



Welcome and thank you for choosing East West Hospitality! Our luxury studio to four-bedroom residences are the ultimate setting for Lake Tahoe enjoyment and exploration.

Just outside your door the quaint, alpine-style Village at Northstar awaits, with celebrated dining, boutique shopping, skating, movies, live music, fire pits for roasting s'mores, activities, amenities and more. In addition, Northstar California is consistently ranked as one of the nation's most family-friendly resorts, and for good reason. From downhill and cross-country skiing, to fat tire bikes, snowshoeing and tubing, to summertime mountain biking and hiking - the fun is truly endless.

Within this compendium, we have compiled essential local information along with our staff's personal recommendations. If there is anything we can do to make your stay more enjoyable, please call:

- Guest Services at 530.550.3300
- Concierge at 530.550.3310

We also invite you to explore our four-star, two to four-bedroom lodging within the upscale golf communities of Old Greenwood and Gray's Crossing. Whether you're traveling with friends, family, or a group; we have accommodations to suit every individual.

Finally, be sure to join our e-newsletter for exclusive access to specials and discounts, and 'TML Rewards' where repeat guests can earn loyalty certificates up to \$1,000.

Learn more at www.eastwesthospitality.com.

On behalf of our entire team, we wish you a memorable, magical Lake Tahoe getaway.

Warm Regards,

The East West Hospitality Team

TABLE OF CONTENTS

RESIDENCE INFORMATION	1-2
EASTWEST HOSPITALITY SERVICES & AMENITIES	3-4
IMPORTANT PHONE NUMBERS	5
VILLAGE AT NORTHSTAR INFORMATION	6-7
SPECIAL SERVICES	8-10
EMERGENCY INFORMATION	11-14

[WINTER ACTIVITIES](#)

[SUMMER ACTIVITIES](#)

[PARKS & BEACHES](#)

[HIKING & BIKING TRAILS](#)

[RESTAURANTS](#)

[ABOUT LAKE TAHOE](#)

WELCOME TO YOUR RESIDENCE

ADDRESS

Physical address: 4001 Northstar Dr. Suite 101, Truckee, CA 96161

Mailing address: P.O. Box 838, Truckee, CA 96160

INTERNET DIRECTIONS

Complimentary, high-speed Wi-Fi internet access is available in your residence. To access internet please refer to the wireless username and passcode located either in the check-in packet or the phone instruction sheets located by the phone in the residence. For assistance, please contact Guest Services at 530.550.3300.

AV EQUIPMENT

Each residence is unique. For assistance on how to operate your entertainment system, please refer to the instruction sheet located in the residence or contact Guest Services at 530.550.3300.

CALL BOX INSTRUCTIONS (Intercom system located outside each lobby entrance)

To initiate call and unlock the door:

- Press "3" or "6" to scroll through residence numbers. When the residence number you are intending to call is visible on the display, press "#" to initiate the call.
- The display will show: WAIT...DIALING
- Then it will show: WAIT FOR ANSWER
- Wait for the tenant to answer your call OR press "*" to cancel the call
- Tenant must press 9 to unlock the door. *

* Great Bear guests will need to greet guest in the lobby to give KEYCARD access to the elevator and residence.

SAFE INSTRUCTIONS

To Close and Lock the Safe:

- Close the door and enter a 4 digit number.
- Press lock (# key)
- Closed will appear on the display

To Open the Safe:

- Enter same 4 digit number
- Open will appear on the Display

Please leave the safe open at check-out.

THERMOSTAT INSTRUCTIONS

Each residence is unique. For assistance on how to operate your Heating and Ventilation system, please contact Guest Services at 530.550.3300.

LOCKING THE PATIO DOOR

From the horizontal door knob position:

- Turn door handle so that it is vertical and pointing toward the ceiling; this will engage the lock.
- The door will be locked from the outside at this time, but will open easily from the inside.

For child safety: after engaging the lock, turn the bolt on the door. This will block movement of the door handle.

GAS FIREPLACE

On the side of the fireplace there is a timer. To turn on the fireplace rotate the timer clockwise to desired time.

