

Check-in Timeframe:

1:00 – 3:00 PM Oct-April

3:00 – 5:00 PM May-Sept.

Check-out: 11:00 AM



Moorage Dock Gate: _____

Top Entrance Gate: _____

WIFI Password: _____

Cabin Guest Information

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

Prior to Arrival: Please review the Reservation Confirmation Email, which includes our Rental Contract with the Cancellation Policy and Terms & Conditions.

Arrival: Upon arrival, we ask that the Reservation Holder 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 process and sign the Rental Contract. Guests will receive the Cabin Keys, a Map of Shasta Lake & Silverthorn Resort, Parking Passes, and the Guest Information Sheet with the Cabin Cleaning Checklist.

Personal Moorage for Boat: Each Cabin rental comes with a personal small boat slip (10' wide), located on our private Moorage Dock. Details will be given by one of our Reservation Agents upon arrival.

Launch & Parking: Cabin Guests are provided with 2 Parking Permits for each Cabin Rental. Parking is very limited throughout most of the season, carpooling is strongly suggested. Additional Parking Permits are based upon availability: \$20/day to park and \$20 to launch.

Please park in designated Cabin Parking Spaces. Do not block other vehicles or the Launch Ramp, your vehicle will be subject to towing at your expense.

The 2 Parking Permits provided for our Cabin Rental Guests include launching of personal watercraft at no additional charge. If you are launching, please tie your vessel to the Main Dock until moving to the Assigned Private Moorage Dock Slip, not on the Courtesy/Loading Dock. Silverthorn Staff can help direct Guests to appropriate staging and parking locations.

Towel/Linens: Although daily housekeeping services are not provided, we will replace any soiled towels or linens with fresh clean ones. Just place your soiled towels/linens outside the door by 10 a.m. You may also call the Reservation's Office to notify us and clean replacements will be provided. Should you have any special requests, please notify the office and we will do our best to accommodate you.

Trash Receptacles: Each day your trash will be removed from the outside receptacle. If you need to discard trash before then, there are dumpsters located throughout the facility by the Cabins, Moorage Dock, and on the Launch Ramp.

Maintenance Requests: Should you have any maintenance needs during business hours, please contact the Reservation Office and we will assist you as soon as possible. If you encounter any problems after hours, please leave us a message and we will assist you the following morning. For emergencies, please call 911.

Return Procedures: See Cleaning Checklist attached.

Reservations Office & Apparel: We have a stellar selection of Shasta Lake apparel, hats, hoodies, swim suits, 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 make sure to leave the cabin in good condition, see the cleaning checklist requirements below. Return the key(s) to the Reservations Office. If you intend to leave outside of business hours, please contact Reservations for arrangements.

CLEANING CHECKLIST

This checklist is designed to assist you with meeting our cleaning expectations for the cabin upon departure. Please use it as a guideline. It is expected that the cabin be left in nearly the same condition as it was when you checked-in. Thank you.

- Dishes are washed and put away
- Surfaces are wiped down
- Remove food from kitchen
- All garbage taken to outside receptacle or dumpster
- Clean off BBQ grill
- Property surrounding cabin left neat & in order
- Turn off all electronics & lights
- Shut & lock all windows and doors

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

Cleaning Charges: \$95/hr. – Excessive Pet Damage/Cleaning \$500.00 – Smoking Inside Cabin \$250.00

*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