

Retriever's Rest

IN ADVANCE OF YOUR VISIT



PNW Concierge LLC is a professional vacation rental services company. We have a team ready to assist our guests before, during and after each stay.

If you are interested in checking out our other homes or saving a little money on your next stay, look at our direct booking site:

pnw-concierge.com

You can expect the same quality of service and welcome at each of our homes.



Thanks for Choosing Us!

Retriever's Rest is the family getaway home for the Mathieson Family. They love the quiet beauty of the location, watching the wildlife from the deck, and the modern amenities and high quality finish of the home. They feel that they have created a warm and welcoming space with interesting and comfortable furniture.

The family hopes that you, your family and friends will make wonderful memories here.

Planning Your Visit

Please contact Jackie Granger, for any questions you may have before or during your stay. We strive to give our guests the best stay possible! Contact through the booking app or text/call: (360) 201-9351 or by email: jackie@pnw-concierge.com.

Within two hours of arrival check in with Jackie, so she knows that you have made it to the house and that everything is in order!

And, if there is anything that would keep you from giving us a 5 star review please allow us the opportunity to make it right.

Things You Should Know

Retriever's Rest is less than 7.5 miles from the I-5 - Exit 240, Alger.

If you have forgotten any groceries or necessities, you might stop by the Glenhaven Country Store, 3094 Glenhaven Dr, Sedro Woolley, (on the way to the house,) or a little off the route, is the Valley Market & Deli and the Valley Village Shopping Mall. They are located at 1945 Lake Whatcom Blvd, Bellingham.



WiFi

Network: MLakehouse-Guest

Password: Christmas

GETTING TO THE RETRIEVER'S REST

In Case of Emergency Dial 911

For all emergencies dial **911**. All emergency responders are dispatched through this system - fire, medical, and police. Our address is **3598 S Bay Dr, Sedro Woolley**.

Fire Extinguishers and First Aid Kit

For your safety we have three fire extinguishers. One is located on the main floor in the laundry room and in each kitchen under the sinks.

Orient yourself and other guests of these items before you need them. There is also a fire suppression can under the barbecue

We also have first aid kits for minor issues in the tool box under the kitchen sink and . Let us know if you use it so that we can refill the items after your stay.

Evacuation Plan

On the foyer wall there is an evacuation plan. It shows all exits and the location of fire extinguishers in the home. Please have everyone in the home familiarize themselves with it.



Getting To And Into the House

There are two parking spaces in the garage and two more on the driveway. There is an EV Charger for your convenience, in the garage between the two spots.

Contact Jackie 360.201.9351, on the morning of your trip for your access code to the front door.

To unlock the door, press the buttons on the keypad that correspond to your code, then press the check button. To lock the door from the inside, turn the thumbturn. To lock the door from the outside, press the lock button for two seconds.

House Rules

We are on a septic system, so be conservative with water usage. Short showers - and spread showers over the course of the day, turn off the water when you are brushing your teeth, don't run the water constantly. One load of laundry per day. Septic systems are very water sensitive. They will overflow which is nasty and expensive!

The Retriever's Rest is a non-smoking house; please do not smoke in the house or on the deck; this may affect our neighbors enjoyment of their homes and the freshness of our furnishings. Smoking is permitted at the fire pit.

We also ask that you remove your shoes when you enter the house. This allows us to keep the home clean for you and our next guests.

Also, see our Good Neighbor Policy at the end of this document.



QUICK START GUIDE



We Strive For 5 Stars

If anything would stop you from giving us 5 stars contact Jackie, she is resourceful and a great host. Post a review on Google, too!

Also we are constantly trying to improve our guest experience, so if there is anything we can improve, let us know.

Heating and Cooling

There is a heat pump system located on the top floor. This is the only area we have air conditioning. We have set the temperature throughout the house to 68 for your comfort.

Our Neighbors

Our neighbors are very gracious people but having a vacation rental next door can cause disruptions.

Rather than ask our neighbors questions about the area or nearby offerings, please contact Jackie if you have questions or need something.

See our Good Neighbor Policy and house rules at the end of this document.

Lawn Care

We have our yard serviced on Wednesdays.

Children at Retriever's Rest

We are very happy to have children in the house, though the house is not child-proofed, and the lake is nearby and accessible. There are elements of the house that are not protected for children - outlets, sharp edges, drawers containing knives, cleaning and other chemicals in cupboards in the kitchen, laundry area and bathrooms and unprotected stairs.

So if your children are of an age where that is a concern, we suggest that you bring or do what you need, to keep your children safe.

Inside and outside, please monitor your children's safety.



Garbage and Recycle

Garbage is between the house and the garage and recycle bins are inside the garage. Recycle may be different than what you are used to. In the regular recycle bins there are NO take out food containers including pizza boxes, NO aluminum foil, NO plastic wrap, NO plastic bags, and boxes MUST be broken down, and all cans and glass must be rinsed with lids removed. Please help us be kind to the recycling people by adhering to these policies.

