



## About the Resort

### Area Activities

Stoweflake's Mountain Vacation Planners are available to help you arrange area activities. You will also find our evening *Stoweflake Daily Newsletter* in your resort guestroom.

### Afternoon Tea and Cookies

Complimentary tea, coffee, hot chocolate and homemade cookies are served in the Lobby from 3:00 - 5:00 p.m. daily.

### Alcoholic Beverages

The legal drinking age is 21. Your server will request an acceptable proof of age. For In-Room selections, please call Room Service at ext. 5540.

### Après Ski

Charlie B's features complimentary après ski, 4:00 - 5:30 p.m. daily (winter season).

### Bathrobes

In-room bathrobes are provided for use during your stay. If you choose to take one home, please note that there will be a charge of \$100.00 (plus tax) added to your bill. Spa robes are available for purchase at Elements Retail Store in our spa and Stoweflake gift shop.

### Bell Service

Bell service is available for check-in and check-out. Luggage storage is available if you want to stay on property or in the area after check-out. Contact Guest Services for assistance.

### Catering

We offer on property catering services for any size party. Minimum charges and 24 hour notice apply. Please contact the Sales Department.

### Children's Play Area

A swing set and slide can be found near the tennis courts, behind the Sports and Wellness Center.

### Check-Out Time

Check-out is 11:00 a.m. Full shower facilities are available for your use at the Sports and Wellness Center. Please feel free to use the resort amenities after check-out.

### Conference Center at Stoweflake

The Conference Center at Stoweflake is Vermont's only *International Association of Conference Centers (IACC)* certified center and annual winner of *Successful Meetings Magazine's Pinnacle Award* since 1996. The conference center is recognized for its superior facilities and service. Please contact Conference Sales for a tour and information.

### **Day Care**

Please contact our Mountain Vacation Planners® for child care arrangements.

### **Dress Code**

Although we encourage you to dress in a relaxed and informal fashion at the resort, we have a few exceptions. In Winfield's Bistro, tank tops and sweat suits are not permitted. During Winfield's evening hours, please no shorts or t-shirts.

### **Elevators**

There are two elevators in the resort. They are located in the west wing, near the Spa at Stoweflake entrance, and in the east wing near the Conference Center at Stoweflake entrance.

### **Entertainment**

Charlie B's Pub & Restaurant offers live music in season featuring Vermont's most popular musicians in a relaxed and festive atmosphere. Please contact our Mountain Vacation Planners® for a schedule.

### **E-mail Club**

To receive emails with Stoweflake specials, events and other news, log onto [www.stoweflake.com](http://www.stoweflake.com) and sign up to receive our periodic emails. Stoweflake adheres to a strict privacy policy and does not share email addresses with others.

### **Fire Safety**

Information is provided in the *Safety & Security* section of this directory.

### **Fitness Courses**

Stroll, jog, hike, or nordic walk through Stoweflake's 60 scenic acres. There are course signs with fitness activities at 10 stops. In winter, the course is also used for the Tubbs Winter Fit Course. 5K of groomed cross-country and snowshoe trails for Snowshoe, Cross Country Ski and Nordic Walking fitness trails. Trailhead located behind the outdoor pool.

### **Gallery**

Be sure to visit our art gallery, filled with exciting artwork from local artists! The galleries are in the East Wing, the hall connecting the West Wing and in the spa lobby and corridors. Please contact our Mountain Vacation Planners® to purchase your favorite.

### **Game Room**

Our game room is open 6:30 a.m.-9:30 p.m., located downstairs in the Sports and Wellness Center. Included are: video games, pool table, Ping-Pong table and a television. Contact Guest Services to borrow our board games and playing cards during your stay.

### **Gift Shops**

**Stoweflake Gift Shop** located in the main lobby features Vermont-made food products, gifts, maple syrup and jams. Hotel amenities, personal items, newspapers, magazines, and other items are also available.

**Elements Retail Store** features beauty products, spa apparel including yoga and lounge wear, t-shirts, sweat shirts, bathing suits, sandals, hats and bags – everything you need to make your spa experience

memorable and comfortable. Recreate your spa treatments with signature lotions made from indigenous Vermont products.

### **Golfing**

Our *Professional Golf Practice Areas*, behind the West Wing includes a professional putting green and an Executive 9-hole, Par-3 golf course. The resort is also adjacent to the 18-hole championship *Stowe Country Club*. Our *Mountain Vacation Planners*® can arrange tee times for you. There are also other golf courses within a short driving distance. Please reference the *Area Information* section for a list.

### **Hot-Air Balloon rides**

Hot-Air Balloon rides are available, in season, with advance reservation. President of StoweFlake, Chuck Baraw; brother, Stu Baraw Jr.; and Sheri's husband, Eric Smith are all FAA certified commercial pilots. Flights on the *Spirit of StoweFlake* are scheduled in advance on a flight availability basis, and are weather dependent. Join us for our annual StoweFlake Hot-Air Balloon Festival, held the second weekend in July. Please contact our Mountain Vacation Planners® for more information.

