

House Information Sheet

Please print and keep this sheet for your records

The Paddle House has a keyless lock instead of a key. To receive the keycard for the house, you will need to check-in at Adventures on the Gorge (AOTG), which is on the way to the Paddle House. You should pick up your information at the front desk during business hours. If you check-in after hours, an AOTG staff member will call to provide a code to the check-in boxes at AOTG's Welcome Center. You will receive a packet with a 'Welcome' letter and keycard which will give you access to the front door of the Paddle House.

Directions –

- The Paddle House address is 473 Peregrine Ridge, located in Wild Rock WV's development.
- You can find the directions to the Paddle House at: <https://paddlehousewv.com/location-directions/>

Check-in & Check-Out -

- Check-in time is **4:00 p.m.** Checkout time is **10:00 a.m.**
- Housekeeping is scheduled to arrive at 10:00 AM on your departure date. Later departures **may be** arranged in advance and a surcharge **may be** applicable, depending on the availability of Housekeeping and special arrangements the next tenants may have made in advance. **Otherwise, check-out time will be enforced to allow ample time for housekeeping to prepare for new arrivals at 4:00 PM and there are no refunds for early checkouts.**
- If you fail to depart by the set check-out time, you may be charged a late check-out fee of \$100 per hour.
- Please leave the house clean and in an organized manner or an additional clean-up fee may be charged to your reservation. This includes but is not limited to all dishes being washed, all used towels and linens placed next to the washer/dryers, and all trash picked up and placed in the receptacle.
- Please lock all doors as depart. The porch doors require you to lift the handle, then turn the thumb lock.

Refunds -

- No refunds or adjustments will be made because of factors over which we have no control, like weather, snow, road conditions, air travel delays, pandemic or early check-out.
- **Cancellations:** A 50% deposit is required upon rental reservation (unless you are booking through an agency and then their procedures will apply) and the balance is due 30 days before the arrival date. Cancellations made less than 30 days from the arrival date are 100% non-refundable. If you cancel less than 30 days from the arrival date and we successfully rebook the Paddle House, we will refund your money less than a \$100 processing fee.
- Exceeding the maximum occupancy for this house is not allowed and will result in eviction without reimbursement.

Damages/Inventory –

- Please notify us immediately upon check-in if you have any concerns or if you see any visible damage from a previous renter by calling (304) 673-2640 or (304) 673-2618 or returning to the Adventures on the Gorge Welcome Center and inform the staff. You will be held responsible for any damage to or stolen property from this house during your stay. Before a renter arrives, housekeeping takes inventory of items (such as towels, artwork, cutlery, etc.). Immediately after checking out, another inventory is taken. Missing or damaged items will be billed to the renter for the actual replacement or repair cost of the item(s).
- The Paddle House does reserve the right to charge your credit card for damages, neglect, misuse, theft, and/or additional cleaning.

Internet Services, Telephone, TV-

- Internet Service - Wireless Internet is available. You may be asked for a password to connect to the wireless router. The password is: **onthegorge**
- Phone Service - There is no telephone service. Most mobile phones work from the house and in the area.
- TV Service – We have Shentel cable TV which includes 60 of the more common channels such as ABC, CBS, NBC, ESPN, CNN, FOX, and many others. We also have two Blue Ray DVD players, feel free to bring a movie!

Emergency Numbers -

- 911- Physical 911 Address to house is 473 Peregrine Ridge, Lansing, West Virginia 25862
- During the hours of 8:00 AM to 5:00 PM, call (304) 574-4454.
- **After hour emergencies call AOTG's night resort line: (304) 640-7425 or 911.**

Pets -

- Due to allergies, noise, and damage, The Paddle House has a no pets policy.

Smoking -

- Out of respect to future tenants, there is absolutely NO SMOKING in the house. Fees may be charged if additional housekeeping is required because of smoke.
- Ash trays are provided on porches outside, please use them and help keep WV beautiful.

Quiet Hours –

- Please respect your neighbors; Outside noise should be at a normal talking level after 9:00 p.m. and quiet after 10:00 p.m.
- **Wild Rock is a private community. Respect your neighbors; No “loud” music on the decks after 10:00**

Hot Tub –

- The hot tub is set on SE and should maintain a temperature of 104 degrees. For your safety, follow instructions posted on the porch. Temperature modes are changed by pressing the “Temp” button then “Light button.
- There is an emergency cut off located to the left of the hot tub.
- The hot tub is drained and refilled after each rental and sanitized with bromine. If you have health issues, please consult your physician prior to using the hot tub.

Housekeeping and Inventory -

- Iron & Ironing Board - Located in the Master Suite walk-in closet
- Fire Extinguisher - Located in the mudroom next to the Kitchen on the utility sink

Binder with information about the house and attractions –

- Located in the binder in the foyer, you will find sections about area attractions, the house appliances, and hot tub. If you would like information in advance about the area, please check out our website at www.paddlehousewv.com.

Adventures on the Gorge –

- Adventures on the Gorge (AOTG) is a premier adventure resort nearby. It is just a half-mile drive or five-minute walk along the marked Wild Rock trail from The Paddle House to AOTG. AOTG has several restaurants, adventure activities and other amenities along with 24-hour assistance. When checking in at AOTG, make sure to pick up a brochure and inquire about everything there is to do.

Miscellaneous

- **The front door uses an RFID card. The door automatically locks upon closing. Please be sure to always keep a key with you, especially if you are in the hot tub in your birthday suit!**
- Fireplace – Fires started in the outside fireplace on the porch or at the designated public fire ring must always be supervised. The fire screen must be left in place while burning a fire.
***Please make sure the fires are out before leaving.**
- No hunting, firearms, or fireworks are allowed on The Paddle House property.
- The basement is locked. The **electric panel box and the master water cut off** are both located in the basement. In case of an emergency call the emergency number above or **911**.
- Whole House Generator – In the event of a power outage, the whole house generator will automatically kick on and power most of the electrical circuits. Once AEP’s service is restored, the generator will turn off.
- A Washer/Dryer is in the mud room and in the upstairs bathroom located on the second floor.
- Please place the trash in the outside receptacle when you check out. We recycle cardboard, aluminum, and plastic.
- Please lock the house if you leave during the day. The Paddle House is not responsible for lost or stolen items.
- Winter Road Conditions – Peregrine Ridge is maintained with a snow removal service during the winter months. The service usually plows anytime there is a four-inch or greater snow accumulation. If you need further assistance call (304) 574-4454.
- Community Fire Ring – Adjacent to the Paddle House lot is a community fire ring. Please feel free to use the fire ring. We ask that you obey the county fire regulations, do not leave the fire unattended keep the fire small and within the fire ring and extinguish the fire before leaving. Please use common sense as we are on the boarder of the New River Gorge National River. The winds pick up quickly and can blow up to 40 miles an hour. Please leave the area as clean as you found it. Falls Creek Pond is stocked with Bass and Bluegills and available for CATCH AND RELEASE FISHING only. Please handle caught fish lightly and return them to the pond for others to enjoy catching.

We hope you enjoy your stay at Paddle House WV

The Paddle House
473 Peregrine Ridge
Lansing, WV 25862
www.paddlehousewv.com