Collection is on Thursday mornings. If you are staying at Retriever's Rest overnight on Wednesday, please move the cans to the road; if you would rather not do this, then please let us know and we will send someone over to take care of it. Thank you!

Barbecue

On the main floor deck there is a large barbecue for your use. You will need to turn on the propane located underneath the BBQ, before operating the barbecue. Under the BBQ, you will also find a small Fire Spray can, in case of emergency.



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TV Watching

There are three smart TVs in the home for your enjoyment. One is located in the den on the main floor, one is in the first floor living space (it has an Xbox One attached,) and the other is in the primary suite.

Select your favorite streaming app, sign in and enjoy. Don't forget to sign out before you check out!

First Floor Living Room

There is a dart board and Xbox One in this room. Please sign out at departure

Board games and puzzles are located in the game room on the top floor.

Nearby

Galbraith Mountain, the hub for mountain biking, also abounds with hiking trails, is a 15 minute drive from Retriever's Rest.

There are many hikes nearby too. We have provided the Urban Trails Guide in the house.

It's a short drive to Bellingham that has great views of Bellingham Bay, great restaurants and shopping and lots of events nearby. Not to mention the beer!

Beach and Dock Access

We have direct beach access at the property including a boat dock and swim deck. Please be careful around the water and understand the rules and operational guidelines.

There are nice beaches at Bloedel Donovan Park at the northwest end of Lake Whatcom including swim docks, multipurpose fields, basketball and volleyball courts, picnic tables and a playground, as well as boat and SUP rentals.

Check out: <https://cob.org/services/recreation/parks-trails/parks-guide/bloedel-donovan-park>

There is also fishing, boating and public access on Lake Whatcom. See information page, later in this document.

<https://wdfw.wa.gov/fishing/locations/lowland-lakes/lake-whatcom>

The Mathieson's left their paddleboards down near the water for your enjoyment. You will need to bring life jackets for everyone in your group. Please make sure that kids are monitored and that everyone wears a life jacket.

There is a weather station at the house which also monitors water temperature. Information can be found on the whiteboard in the hallway to the main floor den.



Bringing Your Boat to the Retriever's Rest

We have a great dock where you can tie up your boat. On the left side of the dock, there's a set of mooring whips. The purpose of mooring whips is to provide a system for securing a boat while allowing it to move with changing tides, currents, or wind conditions. They are particularly useful in areas where the water level fluctuates or where there is significant wave action. On the south end we can get quite a bit of wind and waves at times, so it really keeps the boat safe.

There is quite a bit of tension when attaching them to the boat so keep that in mind and don't let kids do the attaching.

There are also tie up cleats. Around September the water starts to get fairly low and things then become more unknown.

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Pantry

We have a small stock of pantry items at Retriever's Rest, so if you forget something, we might have it! There is of course, salt and pepper, other spices, cooking oil, sugar and condiments (in the refrigerator).

You are welcome to use whatever is in the pantry cupboard or the refrigerator.

Supplies

Along with a hair dryer, you will find a couple of extra razors, feminine hygiene products, toothpaste, toothbrushes and other miscellany.

We have provided them, in case you forgot yours. They are in the each of the bathrooms. Please take them with you or throw them away when you go.

Dishes and the Dishwasher

Of course, when you are on vacation, no one wants to do dishes! That's why we have a dishwasher. Almost everything in the kitchen is dishwasher safe. Please do not place the steak knives, chef's knives, delicate wine glasses or wooden cutting boards in the dishwasher. Thank you.

Checking Out - 11am

At the end of your stay we would love if you drew or described what you did during your stay, or tell us what you loved about the home. We have a guest book on the sideboard at the bottom of the stairs on the main floor. We also have one for children if they would like to contribute one page.

Remember to log out of any personal accounts on the TVs. We try to check but there are so many apps, sometimes we miss them!

We ask only a few things of you at the end of your stay.

- ✓ Place all dishes in the dishwasher and start it before you leave
- ✓ Take out the trash if it's stinky
- ✓ Check that you have all of your belongings
- ✓ Close the windows and lock the door as you leave (by 11am so we can prepare for our next guests).

Thank you for staying with us!



Your Pet

We are happy to accommodate your pet during your stay. There are a few things we ask of you. Don't permit your dogs on the furniture or the beds.

We have provided bags (hanging on the coat rack by the front door,) to pick up after your pet - whether in the yard or in the community, we ask that you please leave no trace! If we need to pick up the yard after your stay we will charge you.

There is a fully enclosed dog run in the back side yard. Please do not leave your dog in there when you leave the home. Your pet should be with you at all times. They miss you!



BOATING ON LAKE WHATCOM

Boat Inspections

Boat inspections and permits are required for boats launching at Lake Whatcom and Lake Samish. Boat owners can choose between several day pass or annual permit options.

