



*Welcome to White  
Spruce Cottage*



*Owners*

*Cassandra and Jeremy Vincent*

*White Spruce Cottage*  
*3 White Spruce Way*  
*Wilmington, New York 12997*

Welcome to White Spruce Cottage. We are very excited for you to stay here and hope that you enjoy your time in the Wilmington-Lake Placid area. Please feel free to let us know if you need anything or if you have any concerns. Jeremy and I will assist you in any way that we can.

**Overview**

Basic amenities have been provided including clean bedding, fresh towels, bathroom supplies for your first night, and more. You also have full access to our washer and dryer in the laundry area if you need to do laundry. A limited amount of detergent is provided.

Our kitchen is at your disposal. Feel free to use our cooking ware, utensils, and appliances as needed. We have plenty of storage space available for groceries. Please put your dishes in the dishwasher after use and run when necessary.

At WSC, each room has cable television and DVD players. The living room television is a Smart TV that you may use to access apps that you have accounts with, such as Netflix, Amazon, Hulu, and more.

Our home is a non-smoking environment. If you need to smoke, please do so outside and dispose of your cigarettes afterward.

**Parking**

Please park your vehicle in the parking area behind the house.

**Groceries**

The closest grocery store is the Little Super Market that is right around the corner on Route 86. There is a Price Chopper as well as a Hannaford in Lake Placid, approximately 12 minutes away.

## **WIFI**

WSC has high-speed Internet access that you may connect to via wireless.

SSID: **White Spruce** Password: ***Given to guests at check in.***

## **Checkout Instructions**

We kindly ask that you checkout of the house by 10 am. This will ensure that we have time to properly clean the house in preparation for other guests checking in.

When you checkout, please leave your house key in the lockbox by the front door.

## **Thank you!**

Once again, thank you for staying with us. We sincerely hope you enjoy your time in Wilmington. It really is an amazing place. Do not hesitate to contact us if you have any questions.

Our contact information is listed below.

Sincerely,

Cassandra and Jeremy Vincent

[whitesprucevrinfo@gmail.com](mailto:whitesprucevrinfo@gmail.com)

518.524.1080 (Jeremy)

518.569.9042 (Cassandra)

In the accompanying pages you will find important information regarding your stay at White Spruce Cottage, such as emergency numbers, hot tub rules and instructions, television instructions, and a copy of the rental agreement.

Please read over this information carefully and feel free to contact us if you have any questions.

Cassandra and Jeremy Vincent

# Important Phone Numbers

## Owners

Jeremy Vincent ..... 518.524.1080

Cassandra Vincent ..... 518.569.9042

## **In the case of an emergency please dial 911.**

NYS Police, Wilmington ..... 518.946.7181

NYS Police, Troop B ..... 518.897.2000

NYS Department of Environmental Conservation  
..... 518.418.9404

Town of Wilmington ..... 518.946.7174

Wilmington Fire Rescue ..... 518.946.7087

**Fire extinguishers are located in the pantry in the kitchen and in the master bedroom closet.**

**Battery-powered lanterns are located in each bedroom closet or dresser in case of a power outage.**

### **Television and Entertainment Systems**

All rooms at WSC have cable TV and DVD players. The Charter Universal Remote in each room is programmed to run the entire system. Using the "SYSTEM ON" button will turn on the television as well as the cable box.

#### DVD Players

In the living room, master bedroom, and queen bedroom, you will need to hit the DVD button on the Charter Universal Remote and then click the ON button. In addition, you will also need to change the INPUT or SOURCE on the television to DVD. INPUT/SOURCE can be accessed using the television remote found near each unit.

In the bunk bed room, the DVD player is part of the television unit. Inserting a DVD will bring the television to the DVD menu. Use the television remote (RCA) to run the DVD player.

### Living Room Sound Bar

The living room television comes equipped with a sound bar. By default, the television and DVD player run on the television speaker. If you would like to use the sound bar for the television or DVD player, you will need to change the sound in the television to an external speaker. This option is located in the INPUT menu. Once the sound system is changed to the external sound bar you will need to use that remote to increase and decrease the volume.

The sound bar also has Bluetooth. You can connect your phone or tablet to the sound bar by changing the menu on the sound bar to BT. Then, in the Bluetooth menu on your device scan for the sound bar and connect.

## WIFI

Free WIFI is available at WSC.

Network Name: White Spruce

Password: *Given to guests at check in.*

## **Hot Tub Rules and Procedures**

It is the responsibility of the guest to keep the hot tub cover secure when the tub is not being used.

The hot tub is serviced (water changed; chemicals balanced) prior to check in. If you and your party are staying for more than a few days the hot tub may need be serviced again at the midpoint of your stay. The owners will contact you to schedule a time that is convenient for you and your family.



