



Houseboat Guest Information

We hope you enjoy your trip with us! Here is some additional information that may make your trip more convenient.

Check-In- Upon arrival report to the Reservation's Office located near the end of the main dock with your captain and co-captain. You will need to sign your houseboat contract to begin check-in (bring a valid license/I.D.) Upon check-in you will receive your Shasta Lake map, parking passes, orientation sheet and any other information you may require. Your houseboat may not be ready yet; you are welcome to wait and enjoy our many resort features such as our Pizza & Pub (located in our lower parking lot), Marina Market, Snow Shack and designated beach area. Boarding times are as follows:

May thru September

3:00 p.m. – 5:00 p.m.

Boarding Guaranteed by 6:00 p.m.

October thru April

1:00 p.m. – 3:00 p.m.

Boarding Guaranteed by 4:00 p.m.

Loading & Orientation- *An orientation must be given prior to loading the houseboat.* When your houseboat is ready, it will be pulled around to the courtesy/loading dock. You will be called to be given your boat number and you must wait at the boat until a Silverthorn staff member arrives to orientate you. Once your orientation is complete, you may begin loading your boat. You may pull your vehicles down to the courtesy/loading dock to load. Once you are done loading you must move your vehicle to the designated permanent parking area. We have several dock carts located at the courtesy/loading dock to assist you. We have a limited number of carts, so please do not load carts prior to completing your orientation.

Launching & Parking- Each houseboat comes with a designated number of parking passes. The contract signee will receive these upon check-in (additional passes can be purchased based on availability). **No additional passes will be issued during holiday weekends.** Parking passes can be used in our main lot, overflow lot or any other designated parking area (elongated parking spots are for truck & trailers only). **Do not block other vehicles in or you will be towed at your own expense.** If you have any questions regarding parking please ask a Silverthorn representative. Our launch ramp is available for guests to use at no charge. Please tie your ski boat or personal watercraft to the main dock, not the courtesy/loading dock.

Check-Out Procedures- Check-out time is 9–10 a.m. Please return the boat to the loading/courtesy dock and begin unloading your houseboat. Your boat should be cleaned prior to returning from your trip. We have a large green garbage dumpster located near the boat launch ramp to dispose of your trash (**do not leave any trash on your boat**). When unloading is complete please notify the Reservation's Office, they will coordinate your walk through and final fueling. Once complete, your fuel bill will be brought to the Reservation's Office where you can provide payment for it and any additional charges.

Reservation's Office & Apparel Store Hours- Choose from our great selection of custom Shasta Lake shirts, hats & sweatshirts as well as Volcom & Luli Fama swimsuits/boardshorts and Reef sandals, as well as many different souvenirs for everyone.

June 1st thru August 31st

8:00 a.m. – 6:30 p.m.

September 1st thru May 31st

8:00 a.m. – 4:30 p.m.

(Dates and hours of operation may vary depending on operational needs)

Silverthorn Resort Pizza & Pub- The Silverthorn Pizza & Pub is equipped with 4 large satellite TV's and a pool table for your enjoyment. Come join us for **Live Music** on select nights and enjoy the best pizza and view on Shasta Lake.

Open seasonal only. Memorial Weekend thru Labor Day Weekend Call your order in at **(530)275-2050**

(Dates and hours of operation may vary depending on operational needs)

Market & Fuel Dock Hours- Our marina market is stocked to accommodate your grocery convenience needs for your lake adventure. Any suggestions or recommendations of items to carry are greatly appreciated.

June 1st thru August 31st

8:00 a.m. – 6:30 p.m./Fuel Dock Open Until 8:00 p.m.

September 1st thru May 31st

8:00 a.m. – 4:30 p.m.

(Dates and hours of operation may vary depending on operational needs)

Thank you for choosing Silverthorn Resort.

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

Please don't hesitate to let us know how we can make your stay more enjoyable.



HOUSEBOAT CLEANING CHECKLIST

*This checklist is to assist you with meeting our cleaning expectations of the houseboat upon your return. Please use the following as a guideline, however, it is expected that the boat be returned in the **same** condition it was received in upon check-in.*

Thank you!

- ✓ Dishes clean and put away.
- ✓ Bathroom and kitchen counters wiped clean.
- ✓ Decks and roof clean and free of dirt.
- ✓ BBQ grill cleaned.
- ✓ Ice chest cleaned-inside and out.
- ✓ Trash emptied into dumpster.
- ✓ Floor swept and mopped.
- ✓ Refrigerator's emptied and cleaned.
- ✓ Toilets cleaned.

Please note: A \$400.00 minimum fee will be charged for boats returned unclean.
A minimum fee of \$100-\$200 PER DECK will be charged for any floors (inside & out) not swept and mopped

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