Troubleshooting a fireplace that won't turn on:

- Turn dial one full rotation, clock wise; then manually turn counter clockwise back to off position
- Perform this function 3-4 times
- On the last turn, leave for 1-2 minutes and fire place should turn on.
- If fireplace fails to turn on, contact Guest Services at 530.550.3300.

HUMIDIFIER

Right switch turns on humidifier and controls the output. Left switch regulates humidity level (turn all the way clockwise for continuous operation). Center button pre-heats the water to 176° F.

PET POLICY

Pets are not permitted. We are happy to assist in making arrangements for a local boarding facility to accommodate your pet. Assistance animals are permitted.

SMOKING POLICY

Northstar California is a smoke-free resort. Smoking is permitted in designated areas only. In The Village at Northstar, smoking is permitted next to the Public Safety office in the lower parking lot. On the mountain, smoking is permitted on the upper deck of the day lodge.

GRILLS

For your safety, grills are not permitted on the patios, but are available on the Village Overlook during the summer.

REMINDER...

Please be mindful that the residences are individually owned and guests will be charged for damaged or missing inventory post-departure. Candles in the residences are for decoration only.

EAST WEST HOSPITALITY SERVICES & AMENITIES

GUEST SERVICES

The Guest Reception Desk is generally staffed 8am-10pm in the winter and 8am-8pm in the summer. Hours may vary in the spring and fall. Please contact Guest Services by dialing 530.550.3300 or stopping by the Guest Reception Desk.

CHECK-IN

Check-in time is 5pm. We cannot guarantee an earlier check-in time, but will accommodate guests as soon as the residence is ready.

CHECK-OUT

Check-out time is 10am.

CONCIERGE

Our Concierge is available daily at 530.550.3310 to service your activity requests. It's our pleasure to arrange dinner reservations, spa services, transportation, event tickets, childcare, etc.

HOUSEKEEPING

Daily housekeeping service was not purchased at the time of reservation. Please contact Guest Services at 530.550.3300 to request additional housekeeping services, which are available with 24-hour advance notice. Additional housekeeping services will be charged upon departure.

LOST AND FOUND

For items lost in your residence, please report to Guest Services at 530.550.3300. For items lost in the Village or on the mountain, contact Northstar Lost & Found at 530.562.2259.

BUSINESS SERVICES, MAIL & PACKAGES

Our team is available to assist you with services such as mailing, faxing, printing and copying at Guest Reception. Please have an account number or credit card number for billing for these services. Guests may ship a maximum of (3) packages to our office - up to (1) week prior to arrival - free of charge. If storage exceeds (3) packages and/or (1) week, a \$5 fee (per item/per day) may be charged.

MAINTENANCE

If you are experiencing a maintenance issue in your residence, please contact Guest Services at 530.550.3300.

ROBES

We have provided robes for your enjoyment during your stay. If you would like to purchase one of these robes, please contact our Guest Services and we will deliver a new robe to your residence and charge your account accordingly. Robes are \$65 plus tax each.

COFFEE & TEA

Please enjoy the complimentary items provided by East West Hospitality. If you require additional items, please contact the front desk at 530.550.3300 for recommendations of nearby grocery stores.

BATH & BODY CARE

The BeeKind collection is free from artificial ingredients, and contains naturally derived USP glycerin natural conditioning agents from honey and the brassica plant, and soybean and cottonseed oil. **Love what you tried? Take it home with you for \$35 per bottle.** If you would like a brand new set of amenities to take home, please contact the front desk at 530.550.3300.

SUNDRIES

We have a supply of forgotten necessities such as toothbrushes, toothpaste, razors, shampoo, and soap, as well as cooking basics such as salt, pepper, and olive oil, available at Guest Reception.

GARBAGE & RECYCLING

To remove trash from your residence, please use dumpsters located in the garage, close to the elevator. The Lake Tahoe area disposal company separates all recycling at the disposal site. Therefore you do not need to separate out the recycling.

HOT TUBS

The community hot tubs are located outside the fitness centers in the Iron Horse South and Catamount buildings. The hours of operation are 9am - 9pm.

