



Guest Information

The Ridge Sierra welcomes you to South Lake Tahoe, gateway to one of the most treasured vacation spots.



The Board of Directors, management and staff of the Ridge Sierra Resort would like to extend a heartfelt welcome to all guests. We are committed to making your visit with us as pleasant and memorable as possible and hope this guest directory provides the information you need to get the most out of your stay.

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Updated July 2022

The Ridge Sierra
265 Quaking Aspen, Stateline, NV 89449
(775) 588-5565 / (800) 788-4297



The Ridge Sierra provides telephones in each unit for the convenience of our guests. There is no charge for toll-free “800” or local calls. The Ridge Sierra is not responsible for any charge you acquire when placing calls from your guest unit. Any long distance calls must be collect or through use of a calling card. Please be sure to dial “91” first for an out-side line. To call another unit on property, dial “3” plus the room number.

The Ridge Sierra Numbers

Dial “0” or the proper speed dial for the following

Front Desk	24 hours
Maintenance	8:00 a.m. to 4:30 p.m. daily
Housekeeping	8:00 a.m. to 4:30 p.m. daily

Emergency Numbers and local information

Emergency	91+911
Douglas County Sheriff	(775) 625-7090
California Highway Patrol	(530) 577-1001
Nevada Highway Patrol	(775) 688-2500
S. Lake Tahoe Police Dept.	(530) 542-6100
NV Road Conditions	(877) 687-6237
California Road Conditions	(800) 427-7623
Barton Hospital	(530) 541-3420
Carson Valley Medical	(775) 782-5100
Urgent Care - Stateline	(775) 589-8900
Urgent Care - South Lake Tahoe	(530) 541-3277
Yellow Cab	(775) 588-1234
Stateline Taxi	(775) 586-1181
Tahoe Village Homeowners Association	(775) 588-7820

Mail and Courier Deliveries

The Ridge Sierra does not have regular mail services. However, courier deliveries for any arriving guests are accepted. If a parcel name does not match any future guest, the parcel will be refused. Please make sure to use the address above and include the Guest name(s) as it appears on the confirmation. **The nearest Post Office is located at: 223 Kingsbury Grade, Stateline, NV 89449, (775) 588-1943.**

Automated Front Desk Services

For greater convenience we have a 24-hour automated Front Desk services. Through the Automated Front Desk, a member of the staff is available to you 24 hours a day, 7 days a week. Please feel free to contact the Front Desk by dialing “0” at anytime with any questions you may have during your stay.

Resort Staff

Housekeeping staff is available at the resort between the hours of 8:00 a.m. and 4:30 p.m. daily. We provide room cleaning service prior to check-in as well as one midweek cleaning for each full week stay. Small amenities such as clean towels and soap are available upon request by contacting the Front Desk. After hours, you may also find amenities behind the desk in the lobby, free for you to use.

Maintenance staff is available at the resort from 8:00 a.m. to 4:30 p.m. daily. To request maintenance assistance, dial “0” on your unit phone.

For **after-hours emergencies**, contact the Front Desk by hitting “0” on your phone.

Check Out Times

Individual units have different check-out times. The check-out times are posted behind your unit’s entry door. Check-out times are scheduled so that our cleaning personnel may prepare the unit for the next member or guest checking-in.

Late check-out are possible based on the unit and availability. Please check with the Front Desk in advance to request a late check-out.

In courtesy to other guests of your unit, please clean all dishes, cutlery and cooking utensils prior to check-out.



Resort Information

Occupancy Limit

Overnight occupancy per unit is limited to six persons (including children). These limits are mandated by Fire Regulations, local Development Codes and Resort Club rules and are strictly enforced at all times.

Parking/Overflow Parking

The Ridge Sierra Resort parking is unassigned. You are allowed to park anywhere you see a "Tahoe Village Homeowners Association" sign. Spaces are available on a first-come, first-served basis. Please make sure the parking pass you received upon check-in is clearly visible on your car's dashboard so we know that the car belongs to one of our guests. Observe all restricted parking areas such as Handicapped Parking and fire hydrants to avoid having your vehicle towed.

Overflow parking is located at Galaxy Lane. If you arrive with a boat or RV, it will need to be parked in the overflow parking area. Please be sure to contact the Tahoe Village Homeowners Association at (775) 588-7820.



