

We would like to welcome you to Heidelberg Lodges. Please make yourselves at home and let us know how we can make your stay most enjoyable.

Following are several items we would like to bring to everyone's attention:

1. If there is an item that requires maintenance, please let us know at the office. Although not anticipated, if a major heating or plumbing problem occurs, please contact us immediately.
2. The small lamps at the beds and in the bathrooms take only a 60-watt bulb, no larger. Please do not use a larger watt bulb, as it could cause the shade to deteriorate. The hanging lamps can take up to a 100-watt bulb. If a bulb burns out, we will replace it for you, or you may pick up a bulb from the office.
3. Our cottages are rented to our Winter Texans on the basis of 1 to 2 person occupancy. Other cottages are available for your guests on a nightly or weekly basis. Your guests will be given a 10% discount on rates. Please always register any overnight guest with us at the office. For your protection, we try to be observant of our neighbors and any unregistered vehicles on the property.
4. If you observe anyone on the property, particularly by the river, that you do not believe to be a guest here at the Lodges, please contact the office immediately. This is private property and not for public use.
5. Mail will be delivered to your cottage daily. If you are not at home, mail will be placed on your kitchen table by the office personnel. Please do not sort through or remove mail from the mailbox in front of the rock house. Letters for pick-up should be brought to the office and we will mail them for you.
6. Maid service is provided on a weekly basis. If you would like maid service other than your scheduled day, please contact the office to change the day. We will work to accommodate your request. Weekly maid service will include changing linens and towels, cleaning the bathroom, sweeping, vacuuming and mopping. It is important to notify us of stains on the carpet and sofas so that they can be removed promptly by the maintenance staff.
7. The Recreation Hall is available for coffee, working puzzles and group events.
8. There is a message board in the Recreation Hall on which to post meetings, invitations and scheduled events.
9. Garbage will be removed from the large outside containers Mondays and Fridays, more often if necessary. You are responsible for bags for trash containers inside the cottage.
10. There is a fax machine in the office. There is a \$1 charge to send or receive a fax.
11. If you receive a message at the office, we will deliver it to your cottage.
12. If you notice a dog on the property, please report it to the office immediately. Pets are not allowed.
13. Towels may be exchanged Monday through Friday at the Laundry room from 8:00 AM to 4:00 PM (excluding holidays). Rags are available in the laundry room to clean up spills.

14. When you conclude your stay with us, please be sure to return both keys and the TV remote control. If the keys are not returned on departure, we must change the locks and have new keys cut. Therefore a charge will be deducted from the deposit on file. There is also a charge for a lost remote control.

Please contact us if we can assist you in any way. We are happy to have you as our guests this winter!