Locations:

Bloedel Donovan Park
Boat Launch, 2214
Electric Ave, Bellingham,
Open everyday, 5am to
9pm

Lake Whatcom South Bay
WDFW Boat Launch

South Bay Drive, Sedro
Woolley, Open weekends
9am to 6.30pm.

Permits and Fees

Three Day Pass	\$20
One Day Pass	\$10
Decontamination Services Fee	\$25

All boats are required to have a valid permit when launching and while operating on Lake Whatcom or Lake Samish. Resident boats will need to have an annual permit to remain on the lake throughout the season. For additional questions or to schedule an inspection on-site, please call the hotline at (360) 778-7975.

Boating Rules

Carbureted two-stroke engines **are prohibited** on Lake Whatcom

Do NOT transport any plants or animals to or from Lake Whatcom

Follow Speed limits:

- 6mph at all times if you are within 300 feet of docks and the shore, or within 100 feet of a swimmer, diver, or any non-motorized boat
- Night: 8mph from 30 min after sunset to 30 min before sunrise
- Day: 40mph in unrestricted areas 30 min before sunrise to 30 min after sunset

Right-of-way Rules:

- You must give way to swimmers, divers, and fallen skiers
- You must give way to any non-motorized watercraft including: sailboats, rowboats, canoes, and kayaks

Life jackets are required to be on board for each passenger and must be worn by children under the age of 7 at all times

Age Restrictions:

- You must be at least 10 years old to operate a motorized watercraft up to 10 HP without an adult
- You must be at least 16 years old to operate a motorized watercraft with a motor greater than 10 HP



Clean, Drain and Dry

Clean, drain, and dry your boat and recreational equipment before entering or leaving the lake to prevent the spread of aquatic invasive species.

Clean: Remove ALL aquatic plants, animals, and mud. Thoroughly wash everything

Drain: Drain water from your boat, trailer, tackle and gear before leaving the area, including wells, bilge, and engine cooling water

Dry: Allow a minimum of 5 days for your boat to dry before launching into other waters

Do NOT release pets, bait, aquatic plants, or aquarium water into the wild.



Retriever's Rest is in a residential community that is close knit and neighborly. We have had encouragement and support from our neighbors regarding our short term rental. We ask that you **consider our neighbors** as you enjoy your vacation.

One of the benefits of visiting a vacation home is the peace that permanent residents enjoy year round. It is an extraordinary feeling to view the beauty of nature in a quiet and safe surrounding. We hope that you too will embrace this special sense of being close to nature and **respect the quiet neighborhood with courtesy**. Our neighbors live next door, across the street and throughout the community.

Our neighbors enjoy the peace and quiet of living away from the city. Be considerate of the neighborhood and our neighbor's right to the quiet enjoyment of their home and property, not only between the quiet hours of 10pm until 8am but during the daytime as well.

Please **park in designated spots** only.

Respect that you are renting our property, not our neighbors.

Help **keep our community clean** by disposing of trash, recycling and cigarette butts appropriately.

We limit the number of guests in our home to limit the impact on our neighbors. Therefore **only the number of guests agreed upon in advance** may visit or stay in 'Retriever's Rest.'

If you venture into the community, please **park in designated areas only**, do not park on lawns or in a manner that blocks private property access and roadways.

If you have questions about the area, the home, or things to do, **direct them to the management company** rather than our neighbors - they are not the local tour guide.

We believe that you can have a wonderful vacation at Alger Alps while respecting our neighbors and our community.

Thank you.

Welcome! Did you know this property is served by a septic system?

Please help us be SepticSmart by taking steps to ensure that our septic system continues to operate as expected – helping protect the environment and ensuring a good stay. Whatever goes down our toilet, sink, or shower pipes ends up in our septic system and affects how well it works.

Please do your part to be SepticSmart by taking these simple steps:

- ✓ **Think at the Sink!** Please keep grease, fats, harmful chemicals, and hair out of the drain. They can clog or damage our system and can cause an expensive plumbing mess.
- ✓ **Don't Overload the Toilet!** Please do not flush non-degradable items such as dental floss, diapers, wipes, hygiene products, or hair.
- ✓ **Be WaterWise!** Stagger use of water-based appliances among house guests. All of the water in this home's pipes ends up in the septic system. Efficient water use improves the operation of a septic system and reduces the risk of failure.
- ✓ **Be Mindful of Guests!** If there are more people staying in our home than our septic system was designed to support, your guests may overload the system and mess up your stay. This is one reason why we cannot accept more than the maximum number of guests.
- ✓ **When in Doubt, Follow an Easy Rule of Thumb:** Do not flush anything besides human waste and toilet paper. If you perceive an issue with our plumbing, please call Jackie at 360.201.9351 or Bryan 360.739.9066 in the rare instance that sewage should back up into our home, avoid contact with it.

Following these easy steps will not only avoid septic system issues and extra cost but will also help ensure an enjoyable stay.



septicSMART

U.S. Environmental Protection Agency