

FAQ PRIMER

Answers to some of the most commonly asked questions

WHAT IS YOUR BOOKING POLICY?

- 50% of total rent is expected at time of reservation. Balance or 50% is due 30 days prior to arrival. A \$500 Security deposit can be held with an active credit card. A convenience fee of 3.5% will be charged for all Credit card payments. Otherwise payments are refunded if all is in good order within 21 days of check out. For your ease and convenience, we offer a 24hr self-check-in any time after 4:00 PM. Check out is no later than 10:00 AM as we do have same day turn overs all summer and need time to prep. **Late check outs will result in loss of security deposit.**

WHAT IS PROVIDED?

- Enough high quality linens, bedding, towels, beach towels** for up to 12 guests during their stay. As is customary with vacation rentals, guests are welcome to launder towels or linens if they over use what is initially provided. Table linens are also provided for inside dining.
- A starter supply of dish soap, laundry soap, dish washer soap** and cleaning materials are provided which typically are sufficient for a week stay. We also provide a dispenser in the master shower with shampoo, conditioner and Alba Botanica shower gel as well as a small welcome basket with complimentary amenities such as lotion, bath soap, shampoo, and conditioner. in 2 other bathrooms.
- A fully functioning kitchen set-up** such as dishes, glasses, pots and pans, cookware, small appliances; including blender, mixer, toaster, coffee maker (no filters needed) and cappuccino machine, crock pot, trash compactor, microwave are provided. We also provide many serving dishes that a group of 12 might need such as large salad bowls, chip and dig sets, cheese board, desert bowls, baking pans.
- An ample supply of most basic cooking condiments and non perishables** such as salt, pepper, sugar, flour, baking soda and powder, corn starch and most spices. Pam spray are provided however we do ask guests to replenish what they use. Best to take stock and inventory what is available before buying more.
- Tin foil, plastic wrap, sandwich bags** are often available but we do ask that you respectfully replace what you use for the next guests.
- A starter supply of paper goods** including paper towels, napkins and toilet paper. Guests are expected to provide/purchase their own paper goods after this.

WHAT DO I NEED TO BRING OR PROVIDE?

- Not much really....clothes, sunscreen or bug spray. A hat, sunglasses and your favorite fishing pole, hiking shoes, water shoes. Maybe an ipod or iphone with your favorite music to use on our docking station. A great book, although we provided many favorites as well. We truly have gone all out to provide everything we could think of for your stay.

WHAT FEATURES AND AMENITIES DOES THIS PROPERTY PROVIDE?

- Too many to list here! Please see our extensive brochure and or website www.MysticMountainMontana.com
- An extensive DVD movie collection for all ages, an abundance of children's books, toys and games. Several deck of cards, back gammon, Ninja and other games. Pool table, ping-pong, boce-ball, crochet, darts, horse shoe pit and a great fire pit for making amores and star gazing.
- If there is something you are wanting, needing or wondering about and don't see it listed, please contact us.

WHAT ARE THE LOCAL ATTRACTIONS IN YOUR AREA?

- Please consult are extensive guest guide pages and website.
 - We provide a "concierge corner" with a list of local links and "favorites" list. We also update our in-house guest book annually and provide local maps, attractions, local brochures, sight seeing guides and suggestions and dining references for your convenience.

GENERAL INFORMATION

- Are there any bikes at the house?** No but you can rent them in Bigfork.
- Are there beach towels?** Yes there are. We do ask that you launder them and make sure to return them if you use them away from the house.
- Is there Verizon cell/data reception at the house, or WiFi?** We do provide high speed wireless internet. Cell coverage for some phones is sporadic due to the trees and mountains around us. We tend to get it best on the front porch.
- Do you have a dock or small boat?** Yes, we provide a 3 person canoe with life vest and paddles which is typically tied to our private dock. Motorized boats are not allowed on our small lakes. We now have a large observation deck for your enjoyment adjacent to the dock with great lake and mountain views. Several large inflatable and floating rafts to swim with or float on the lake are located in the barn (lower garage).
- Can you fish on our property or in our lake?** Yes fishing is fun for beginners. We have fishing poles for you but you will want to provide your own bates, hooks and lures and lines if needed.

GENERAL OPERATIONS

- We have provided a "Operations Manual" should you have basic questions for quick reference guide. If a challenge should arrive call our maintenance staff who will get in touch with owner.
- Occasionally things will miss our attention or things can accidentally get damaged. In either case, please let us know if there is something that needs attention.