FITNESS CENTER

Enjoy access to the fitness centers and steam rooms (located in the Iron Horse South and Catamount buildings). 24 hours a day, 7 days a week.

VILLAGE SWIM & FITNESS CENTER

The Village Swim & Fitness Center is located near Guest Reception across the auto-drop circle. Amenities include a heated, outdoor year-round saline swimming pool with two lap lanes, hot tub, and seasonal children's pool; the hours of operation are 9am - 9pm. Steam rooms, showers, lockers, and a fitness room complete with free weights, weight lifting stations, and cardio equipment are also available, open 24 hours a day, 7 days a week.

BICYCLE STORAGE

Bicycle racks are available in the underground parking garage near Great Bear Lodge and Big Horn areas. Guests must supply bike lock. Please contact Guest Services at 530.550.3300 for more information.

SKI STORAGE

Most residences have a ski locker located on the lobby level. Ski locker keys are issued to guests upon arrival. Please return ski locker key to Guest Reception upon departure. If not returned, a substantial key replacement fee will be billed to your account. Overnight ski check is offered by Northstar Resort and is located in the gondola building.

PARKING

Parking in the underground garage is for owners and guests of East West Hospitality. Please display parking pass visibly in vehicle window. One unassigned spot is available per residence. Contact Guest Services at 530.550.3300 for additional parking, based on availability.

IMPORTANT PHONE NUMBERS

EASTWEST HOSPITALITY

Guest Services	530.550.3300
Reservations	800.757.9763
Fax	530.550.3306
Homeowner Reservations	866.290.9656

REAL ESTATE

Tahoe Mountain Realty	530.550.2000
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PUBLIC SAFETY (non-emergency)	530.562.2259
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EMERGENCY	911
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HOSPITALS

Tahoe Forest Hospital, Truckee	530.587.6011
Incline Village Community Hospital	775.833.4100
Truckee Gateway Urgent Care	530.582.2070

MEDICAL SERVICES

North Lake Pediatrics	
Truckee	530.587.3523
Tahoe City	530.581.8864
Truckee Tahoe Medical Group Clinics	
Tahoe City	530.581.8864 ext. 3
Truckee	530.581.8864 ext. 2
Dentists	
Dr. Kucharski, Kings Beach	530.546.5678

PHARMACIES

CVS, 11411 Deerfield Dr., Truckee	530.587.5770
RITE AID Pharmacies	
Kings Beach, 8245 N Lake Blvd.	530.546.2523
Truckee, 11230 Donner Pass Rd.,	530.587.5296
Safeway Pharmacies	
Kings Beach, 7815 N. Lake Blvd.	530.546.0186
Truckee, 11290 Donner Pass Rd.,	530.582.7952

POLICE

Placer County Sheriff	530.581.6301
Nevada County Sheriff	530.582-7838
CHP	530.582.7570

ROAD CONDITIONS

California, www.dot.ca.gov	800.427.7623
Nevada, www.nevadadot.com	877.687.6237

VILLAGE AT NORTHSTAR

VILLAGE SHOPS

Burton , www.burton.com	530.562.8014
Butterbox , Hip and Modern Ski and Snowboard Store	530.562.3650
Elite Feet , Ski Boots, Custom Fittings & Accessories	530.562.8922
Lole Atelier , High-Tech Performance Active Apparel	530.536.5138
Mine , Children's Apparel and Outerwear	530.562.3640
Northstar Logo Company , www.northstarattahoe.com	530.562.3618
Oakley Concept , www.oakley.com	530.562.3630
Patagonia , www.patagonia.com	530.562.8012
The North Face , www.thenorthface.com	530.562.3663
True North , Ski Gear, Accessories and Apparel	530.562.3670
Villager Candle Shop , Candle Making Shop	530.562.8884

