

Check-in Times:

1:00 – 3:00 PM Oct. – April
3:00 – 6:00 PM May – Sept.



Return Time:

9:00 – 10:00 AM Year Round

Houseboat Guest Information

Welcome to Shasta Lake, thank you for choosing Silverthorn Resort & Marina!

Prior to Arrival: Please review the Reservation Confirmation Email, which includes the Rental Contract with the Cancellation Policy and Terms & Conditions. Before arriving, we also ask that the Boater Safety Test on our website be completed with a score of 80% or higher before your vessel orientation, instructions are listed in the confirmation email or you may call our office for assistance. Taking the Boater Safety Test prior to arrival helps streamline the check-in process and save time.

*Note: Boating Safety Video & Test on our website is not the same as a State Boating License. Renters are not required to have a California Boating Safety License at this time, but Private Boat Owners may need to show proof to local authorities.

Arrival: Upon arrival, we ask that the Captain and Co-Captain please report to the Reservations Office located on the Main Dock for Check-in. Valid I.D.s along with the Damage Deposit are required to start the Check-in. Guests will receive a Map of Shasta Lake, Parking Passes, and the Guest Information Sheet with the Vessel Cleaning Checklist. ***Disclaimer: Boarding time is not guaranteed as there are many factors to preparing a vessel for guests' arrivals, please see contract for details.**

Loading & Orientation: When your houseboat rental is ready, it will be located on our Courtesy/Loading Dock, Captain/ Co-Captain will be instructed to wait by the boat to meet with the Orientator for the Initial Vessel Walk-through. Contracts will be signed during orientation. Make sure to ask questions if you are unsure about any of the vessel operations before leaving the dock.

Orientation must be given before loading or boarding any vessel, once complete you may begin loading your vessel. Pull your vehicle(s) down to the staging area to unload, please don't block other vehicles or launch ramp.

We have dock carts located by the Courtesy/Loading Dock staging area to assist you. We do have a limited number of carts, so please do not load carts before completing your orientation. Once you are done loading, you will re-park in the designated parking lots, making sure your parking pass is visible in the windshield.

Launch & Parking: Rental Guests are provided with a set number of Parking Permits, depending on capacity of rental vessel (additional permits may be purchased based on availability). Parking is very limited throughout most of the season, carpooling is strongly suggested.

Do not park in truck/trailer spots unless you have one, and do not block other vehicles or you will be towed at your expense.

If you have any questions about finding parking, please ask a Silverthorn Staff member for assistance. Parking Permits provided for our Rental Guests include launching of personal watercraft at no additional charge. If you are launching, please tie your vessel to the Main Dock, not the Courtesy/Loading Dock. The Reservations Office can help direct Guests to appropriate staging locations. Additional Parking Permits are based upon availability: \$20 per day to park and \$20 to launch.

Return Procedures: See Cleaning Checklist attached.

Reservations Office & Apparel: We have a stellar selection of Shasta Lake apparel, hats, hoodies, swimsuits, sandals, board shorts, souvenirs, and more.

May to September: 8:00 a.m. – 6:30 p.m. *or* **October to April: 8:00 a.m. – 4:30 p.m.**

Marina Market, SnowShack, & Fuel Dock: Located on our Main Dock, the Marina Market is stocked for some of your last-minute grocery needs (Sodas, Snacks, Beer, Bait & Tackle, Watersport Equipment, & more!). Snow cones will be available seasonally. Our fuel station supplies 91 Octane for your convenience.

***Hours of operation may vary depending on operational needs, call for updated hours of operation.**
(530) 275-1571 ext. 107 Marina Market / (530) 275-1571 ext. 102 Reservations



Return Procedures: Please return to the Courtesy/Loading Dock for check-out to begin unloading and cleaning. Guests may use the large dumpster on the Launch Ramp to dispose of trash (***please note: additional fees will be charged for any trash left on a vessel**). Notify the Reservations Office once you are finished unloading and the vessel has been cleaned to coordinate the Final Vessel Walk-through with Staff to check for damages and to make sure vessel is in the same condition as it was received. Once completed, the vessel will be taken to our Fuel Dock for the final fueling. Please make sure Captain or Co-Captain are still present during the Final Check-out procedures so all final charges may be reviewed before departing.

CLEANING CHECKLIST

This checklist is to assist you with meeting our cleaning expectations for the vessel upon return. Please use it as a guideline. It is expected that the boat be returned in the same condition it was when you checked-in.

- Dishes clean and put away
- Bathroom and kitchen counters wiped clean
- Refrigerators emptied and cleaned
- Toilets cleaned
- BBQ grill cleaned
- Ice chest cleaned inside and out
- Floors swept and mopped
- Entire boat is free of dirt/mud
- All garbage taken to dumpster
- Fuel tank filled by Staff Member

Please note that additional charges may apply for vessels left uncleaned, excessively dirty or damaged:

Exterior Cleaning Charges: Front/Back Deck \$350 – 2nd Deck \$850 – 3rd Deck: \$450

Interior Cleaning Charges: \$95/hr. – Excessive Pet Damage/Cleaning \$500.00 – Labor Charges \$179/hr.

Trash Left \$25.00/Bag - \$250 Smoking Inside Vessel - *Cleaning/damage fees are subject to change.

Remember... If you pack it in, pack it out!

We appreciate your business, thank you!

We are a team committed to providing every guest with a fun and memorable vacation experience.

Please don't hesitate to let us know how we can make your stay more enjoyable, we look forward to boating with you!

Silverthorn Resort & Marina

16250 Silverthorn Road, Redding, CA 96003

Reservations Office #'s: 800-332-3044 / 530-275-1571 ext. 102

reserve1@houseboats.com