

## 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. For your ease and convenience, we offer 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 penalties.**

#### **WHAT IS PROVIDED?**

- Ample high quality linens, bedding, 2 sets of bath towels per person, & beach towels for up to 10 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 for a typical week long stay. Table linens are also provided for inside and outside dining.
- **A sufficient supply of dish soap, laundry soap, dish washer soap** and cleaning materials are provided which typically are adequate for a one week stay. We also provide a dispensers in all three showers with shampoo, conditioner and shower gel. In addition a small welcome basket with complimentary guest amenities in each bathroom.

#### **WHAT IS PROVIDED IN THE KITCHEN?**

- **A fully functioning, well equipped kitchen set-up** such as dishes, glasses, coffee mugs, pots and pans, roasting pan and baster, cookware, small appliances; including blender, mixer, toaster, coffee maker (no filters needed) and cappuccino machine, crock pot, electric pancake grill, toaster, trash compactor, microwave are provided. We provide many serving dishes that a group of 10 might need such as large salad bowls, chip and dip sets, dessert bowls, baking pans.
- **Outside deck is equipped with a large propane grill** with one burner on the side and barbecue utensils. A large Tommy Bahama cooler /beverage cart right near the kitchen door. Several marshmallow or hotdog skewers for outside fire pit.
- **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. Cooking sprays 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 week supply of paper goods** including paper towels, napkins and toilet paper. Guests are expected to provide/purchase their own paper goods after.

#### **WHAT DO I NEED TO BRING OR PROVIDE?**

- Not much really....clothes, sunscreen or bug spray, bear spray although, we have baskets full of "Bear Necessities," bug spray and sunscreen readily available for our guests. A hat, sunglasses and your favorite fishing rod, hiking shoes, water shoes. A great book, although we provided many favorites and classics as well in our well stocked library for adults and book shelves for kids of all ages upstairs. 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 website [www.MysticMountainMontana.com](http://www.MysticMountainMontana.com)
- An extensive DVD movie collection for all ages but streaming login available on several of our 4 flatscreens. An abundance of children's books, toys, games and puzzles for all ages. Several decks of cards, back gammon, Ninja and other classic board games, bocce-ball, crochet, darts, bean bag toss (Corn-hole) and a great fire pit with wood for making amores

and star gazing. Below the house in the 3 door barn (which opens for an indoor/outdoor feel) is set up as a recreation room with ping pong table, game table and horse shoe pit.

- Pool table with a corner bar is set up in the upper garage with additional cocktail glasses.
- If there is something you are wanting, needing or wondering about and don't see it listed? If so, please contact us and we'll be happy to answer your questions.

• **WHAT ARE THE LOCAL ATTRACTIONS IN YOUR AREA?**

- Please consult our extensive guest guide pages and website.
- We provide a “**concierge corner**” with a list of local links, brochures 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, Glacier, Whitefish
- **Are there beach/lake 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 cell/data reception at the house, or WiFi?** We do provide high speed wireless internet and streaming Cell coverage for some phones, depending on your service provider, is sporadic due to the trees and mountains around us. We tend to get the best signal on the front porch. Most people come to Montana to enjoy the beautiful outdoors and **unplug** from their electronics which we highly recommend! We can not guaranteed consisted wifi for a full house of guests using multiple devices.
- **Do you have a dock or small boat?** Yes, we provide a 3 person canoe, a 2 person kayak and a smaller solo one person kayak with life vests and paddles which are typically tied to our private dock. Motorized boats are not allowed on our small lakes/ponds. We have a large observation deck for your enjoyment adjacent to the dock with great lake and mountain views. Several inflatable and floating rings to swim with or float on the lake are located in the barn (lower garage). Not unlike the Montana weather and other acts of nature, water levels in the lake vary greatly depending on rain and snow melt. Sorry but we can not predict or guarantee water levels during your stay.
- **Can you fish on our property or in our lake?** Yes fishing is fun for beginners. We have fishing rods, small net and tackle box for you but you will want to provide your own bates, hooks and lures and lines if needed. Our resident eagles in our on-site nest relies on hunting in our lakes so fish are becoming less abundant. But watching them dive in the water is quite entertaining.

**GENERAL OPERATIONS**

- We have provided a “**Operations Manual**” should you have basic operation questions for quick reference guide. If a challenge should arrive call our maintenance staff who will get in touch with owner.
- We also have gathered a **power failure go to box** with a variety of supplies and directives in the event the power is lost and or black out.
- 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 our attention.

**ENJOY YOUR STAY!**

**KALLI AND THE MYSTIC MOUNTAIN HOSPITALITY TEAM**