



First off let us say how grateful we are you chose Silverthorn Resort and Marina for your rental destination! Our goal here is to provide the best possible experience for you and your group to enjoy beautiful Shasta Lake for the duration of your stay. We can't do that alone; we need each customers help to foster the best environment for everyone.

Here are some guidelines of the process to understand and follow, that will enable us to do so.

- **Arrival**-Locate temporary parking with the assistance of our parking attendant if needed. Do not block other cars or customers preparing for their trip.
- **Check-in**-Have just the captain and co-captain (with contract holder if not either)come into the reservations dept. located on the main dock to sign the contract and receive paperwork that includes parking pass, guest info, orientation sheet, map, etc. If this is a scheduled arrival time, please be on time (not early or late).
- **After Check-in**-Your boat may not be ready upon arrival, please be prepared for a wait time, especially if you arrive early. Do not load the dock carts until you have completed your orientation. We do have our pizza pub open Thurs-Mon, Noon-9pm, June thru August to enjoy while you wait.
- **Houseboat Assignment**-You will be called via the phone numbers given at the check-in, please be available and in service. Once called, your boat number will be given and your orientator will meet your captain, co-captain, and any others wishing to participate in the orientation on your boat located on the courtesy dock. Feel free to video record this part and ask any questions you have about the houseboating process or function.
- **Loading**-Once orientation is complete, pull your vehicles down by the courtesy dock and use the dock carts to load your houseboat.



- **Parking**-Once loading is completed, park your vehicles in the designated parking lots or other permanent parking areas, we have a parking lot attendant available if assistance is needed. Do not leave your vehicle parked in a temporary parking area or blocking another guest's vehicle. You will be called to move your vehicle, if we are not able to reach you via phone numbers provided, your vehicle will be towed at owners' expense. Silverthorn Resort is not responsible for damage to vehicles or lost/stolen items. Please park appropriately and do not leave any valuables in your vehicle during your trip.
- **Launch Ramp**-Our launch ramp is available for use to all of our rental customers. Be respectful of other customers wanting to use the ramp. Do not load, clean, park, or do any other kind of obstructive activities while on the launch ramp. Also tie your personal boats up on the main dock, not the courtesy dock please.
- **Gas Dock**-There are spots to fuel up for both personal boats as well as houseboats. Please do not seek to fuel a personal boat up in the houseboat slips because there is not an available small boat spot. Also once your boat is fueled up, please move it to an open slip/spot on the main dock if you are not immediately leaving.
- **Clean up**-Please clean up any and all trash that your group generates on the lake, there is always an available dumpster on the ramp. It takes every one of us working together to keep Shasta clean and beautiful!

We want to thank each and every customer's effort to help us with our process to provide the best experience possible. We seek to treat every customer with the utmost respect and hope that you will too.