The Ridge Sierra is part of the Tahoe Village Homeowners Association. As mentioned above, if you have a boat or recreational vehicle it will need to be parked in the overflow parking lot located on Galaxy Lane. You will need to contact the Tahoe Village Homeowners Association and arrange it with them. You may contact their office at (775) 588-7820. They are open Monday-Friday 8:30am-5:00pm. All of our guests are

welcome to use the pool that is located on Olympic Court which is right by their office at 321 Olympic Court Stateline NV 89449. The code to access the pool is 2580#. You are also able to see the code on channel 13.

Express Computer Center

A computer and printer are available in the resort lobby 24 hours a day. Guests are invited to use the computer to check email, print boarding passes or visit some of the useful websites listed in this guide for updates on local events and information.

Laundry

Each room is equipped with a washer and dryer located in the hallway bathroom. The Resort provides two complimentary boxes of laundry detergent.

Air Conditioning

The rooms at Ridge Sierra are not equipped with air conditioning. Portable fans are located within the hall closet of each unit for your use as needed.

Snow Removal

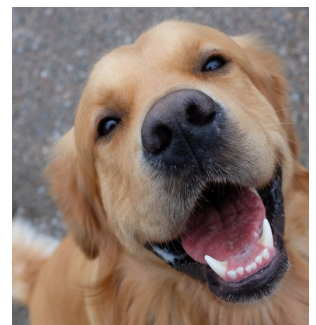
The resort staff will do snow removal on property when it is more than 3 inches deep. We will also need to remove the snow on your balcony; in which case we will need to enter the unit to do this and ask that you do not place the “Do not Disturb” sign on your door.

Unfortunately, resort staff is not responsible for removing your vehicle should it become stuck in the snow. We provide snow shovels in each unit to assist with your personal snow removal needs. You are welcome to ask our staff if they are available to assist you, but we can not guarantee staff availability as they may be busy with site snow removal for the safety of all our guests.

Ice melt is available from maintenance staff during business hours. After hours, ice melt is kept behind the Front Desk for your use.

Our Pet Policy

Please bring your furry friends! The Ridge Sierra offers special PET-FRIENDLY rooms and is happy to welcome your furriest family member. We ask only that you let us know in advance; and that your pet(s) are well-behaved, so they don't cause a disturbance for other guests or damage resort property.





Hot Tubs

During your stay at the Ridge Sierra, enjoy all the comforts of a good soak in our rooftop spa that includes one of the area's most spectacular views of the Carson Valley. **Hot tubs are open daily 9:00 a.m. to 10:00 p.m.**



Billiards Room



We invite you to enjoy our recreation room located directly behind the Front Desk. The pool table is available for the enjoyment of all our guests.



Transportation - The Ridge Tahoe and TTD

All Ridge Sierra guests receive complimentary shuttle service to and from The Ridge Tahoe via the Ridge Tahoe shuttle. To schedule a ride, just use the speed dial button located on your room phone.

The South Tahoe Area Transit Authority provides excellent transportation services via the Tahoe Transportation District (TTD). For more information on specific shuttle routes, pick-up and drop off times, hit "0" on your phone to speak with the front desk, call (775) 580-6591 to speak with TTD directly, or visit the Tahoe Transportation District website at <https://www.tahoetransportation.org/transit/>



During your stay at the Ridge Sierra, you are invited to make full use of the facilities at the neighboring Ridge Tahoe Resort. The Ridge Tahoe offers a variety of amenities and activities to suit every taste. All are fully available to Ridge Sierra guests.

Ridge Tahoe Resort amenities include:

- Indoor/outdoor pool
- Health Club
- Racquetball and Tennis Courts
- Message Therapist
- Gift Shop
- Arcade/Game Room
- Restaurant/Lounge
- Deli/Cafe

For further information about these facilities, please press the “Ridge Tahoe” button from your unit’s phone to dial the following Ridge Tahoe extensions:

- | | |
|--|------|
| • Full Service Marketplace | 6022 |
| • Health Club and Full Service Spa | 6000 |
| • Racquetball and Tennis Courts | 6000 |
| • Swimming Pool and Jacuzzi | 6000 |
| • Children’s Video Arcade; and
Outdoor Playground | 6000 |
| • Adult Game Room; and
Indoor Sports Complex | 6000 |
| • Meeting and Banquet Facilities | 4622 |
| • Kid Club Center | 4386 |
| • Putting Green and Driving Net | 6000 |
| • Ski Ticket Sales | 6000 |
| • Upper Gondola, Heavenly Ski Resort | 6006 |
| • Lower Gondola, Heavenly Ski Resort | 3654 |
| • Shuttle to South Shore of Lake Tahoe | 6200 |