ATM

Northstar Plaza next to Rubicon Pizza.
Iron Horse North inside Copper Lane

DINING

Copper Lane Café & Provisions Deli Bar, Baked Goods, Gourmet-to-go	530.587.7793
Euro Sweets , www.northstarcalifornia.com 530.562.2560 Specialty candies, chocolates, frozen yogurt and unique sweets.	
White Rabbit (Winter Only), www.northstarcalifornia.com Breakfast & Lunch	530.562.2267
Petra , www.northstarcalifornia.com Mediterranean tapas and wine tasting	530.562.0600
Rubicon Pizza Bistro , http://www.rubiconpizzaco.com Lunch & Dinner	530.562.2199
Los Arcos Mexican Grill , Homemade Mexican cuisine	530.386.3171
Starbucks , www.starbucks.com Wireless access available	530.562.3680
Bourbon Pub www.northstarcalifornia.com Lunch, après, and dinner.	530.562.3200
TC's Taphouse , (Winter Only) www.northstarcalifornia.com Breakfast, lunch and dinner. Cocktails and sports.	530.562.2250

All Village at Northstar retail and restaurant establishments are subject to change

CROSS-COUNTRY SKIING, TELEMAR & SNOWSHOE CENTER 530.562.3270

Mid-Mountain next to the Vista Express

DOWNHILL SKIING AND SNOWBOARDING

Skiable Acres: 3,170

Base Elevation: 6,330 ft

Summit Elevation: 8,610 ft

Vertical Drop: 2,280 ft

Number of Trails: 100, Beginner 13%, Intermediate 62%, Advanced 25%

Terrain Parks: Top Ten terrain park mountain includes 420' half-pipe and The Stash (natural features)

Lifts: Express Gondola (1), Six-Pack Express Chondola (1), Quad Express Chairs (5), Triple Chairs (2), Tow Lifts (2), Magic Carpets (4)

Hours of Operation: 8:30am - 4pm

HIKING & MOUNTAIN BIKING

Gondola and Scenic Chair Lift Rides are available for hikers with a lift ticket in the summertime. Nature hikes can be advanced or leisurely. Tickets and maps are available at the Season Pass Office and Plaza Bike Shop.

Hours of Operation: Please refer to www.northstarcalifornia.com

Tickets: Adult (13+), Child (9-12)

For pricing, dates, hours of operation and maps, please visit the Ticket Office or call 530.562.2267.

ICE/ROLLER SKATING

The 9,000 square-foot rink is free and open when weather and conditions permit. You may use your own skates or rent. Skate rentals are available for a fee. Hours of operation vary, call 530.562.3689.

VILLAGE AT NORTHSTAR PHONE NUMBERS

Events	530.562.2267
Village Rental Shop	530.562.3677
Village Demo Shop	530.562.3532
Bike Park	530.562.2267
Cross-Country Center	530.562.3270
Demo Center	530.562.2468
First Aid	530.581.8864
General Resort Information	530.562.1010
Golf	530.562.3290
Lost & Found	530.562.3646
Minor's Camp Child Care (Winter Only)	530.562.2278
Plaza Bikes and Gear Rental Shop	530.562.3532
Public Safety	530.562.2259
Repairs, Tuning, Purchase	530.562.3588
Skating Rink	530.562.3689
Ski & Snowboard Lessons	530.562.3470
Ski School	530.562.3470
Ski Rentals	530.562.2248
Ski Patrol	530.562.3444
Transportation	530.562.2257
Ticketing & Pass Center	530.562.2267
Tubing	530.562.2013

SPECIAL SERVICES

BANKS

Bank of America

11265 Donner Pass Rd., Truckee 530.587.3532

Bank of the West

11202 Donner Pass Rd., Truckee 530.582.3050

200 Bear St., Kings Beach 530.546.8577

US Bank

10995 Donner Pass Rd., Truckee 530.587.4696

Wells Fargo

11262 Donner Pass Rd. Ste B, Truckee 530.550.1045

BEAUTY SERVICES

Lux Hair

10075 W. River St., Truckee

<https://www.luxhairtruckee.com> 530.550.8008

Ritz-Carlton Spa

<http://www.ritzcarlton.com> 530.562.3030

CHEFS & CATERING

Hey Chef

530.443.9243

D'lish Catering, www.dlish.com

530.553.1702

Moes, www.moesoriginalbbq.com

530.807.1023

Moody's Bar and Beats, www.moodysbistro.com

530.587.8688

North Tahoe Catering, www.northtahoecatering.com

530.386.1788

Hey Chef, www.heychef.com

530.582.4882

CHILDCARE

Minor's Camp (Winter Only)

530.562.2278

Northstar Resort, offers Minors' Camp, a licensed childcare and outdoor play for non-skiing children ages 2-6. Includes child-care, lunch and snacks. www.northstarcalifornia.com

Private Childcare Providers

Please contact the Concierge at 530.550.3310 to arrange a childcare provider to come to your residence. Please allow at least 24 hours advance notice for a reservation.