We respectfully ask all guests to shower before each use of the hot tub. This will help to keep the chemicals balanced and the water clear. It is also suggested that guests shower after using the hot tub, as the chemicals can dry out your skin.

It is expected that guests will contact the owners if the water level in the tub becomes low. The level should always stay above the water filter. Failure to keep an adequate water level allows air to be introduced into the filter system, which will damage the hot tub pumps and heater.

Guests shall not have more than 6 persons in the hot tub at a time.

There will be no unsupervised children under the age of 14 allowed in the hot tub at any time.

Please do not sit, stand, or put anything on top of hot tub cover.

### **Pets at White Spruce Cottage**

Pets are welcome at WSC. However, we expect guests to follow certain basic rules in regards to their pets.

- When pets are left alone in the home it is asked that they be crated.

- Please do not allow pets on the furniture without a pet blanket/sheet. Guests may be charged an extra cleaning fee if excessive fur is found on the sofa or in the beds.
- Please clean up after your pets, both inside and outside. For your convenience, there is a pet basket located in the kitchen pantry.
- Owners are responsible for any damage to furniture, linens, etc. incurred by their pet(s).

### **House Phone**

The house phone is located in the upper right corner cabinet in the kitchen. There is a phone jack below the same cabinet. The house phone is for local calls (946 numbers), toll-free calls (800 numbers), or emergency calls.

Guests who use the house phone for long-distance calls will be charged for those calls.

## Heat and Air Conditioning

During the summer months, air conditioning is controlled by the mini-split AC units located in each room. Remote controls for each AC can be found either on a dresser or end table near each wall unit.

- Each mini-split AC unit is capable of HEAT as well as COOL.
  - To COOL ONLY, set the unit to COOL and set your desired temperature.
  - TO HEAT ONLY, set the unit to HEAT set your desired temperature.
  - To maintain a specific temperature that will HEAT OR COOL, use the AUTO feature and set your desired temperature.
  
- PLEASE NOTE: The in-floor heat is turned off during the summer months. The thermostats on the walls will not control heat in the summer. Heat can be obtained using the HEAT or AUTO feature on the mini-split units as described above.

During the winter months, White Spruce Cottage is heated by in-floor heat. Temperature can be controlled using the wall thermostats located in each room.

## White Spruce Cottage

## Rental Agreement

The owners hereby rent to the rental guest the property described as follows:

White Spruce Cottage  
3 White Spruce Way  
Wilmington, NY 12997

This rental agreement starts the day that you book White Spruce Cottage and place a deposit on-line or via phone.

- a. The first rental payment is due at booking, and the second rental payment is due 30 days prior to your arrival. Reminders will be sent to guests prior to the due date of the second payment.
- b. Check-in is no earlier than 4:00 PM on the date stated on your rental invoice, and check-out is no later than 10:00 AM on the date stated on your rental invoice.
- c. Upon request, during our slower seasons, we may be able to arrange an early arrival or late departure. However, please understand that during our busy season, on the day of your arrival, our housekeeping and maintenance staff are working hard to prepare the home for you. After your departure, our staff needs time to prepare the home for the next guest. Therefore, during our busy seasons, we may not be able to accommodate your requests for either an early arrival or a late departure.
- d. White Spruce Cottage safely and comfortably sleeps 10 guests. Due to safety and legal constraints, at no time may renters have more than 10 people staying at WSC. Renters may be subjected to eviction if it is discovered that more than 10 people are staying in the home.
- e. Your reservation is secured when you, the rental guest, make a deposit online or via phone to secure the reservation and then make your final payment 30 days prior to the first day of your reservation. Failure to make your final rental payment may result in your reservation being cancelled.

