



## Welcome to your Villa!

**Temperature Control** - Each villa is equipped with air conditioning, an electric fireplace and a wall thermostat which controls the baseboard heaters. As a friendly reminder please ensure to keep all personal belongings, furniture, linens and cushions away from the baseboard heaters to avoid damage. Remember to turn off anything that you are not using to save on energy.

**Furniture and Flooring** - When placing hot items and beverages on wood surfaces, please ensure you are using placemats or paper towel in order to prevent damage to the surface. If you need to move the furniture, please ensure you do not drag it in order to avoid damaging the floor and eliminate noise to the neighbors around you.

**In Room Amenities** - Your villa has been stocked with a variety of kitchen items, extra linens, cleaning supplies and more. The Front Desk has a few extra items that may be borrowed during your stay. Items include blenders, bake-ware, griddles, roasting pans, large frying pans, salad spinners, extension cords, high chairs, booster seats, foamies and playpens. These items are available on a first come-first serve basis. If using the washer and dryer during your stay, we kindly ask that you leave the washing machine door slightly open when finished to allow it to air dry. Please ensure to use the correct soap in the dishwasher to avoid malfunction. The refrigerator is set at an optimal level; please refrain from changing this setting to a cooler level as it will do the opposite and put the refrigerator into defrost mode.

**Resort Amenities** - Your resort stay provides you access to our many resort amenities. They include: fitness centre, indoor pool, sauna & steam room, indoor & outdoor hot tub, games room, play area, craft room, tennis courts and playground. Please contact the Front Desk to borrow recreation equipment for tennis, pickleball, horseshoes, bocce and snowshoeing. A selection of puzzles and board games are also available.

**TV & DVD Players** - A channel listing has been provided for your convenience, this listing is subject to change. Complementary movie rentals are available at the Recreation Centre \*\*All movies must be returned next day and must be borrowed one at a time. \*\*

**BBQ's** - Each **A** side villa has its own BBQ. The **B** side BBQ's are shared with the adjacent **B** side villa on the same floor. We also offer a central BBQ area adjacent to the Riverside playground that all can enjoy for larger gatherings. All resort guests are welcome to use this area; however, we ask that you please contact front desk in advance to book this. Please do not leave BBQ's unattended while in use and report any problems. Please burn off any food residue after use to avoid attracting wildlife and to keep the BBQ ready for the next guest.



**Recycling & Garbage Disposal** – Each unit has a small blue recycle bin for glass, plastic and aluminum recyclable beverage containers. If this is full it can be emptied into the large blue recycle bins located on the main floor of your building. All other recyclables such as paper, plastic, cardboard, tin cans and glass can be dropped in the large yellow bins. These are located next to the 800 building at Riverside or on the west side of the 8100 (Riverview) building. At the end of your stay we ask that you empty your garbage by placing it in one of the large green bins located around the property. Please ensure all garbage is placed securely inside the bins and not left beside or on top to avoid attracting wildlife.

BLUE – Beverage Containers to be returned. YELLOW-Recyclable Items. GREEN- Garbage.

**Smoking** - As a friendly reminder we are a non-smoking/vaping resort. This includes all rooms and public areas. If smoking or vaping on your balcony, please ensure to keep your door closed and turn you're A/C off to avoid smoke being drawn into your villa. Please be respectful of your neighbors.

**Cannabis** - Smoking or vaping Cannabis is not permitted at anytime or anywhere on the resort property.

**Weather** - Looking for local weather forecasts, this can be found by visiting:  
[www.theweathernetwork.com](http://www.theweathernetwork.com)

**Wildlife** – While enjoying the outdoors you may encounter wildlife. For your safety and theirs, please be conscience of your surroundings and keep a safe distance. For more information please visit [www.wildsafefbc.com](http://www.wildsafefbc.com)

**Comments** - We invite you to leave your comments on our website at [www.sunchaservillas.ca](http://www.sunchaservillas.ca) under the contact section. We appreciate your feedback.

**During your stay** - If you require Maintenance or Housekeeping during your stay, please contact the front desk at 1-250-345-4545

**Vacation Ownership Services** - For reservations, room allocations or customer service enquiries, please contact Vacation Ownership Services in Calgary at 1-877-451-1250 Monday to Friday 8am to 4:30pm MSDT or via email at [customercare@northwynd.ca](mailto:customercare@northwynd.ca)

For more information on resort and area attractions, please visit our website at:  
[www.sunchaservillas.ca](http://www.sunchaservillas.ca)



**For resort NON emergencies—after hours on site Security  
Dial 1-250-342-1011 or 1-250-342-1346**

**To contact front desk for assistance please call 1-250-345-4545.**

In case of an emergency, please dial **911** from your phone for  
Police, Ambulance or  
Fire.

Please note: 911 dispatch is **NOT** local. They may require extra information about your location. Give the appropriate street address along with your building and unit number. If possible, after contacting emergency services, alerting the FRONT DESK to the emergency can assist in directing EMERGENCY SERVICES to you faster and may allow us to provide time-saving information to them on your behalf.

<b>Building</b>	<b>Address</b>	<b>Landmark</b>
Recreation Centre and Riverside Buildings	5129 Riverview Gate Rd.; specify building, unit number and floor number.	West side of highway and through either entrance of "Riverside Golf". Westside of tennis courts.
Riverview Building	5240 Riverside Dr.; specify building, unit number and floor number.	West side of highway, close to bridge over river. Large building before gated community. Next to the airport

\*\*Please familiarize yourself with the evacuation information on the back of the door of your villa. Make sure to note the location of the fire extinguisher and Emergency Assembly Areas within the Resort so that you and all members of your party know where to go and what to do in case of an emergency. If for any reason either of these items are missing please notify the front desk \*\*