FLORISTS

Martha Bernyk Floral Designs

11615 Sawtooth Ct, Truckee

530.581.5040

www.tahoe-florist.com

Tahoe Blooms

11200 Donner Pass RD., Truckee

775.232.6967

www.tahoeflowerpower.com

GROCERY STORES

Safeway

7815 N. Lake Blvd., Kings Beach

530.546.0170

11290 Donner Pass Rd., Truckee

530.582.7950

New Moon Natural Foods

11357 Donner Pass Rd., Truckee

530.587.7426

Tahoe Central Market

8487 N. Lake Blvd. ,Kings Beach

530.546.8344

TRANSPORTATION

AIRPORT SHUTTLE

North Lake Tahoe Express, www.northlaketahoeexpress.com

866.216.5222

775.786.3706

Group Booking : Julia Tohlen

530.582.4964

AIRPORT INFORMATION

Reno-Tahoe International Airport

775.328.6400

2001 E. Plumb Lane, Reno, NV 89502

www.renoairport.com

Truckee Tahoe Airport

530.587.4540

10356 Truckee Airport Rd., Truckee, CA 96161

800.359.2875

www.truckeetahoeairport.com

TAXI

North Tahoe Checker Taxi

866.420.8294

High Sierra Taxi

530.412.1927

Independent Taxi

530.546.8687

North Tahoe Limousine

800.832.8213

Reno-Tahoe Limousine

800.660.4546

BUS TRANSPORTATION

TART (Tahoe Area Regional Transportation)

530.550.1212

www.laketahoetransit.com

Please contact Guest Services at 530.550.3300 for schedule

Truckee Transit/Town of Truckee

530.587.7451

RENTAL CARS

Enterprise Rent-A-Car, Truckee & Reno

530.550.1550

Hertz, Truckee & Reno

800.654.3131

VIDEO RENTALS

Safeway, 11290 Donner Pass Rd., Truckee

Safeway, 7815 N Lake Blvd., Kings Beach

7-Eleven, 11400 Donner Pass Rd., Truckee

7-Eleven, 8593 N Lake Blvd, Kings Beach

VISITOR CENTERS

969 Tahoe Blvd., Incline Village

800.468.2463

100 North Lake Blvd., Tahoe City

530.581.6900

10065 Donner Pass Rd., Truckee

530.587.8808

EMERGENCY INFORMATION

Dear Guest,

In the event of an emergency or disaster, the following plan and preparation has been put into place to reduce the impact of an emergency on you or your family.

Please take the time to review this information and post near your telephone for easy access during an emergency.

The Northstar Fire Department will direct your response to an emergency.

Emergency Evacuation Plan

The purpose of this Emergency Evacuation Plan is to ensure the safety and well being of all guests in the event of a natural or man-made emergency or disaster.

- Natural disasters – avalanche, blizzards, wild fires, severe storms and lightning, floods, earthquakes.
- Man-made disasters – fires, explosions, workplace violence, chemical spills, toxic gas releases.

Evacuation and Emergency Procedures

Depending on the nature and severity of the situation, residents will be advised to use one of the following three options, all of which are consistent with the Placer County East Side Emergency Evacuation Plan.

“Evacuation Warning”

Residents and public will be warned that they are in a threatened area that is being considered for evacuation.

“Evacuation Order”

This is when evacuation is **required**.

Public agencies, such as law enforcement and fire personnel, will advise all members of the public to evacuate. Since the Northstar community has a looped road system with two options for evacuating traffic to Highway 267, residents, guests and public will be directed to use one of the following routes:

- a. Northstar Drive to Hwy 267
- b. Northstar Drive to Big Springs Drive to Highlands View Road to Hwy 267

Once you reach Hwy 267, you will be directed towards Kings Beach or Truckee by law enforcement. Please refer to the evacuation route map included in this packet.

