoor courts)
- 2 Devils Knob Golf Course
& Devils Grill Restaurant
- 3 The Spa and
Aquatics & Fitness Center
- 4 The Nature Foundation
at Wintergreen
- 5 Checkerberry Cabin
(winter)
- 6 Ridgely's Fun Park
- 7 Treehouse & Playground
(children's programs)
- 8 Mountain Inn
- 9 Shamokin Terrace (seasonal)
- 10 Skyline Pavilion
- 11 The Market at
Wintergreen Resort
- 12 Discovery Ridge Adventure Center
- 13 The Lookout
- 14 The Zip and The Plunge



LEGEND

● Easiest	⬢ A Mountain Inn
■ More Difficult	⬢ B Skyline Pavilion
◆ Most Difficult	⬢ C Treehouse
◆◆ Experts Only	⬢ D Checkerberry Cabin
— Freestyle Terrain	⬢ E The Plunge Tubing Park
💡 Lighted for Night Skiing	⬢ F Discovery Ridge Adventure

MAP KEY

	Tickets		Conveyor Carpet
	Ski & Ride School		Double Chairlift
	Retail		Triple Chairlift
	Dining		Quad Chairlift
	Parking		6-Person Chairlift
	Ski Patrol / First Aid		
	Rentals		
	Restrooms		



1. Always stay in control. You must be able to stop or avoid people or objects.
2. People ahead or downhill of you have the right-of-way. You must avoid them.
3. Stop only where you are visible from above and do not restrict traffic.
4. Look uphill and avoid others before starting downhill or entering a trail.
5. You must prevent runaway equipment.
6. Read and obey all signs, warnings, and hazard markings.
7. Keep off closed trails and out of closed areas.
8. You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
9. Do not use lifts or terrain when impaired by alcohol or drugs.
10. If you are involved in a collision or incident, share your contact information with each other and a ski area employee.

Be advised that all fencing, equipment covers, signage, ropes and other marking devices are in place to inform you and to indicate a potential obstacle or hazard. These markers will not protect you from injury. It is your responsibility to stay away from marked areas.