

## **Royal Canadian Lodge Arrival Instructions**

This is important information that you will need upon arriving to the Royal Canadian Lodge in Big Bear, CA. It is very important that you follow these instructions and make proper arrangements with the Retreat Manager to ensure that you get checked in properly. You will need to contact **Site Manager** to set up arrival time the day of your arrival at **(909) 909-866-6613**.

**Check in time is after 3 pm** on the day of arrival, provided that the prior occupants left on time and all necessary inspections, cleaning and repairs have been completed. If we have no occupants that stayed the day prior and the Lodge is ready, we may accommodate an earlier arrival time as long as it is management approved. We urge **Check-ins to arrive before 7pm**, otherwise special arrangements will need to be made and there will be a **\$20 .00 fee** for late check-ins after 7pm and a **\$40.00 fee** for check-ins after 9pm.

The Site Manger will greet you at the Lodge and go through the house with you giving instructions on everything you will need and want to know and also give you a welcome packet. At that time she will also give you the keys and instruct you on the procedures for check out as well.

It is important that you realize that this is a **private rental home** and not a hotel. Unlike a hotel, we do not have immediate service if there is something not working. That is why it is important that you address any issues with Site Manager during the initial walk-thru. In the event that something does get broken or need repair during your stay, chances are it will not get fixed during your stay if you are only there a few nights. We ask that you please be patient when we do try to fix something, we will try our best to take care of it in a timely manner.

The Royal Canadian Lodge has an American phone line. You may want to give this number to family or friends that may need to reach you. You can also call out for free.

**The Lodge phone number is (909) 547-6065.**

**Our complete address is: 1108 Mound Street, Big Bear City, Ca. 92314.**  
**Lodge is on the BACK side of the lake and the Right hand side of Mound Street.**

**\*\*You can reach Site Manager @ 909-866-6613**  
**OR Linda @ 951-491-9906 if you need any further assistance.**

Check-out is by **10am**. Please make arrangements to meet with Site Manager to return your keys and do a walk-thru inspection. **It is very important that you check-out on time** because there may be someone checking in that same day. Just as we hope the guests prior to you check out on time so you can get in on time, we hope you would extend the same courtesy.

Our Site Manager knows the area very well, so please ask her any questions you may have about the community. She can direct you to many great spots! Have a great time and thank you for renting with us! We hope to see you again in the future!

By signing below, I have fully read and understand the Arrival Instructions and everything contained on page 1 and 2 of this form.

Date \_\_\_\_\_

Sign Name \_\_\_\_\_

Print Name \_\_\_\_\_