“Shelter in Place”

Guests and residents are advised to remain in place. This warning is issued for the following conditions:

- a. Emergency personnel feel the incident will be controlled in a short amount of time.
- b. Hazardous roadway conditions exists, such as damaged roads or poor visibility.
- c. State and County Mandated Restrictions

Know When to Evacuate

Local Radio Stations

Northstar – 1700 AM

KTHO – 590 AM

KKOH – 780 AM

KTKE – 101.5 FM

KRNO – 106.9 FM

Local TV News Stations

KTVN – Channel 2, Reno KRNV – Channel 4, Reno KOLO, Channel 8, Reno

Audible Siren

Northstar Fire Department incorporates a local audible siren on top of the main fire station located on Northstar Drive. In the event of a large-scale evacuation you will hear this siren sound continuously.

The Northstar Fire Department occasionally tests this siren. This test sounds the siren for only 30 seconds. Remember that this 30-second siren is only a test. If an actual emergency exists, the siren will sound continuously.

Wild Land Fire

The key to surviving a wildfire is advance planning and preparation. First if you see a wildfire approaching, report it immediately. Do not assume that someone else has already called.

If you become trapped by fire while evacuating in your car:

- Park in an area away from any vegetation.
- Close all windows and vents in your vehicle.
- Do not operate the air conditioner.
- Cover yourself with a blanket or jacket and lie on the floor
- It may become very warm in your vehicle, but this is your best chance of survival.
- Remain calm and stay inside your vehicle.

If you are forced to evacuate on foot and become trapped:

- Select an area clear of vegetation near a road, lie in a ditch or near a creek.
- Cover any exposed skin with a jacket or blanket.
- Avoid canyons that can concentrate and channel fire.
- Lie face down in the lowest depression you can find.
- Try to dig a hole for your face and nose.
- Breathe through your nose.
- Mentally prepare yourself to stick it out, keeping your face pressed to the ground no matter how painful it gets. It is your only chance for survival.

Earthquakes

During an earthquake:

- Remain calm.
- If you are indoors, get under a table, desk or bed or brace yourself in a strong doorway. Watch for falling or sliding objects. Stay away from windows.
- If you are outdoors, move to an open area away from buildings, trees, power poles, brick or block walls, and any objects that could fall.
- If you are in a store, get under a table or any sturdy object or in a doorway. Avoid stopping under anything that could fall. Stay away from glass displays. Do not run. Choose your exit wisely.

When the Shaking Stops

- Put on heavy soled shoes immediately to avoid injury from glass or other debris.
- Check for injuries and give first aid.
- Check for fire or fire hazards.
- Check fireplace and stove for gas leaks, starting at the hot water heater, fireplace, stove. If you smell gas or suspect a leak, open the windows and carefully leave. Do not turn on lights or light matches or do anything that could cause a spark.
- Turn on the radio and listen for advisories.
- Do not go near downed power lines or any objects touched by power lines.
- Do not use the phone except for genuine emergencies.
- Do not go sightseeing.
- Be prepared for aftershocks.
- Open closets and cupboards carefully, items may fall.
- Cooperate with public safety officials.
- Be prepared to evacuate if necessary.

Building Fires

- Exit building by stairs; do not use elevator.
- Call 911 if in building to report location of fire.
- Go to safe zone located at the Village Valet Parking near the Bus/Shuttle Drop-off Circle

One Village Place

- If necessary, activate local emergency response – Dial 911.
- Use the nearest exits
- Immediately meet in the front plaza area/village valet parking
- All guests/visitors shall remain in plaza area/village valet parking for further instructions
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Northstar Village – East West Hospitality

All East West Hospitality guests/visitors shall be instructed on the following evacuation procedures.

- If necessary, activate local emergency response – Dial 911.
- Use the nearest exits
- Immediately meet in the front plaza area/village valet parking
- All guests/visitors shall remain in plaza area/village valet parking for further instructions