



The staff and management of Thunderbird Resort club welcome you to Reno & Sparks, Nevada! Let us know if we can help you discover the available activities nestled in the high sierra mountains – where to play, where the beautiful vistas are and the fun things to do with the kids. In order to make your visit a memorable one, while keeping your maintenance fees as low as possible, we have listed a few ways that you can assist us.

We have provided your unit with a supply of toilet tissue, paper towels, linens, as well as an inventory of utensils and kitchen appliances. Please contact the front desk for any additional supplies as needed. The front desk staff is available to assist you 24 hours daily by dialing “0” from your unit phone.

CHECKOUT TIME: Please note your check-out time with the front desk. Please help us by checking out on time. Check-out times are strictly enforced. If you leave prior to normal check out day, please contact the front desk. Thank you for your cooperation.

PET POLICY: For the comfort of all owners/guests of the Thunderbird, pets are **NOT** allowed on the property at any time, regardless of size or breed. Only accredited service animals are allowed providing appropriate documentation has been provided to staff in advance. If you are turned in for having a pet(s) on property and cannot provide appropriate documentation, you will be assessed a \$250.00 fine per pet for the offense and asked to board your pet(s) immediately. The Thunderbird Resort Club Board of Directors along with QM Resorts staff understands that pets are family too; however, we ask that they not be housed at the resort. If you would like a list of available pet boarding locations in Reno/Sparks, please contact our front desk by dialing “0” from your unit phone. Thank you in advance for your cooperation.

PARKING: Parking passes are provided at time of check-in. They provide your assigned unit, check-out time, as well as the check-out date and map of the resort. Please keep your parking pass on the dash of your vehicle. Any vehicles found without a parking pass will be towed at your expense.

PERSONAL ITEMS/LOST & FOUND: The resort is not responsible for any personal items left in the rooms. However, if items are found, they will be held on property for 24 hours. If no contact is made within 24 hours, the item(s) will be moved to an offsite holding area for up to 30 days, and then discarded if left unclaimed.

Sincerely,
The Management and Staff