

RDC Guest Information Manual

OFFICE INFORMATION

REGISTRATION: For safety and emergency purposes, it is very important for you and all of your guests to register at the office immediately upon arrival. Do not go to your lodging facility before registering at the office. To ensure that accommodations are thoroughly cleaned and in order, we must strictly enforce guest arrival and departure times.

- * **Check-in time:** arrive no sooner than 4:00 p.m.
- * **Check-out time:** depart no later than 11:00 a.m.

Important Note: The practice of moving into a cottage or lodge room before it has been completely turned-over makes it impossible for staff to thoroughly clean and disinfect that facility. This practice increases the potential for the spread of infectious diseases. Therefore, please register at the office immediately upon arrival to find out if your accommodation has been prepared for your arrival.

HOURS: From mid-June through Labor Day, both the Rockywold and Deephaven Offices are open seven days a week from 8:00 a.m. to 8:30 p.m. During early and late season, office hours are reduced somewhat but posted at each office.

MESSAGES: Messages will be delivered to your dining room table and your mailbox in the office. Please check your mailbox regularly. Also, make sure that your guest(s) have been registered at the office.

Important Note: We cannot give messages to guests if we do not know they are here. For the convenience of your guests, and in the event of an emergency, it is extremely important that all guests and visitors register at either the Rockywold or Deephaven offices upon arrival.

TELEPHONE & FAX INFORMATION:

- * Rockywold-Deeplaven Camps Main Number (603)-968-3313
 - * After Office Hours Emergency Numbers (603)-968-3606 and (603)-968-3836
 - * Fax Number for the Rockywold Office (603)-968-3613
 - * Fax Number for the Deeplaven Office (603)-968-3604
 - * Fax Number for the Main Office/Roswell (603)-968-3438
- * The charge for sending a fax is: \$5.00 for the first page, \$.25 for each additional page. The price may be higher for an overseas fax, inquire at office. There is no charge for receiving a fax, except for faxes in excess of 10 pages. These multiple page faxes will be billed at \$.10 per page.

PAY PHONES:

Rockywold-Deeplaven Camps have standard pay telephones and credit card operated phones. These phones are located in small buildings named "MA BELL". The Rockywold Ma Bell is #40 on the camp map and the Deeplaven Ma Bell is #93A on the camp

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map. In addition, both the Rockywold and Deephaven Offices also have an indoor pay phone.

BILLING: Except for nightly Lodge accommodations, Rockywold-Deephaven operates on a Saturday - to - Saturday, one-week billing schedule. All bills are ready on Friday evening. We ask that any questions regarding meal and overnight overages be discussed with the office by Thursday evening.

BOAT & BICYCLE RENTALS: Boat Rentals are to be arranged through the office. Bicycle Rentals are arranged at Zodiac (Map #47). All rentals have limited availability. Weekly boat rentals may be reserved prior to your arrival. Daily rentals may be requested upon your arrival and will be provided if available. Weekly and daily bicycle rentals are available after 7 p.m. on Saturdays. For prices and more information please refer to the BOATING INFORMATION section of this manual (page 14).

CREDIT CARDS are not accepted. Payment by cash or check only. Checks up to \$100.00 may be cashed at the office.

ISLAND USE: Reservations for the use of RDC managed islands are to be made through either camp office upon your arrival (after 4 p.m. on Saturday). At this time, please check with our Office Staff for availability. Island reservations cannot be made prior to arrival. During peak time periods, only one island reservation can be made per cottage per week.

MAIL: Mailboxes for outgoing mail are located inside both the Rockywold and Deephaven offices. Outgoing mail is taken to the Holderness Post Office daily. Incoming mail is distributed to guest mailboxes in each office by late afternoon. Stamps and envelopes are for sale at each office.

NEWSPAPERS must be ordered at least "one week" prior to your arrival and are billed at their published rates. From mid-June through Labor Day you may reserve the Boston Globe, USA Today, The New York Times and The Wall Street Journal.

N.H. FISHING LICENSES & PARKING PASSES for the White Mountain National Forest are for sale in both the Rockywold and Deephaven offices. Be sure to review the New Hampshire Freshwater Fishing Digest before fishing.

WIRELESS INTERNET ACCESS: For guests who bring their own computers with wireless capability, wireless internet access is available at most of our guest accommodations. If your particular accommodation does not have access, the Ma Bell facilities in both Rockywold and Deephaven Camps can be used for wireless access.