### **Hotel Reservations**

Contact our Reservations Department to extend your stay or ask about future reservations. Also ask about our frequent guest program that offers a great way to earn a free night, romantic dinner or sensational spa treatment! For every \$10 spent at StoweFlake, you receive one StoweFlake dollar. When you accumulate 100 StoweFlake dollars, we will apply them to your account for use during your next stay. Spend these dollars however you wish and remember as a repeat guest, you are also entitled to 10% off your return stay.

### **Ice Machines**

Ice machines are found on the first floor of the West Wing near the side entrance, and on the second floor of the West Wing near the elevator. There are also ice machines on the second floor of the east wing near the sports facility and at the covered bridge. You will find an ice bucket with glasses in your room.

### **Ice Skating Pond**

Weather permitting; StoweFlake's skating pond is open for ice-skating. Please contact our Mountain Vacation Planners® for safety conditions and hours of availability.

### **Key Cards**

If your key cards have been lost or stolen, please contact Guest Services for replacement. Identification is required. Please return key cards when you check-out.

### **Laundry Service**

Please contact Guest Services for pickup service. Dry Cleaning- Dry cleaning service is available Monday through Friday (excluding legal holidays). All items received by 8:00 a.m. will be returned by 6:00 p.m. Laundry Service- Available Monday through Saturday (excluding legal holidays). All items received by 8:00 a.m. will be returned by 6:00 p.m. Pressing Service- One hour pressing is available daily from 8:00 a.m.- 4:00 p.m.

### **Lost and Found**

Please contact Guest Services for lost or found items. Found items are held for 30 days. Every reasonable effort is made to find the rightful owners.

**Luggage Storage**

Luggage storage is available if you wish to remain in Stowe on your day of departure. Shower facilities are available for your use at the *Sports & Wellness Center*. Please feel free to use the resort amenities after check-out.

**Mail**

Outgoing mail leaves the property by 11:00 am; incoming mail arrives early afternoon. Post cards are available for sale at the Stoweflake Gift Shop. Postage and shipping services may be purchased at Guest Services.

**Mountain Vacation Planners® – Concierge**

A great vacation takes time and planning! To assist with on-site and area activities, Stoweflake's exclusive Mountain Vacation Planners® are available by calling extension 5126 or by visiting the desk in the main lobby.

**Newspapers**

Daily, regional, and national newspapers are available at the *Stoweflake Gift Shop*. The *Stowe Reporter* is the local paper for news and local events.

**Pets**

Stoweflake has a limited number of designated guestrooms and townhouses that are well suited for your well-behaved buddy. They are conveniently located close to outside entrances and walking paths. Advance reservations by phone are required. Based on dog friendly units available. There will be a pet fee of \$40 (plus tax) per day. Up to two dogs will be allowed per room reservation.

**Professional Golf Practice Facilities**

The professional practice facilities include a putting green with sand traps and an Executive Par-3, 9-hole practice area. Please reference the *Sports & Wellness Center* section in this directory for more details. (Seasonal)

**Religious Services**

A list of multi-denominational services is provided in the *Area Information* section of this directory.

**Secretarial Services**

During office hours, secretarial services are available for a nominal fee. Please contact our Mountain Vacation Planners® desk for assistance.

**Security**

Stoweflake security staff patrols the resort grounds on a regular basis. For emergency, special assistance or to report any suspicious or alarming activity, please contact Guest Services immediately at extension 5300.

**Sleigh Rides**

During the winter season, you can enjoy a festive horse-drawn sleigh ride through the beautiful Baraw Family Estate. If you like, combine the ride with an elegant candlelit dinner at Winfield's Bistro. Reservations are required. Please contact our Mountain Vacation Planners® for details.

**Swimming**

The year-round outdoor heated pool features a radiant heated deck and the indoor pool is located in the Sports & Wellness Center. **Note: No lifeguards are on duty, swimming is at your own risk. Children age 15 and under must be accompanied by an adult.**

### **Telephones & House Telephones**

Local and long distance calls can be dialed directly from your guestroom; instructions are located on each telephone or dial 5300 for assistance. For your convenience, house telephones are located in public areas of the resort.

### **Valuables**

A safe is available in Guest Services for storage of valuables. The Stoweflake is not responsible for loss of valuables not stored in a secure place. Please contact Guest Services for assistance.

### **Vending Machines**

Beverage machines are located on the first floor of the West Wing near the side entrance, on the second floor of the West Wing near the elevator, and near the Sports & Wellness Center. There are also snack machines on the top floor of the east wing near the Sports & Wellness Center, and in the Game Room.

### **Wake-Up Calls**

Please call extension 5300 to schedule your wake-up call.

### **Weddings**

Stoweflake Mountain Resort & Spa is a premier location for your very special day. With our beautiful grounds and award-winning facility, your choices are endless. Our spectacular English country gardens or lush Atrium can provide a majestic backdrop for any ceremony. Then to our Pinnacle Ballroom or an outdoor tent for a perfect reception, complete with spectacular views of Mount Mansfield. Our Stoweflake Wedding Coordinators will ensure that everything is taken care of, so that you are free to enjoy your special day. And with that extra time, we recommend treating yourself and your bridal party to a relaxing spa or salon treatment. Please contact our wedding team at extension 5130 for more information.