- f. You, the rental guest, understand and agree that you will be held responsible for any damage that you or someone in your party causes inside or outside the home during your stay. We are not referring to a broken glass or dish, because accidents do happen. By damage we are referring to items such as a broken door or window, a pet-chewed wall, a smashed television, or a broken hot tub cover. If such damage does occur, then the guest that reserved the home is responsible for contacting the homeowner immediately. The reserving guest will also be responsible for paying for that damage.
- g. The rental guest shall at their own expense provide the following utilities and/or services: food, beverages, firewood, and charcoal.
- h. The owners will provide the following utilities/services/amenities: heat, electricity, air conditioning, hot and cold water, bed linens, bathroom towels, hot tub towels, hot tub robes, and kitchenware.
- i. As a courtesy, the owners provide the following items to get guests through the first day of their reservation: toilet paper, paper towels, dishwasher soap, laundry soap, dryer sheets, hand soap, shampoo, conditioner, coffee, tea, cream, and sugar.
- j. On the last morning of the rental period, prior to leaving, it is asked that the rental guest lock the rental home and then lock the home keys in the lockbox by the front door.
- k. When the rental guest leaves the home at the end of the reservation, it is asked that the rental home will be left in the same condition as when the rental guest arrived, with the exception of reasonable wear, tear and guest usage. Please do not move any heavy furniture or appliances without permission.
- l. The rental guest shall not make any material or structural alterations to the rental property.
- m. The rental guest will not attempt to access either the closet under the stairs or the boiler closet in the master bedroom.
- n. It is expected that all guests at WSC follow the hot tub rules and expectations outlined below:
  - i. It is respectfully requested that all rental guests shower before each use of the hot tub. Showering prior to entering the tub helps the tub chemicals remain balanced and the tub water clear. In addition, it is strongly suggested that guests shower after using the hot tub as the chemicals used can dry out the skin.

- ii. It is expected that rental guests will keep the water level as it was prior to arrival. Getting in and out of the tub and excessive use will cause the water level to go down, and if the level drops below the filter then the heater and or pumps can be damaged as a result. Guests may be charged if the heater or pumps are damaged due to low water. Please feel free to contact the owner(s) if water needs to be added to the hot tub during your stay.
- iii. Guests shall not have more than 6 persons in the hot tub at a time.
- iv. There will be no unsupervised children under the age of 14 allowed in the hot tub at any time.
- v. Please keep the hot tub cover secured when not in use. It is windy sometimes in Wilmington and the cover could blow off and be damaged.
- vi. Please do not sit, stand, or put anything on top of hot tub cover. Replacement for a broken cover is approximately \$300 and rental guests may be charged accordingly.
- vii. During the winter months please use the provided snow broom to remove snow from the hot tub cover.
- viii. Maintenance may be required on the hot tub during your stay (water tests, equipment tests, etc.) If maintenance is required, you will be contacted by the owner to schedule an appropriate time.
- ix. WSC's hot tub is regularly inspected and preventative maintenance performed so that it is in proper working order for guests. However, if a mechanical issue arises prior to or during your stay it may be necessary for a maintenance person to drain the tub and change parts. Such an occurrence is very rare, and if it does happen the hot tub should be up and running again in a few hours.
- o. It is expected that pet owners will only bring house-trained, well-socialized pets to WSC. Please do not allow pets on the furniture without a pet blanket/towel to protect the furniture. It is further requested that guests clean up after their pets, both indoors and outdoors (waste removal), and sweep/vacuum prior to departure. Guests are responsible for any damage caused by a pet.

- p. Smoking inside White Spruce Cottage is forbidden. Smoking guests are expected to smoke outdoors and clean up all discarded cigarette butts.
  
- q. Before checking out on the last day, it is asked that guests put all dirty dishes in dishwasher and start it. It is also requested that guests start a small load of bed linens or towels before departing.
  
- r. Guests must take good care of the rented premises, including any and all equipment and fixtures. Guests agree to inform the owners of any maintenance or mechanical issues that arise during the rental period. The owners will make every attempt to fix any issues in a timely manner.
  
- s. The property owner/manager/maintenance person may need stop by to inspect the property during your stay. If this becomes necessary the owner will contact the rental guest to schedule an appropriate time.
  
- t. The owner is not responsible for injury due to icy steps, walkways, driveways, or falling icicles and/or snow. In winter months, guests shall be aware of possible icy and snowy conditions, and must take care to not stand under overhanging roofs where icicles and/or snow may fall. Snow shovels are provided for guests to keep the walkways, stairs, decks, and firepit area clean. Sand is also provided for guests to use on the decks, steps and walkways as needed.
  
- u. Guests must adhere to the Town of Wilmington Noise Ordinance: Wilmington enforces a strict noise ordinance after 11:00 PM.
  
- v. WSC provides cable TV and free Wi-Fi. If the internet or cable is not working, it is expected that guests will contact the owners. The owners, in turn, will contact the cable/internet provider immediately and attempt to resolve the issue in a timely manner.
  
- w. Guests acknowledge that his/her cell service may or may not have a strong enough signal to make or receive calls or text messages.



## **Cancellation Policy**

**No cancellations or refunds are issued due to weather related events, even if the area is experiencing heavy rain, wind, snow, ice, etc.**

- If a guest requests a cancellation, bookings canceled at least 30 days before the start of the stay will receive a 100% refund.
- Bookings canceled between 14 and 30 days before the start of the stay will receive a 50% refund.
- Bookings canceled 14 days or less before the start of the stay will receive no refund.