

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 convenience fee of 3.5% will be charged for all credit card payments on direct bookings only. For your ease and convenience, we offer self-check-in any time after 4:00 PM. Check out is no later then 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, towels, 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. Table linens are also provided for inside and outside 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 shower gel as well as a small welcome basket with complimentary amenities.
- **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 10 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.

WHAT DO I NEED TO BRING OR PROVIDE?

- Not much really....clothes, sunscreen or bug spray, bear spray although we do typically have a basket full of "Bear Necessities" 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. 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 but streaming login available on several of our 4 flatscreens. An abundance of children's books, toys and games. Several decks of cards, back gammon, Ninja and other games. Pool table, ping-pong, bocce-ball, crochet, darts, horse shoe pit, bean bag toss (Corn-hole) and a great fire pit with wood for making amores and star gazing.
- 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 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, depending on your service provider, is sporadic due to the trees and mountains around us. We tend to get it best on the front porch. Most people come to Montana to enjoy the beautiful outdoors and unplug from their electronics which we highly recommend.
- **Do you have a dock or small boat?** Yes, we provide a 3 person canoe and a 2 person kayak with life vest and paddles which is 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 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 is 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 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 our attention.

ENJOY YOUR STAY!

KALLI AND THE MYSTIC MOUNTAIN HOSPITALITY TEAM