Microwave Oven and Convection Cooking Instructions

Microwave Cooking

1. Press PROGRAM
2. Enter the desired cooking time using the digital touch pad
3. Press POWER LEVEL pad to change the power level, if desired
4. Press START/PAUSE pad to begin cooking cycle
5. A tone will sound and the oven will shut down at the end of the cooking cycle.

Convection Cooking

1. Press **CONV COOK** under **Convection**
2. Adjust temperature settings as desired using the **MORE** or **LESS** touch pads
3. Press **START/PAUSE** pad. **PREHEAT** displays with the selected temperature and **PLACE FOOD on RACK** displays when the oven is pre-heated
4. Open oven door, place food on rack. When you close the oven door **ENTER COOKING TIME** displays
5. Enter desired cooking time using the digital touch pad
6. Press the **START/PAUSE** pad to begin the cooking cycle
7. A tone will sound and the oven will automatically turn off at the end of the cooking cycle.

Fireplace Instructions

Lighting Instructions

1. Turn the key to the left to turn on the gas
2. Use one of the long match sticks located on the mantle to ignite the gas
3. **WHEN IN DOUBT ABOUT IGNITING THE FIREPLACE, PLEASE DIAL "0" TO REACH THE FRONT DESK FOR ASSISTANCE.**

To Turn the Gas Off in the Fireplace

Turn the key to the right and that will turn off the gas to the fireplace.

WARNING: IT IS IMPORTANT THAT YOU FOLLOW THESE INSTRUCTIONS EXACTLY IN ORDER TO AVOID THE POSSIBILITY OF EXPLOSION OR FIRE AND PREVENT DAMAGE TO PROPERTY OR PERSONAL INJURY.



Shopping

Malls and Outlets

Factory Stores at the “Y”:	2062 Lake Tahoe Blvd. South Lake Tahoe
The Shops at Heavenly Village:	1001 Heavenly Village Way, South Lake Tahoe
The Village Center:	4010 Lake Tahoe Blvd., South Lake Tahoe
The Shops at Ski Run Marina:	900 Ski Run Blvd., South Lake Tahoe
Village Mountain Surf and Sports:	3553 Lake Tahoe Blvd., South Lake Tahoe
Round Hill Square Shopping Center:	212 Elks Point Road, Zephyr Cove

Groceries and Supplies

Raley’s Supermarket at Village Center:	4000 Lake Tahoe Blvd., South Lake Tahoe
Grocery Outlet:	2358 Lake Tahoe Blvd., South Lake Tahoe
Lira’s Supermarket:	2977 Highway 50, South Lake Tahoe
Overland Meat & Seafood Company:	2227 Lake Tahoe Blvd., South Lake Tahoe
Discount Boat and RV Supplies:	2494 Lake Tahoe Blvd., South Lake Tahoe

Banks

Bank of America:	276 Kingsbury Grade, Stateline, NV 3344 Lake Tahoe Blvd, South Lake Tahoe, CA
Wells Fargo Bank:	4000 Lake Tahoe Blvd, South Lake Tahoe, CA
Bank of the West:	2161 Lake Tahoe Blvd, South Lake Tahoe, CA
US Bank:	2850 Lake Tahoe Blvd, South Lake Tahoe, CA

South Lake Tahoe Area Churches



South Shore Christian Assembly: 886 Glorene Ave. South Lake	(530) 541-0757
St. Teresa's Catholic Church: 1041 Lyon's Ave. South Lake	(530) 544-3533
Our Lady of Tahoe Catholic Church: West Elk Point Rd, Zephyr Cove	(775) 588-2080
Hope Lutheran Church of the Sierra: 930 Julie Lane, South Lake	(530) 541-1975
Lake Tahoe Community Presbyterian: 2733 Lake Tahoe Blvd., South Lake	(530) 544-3757
Fallen Leaf Chapel Episcopal: 280 Fallen Leaf Rd., South Lake	(530) 544-6635
Harvest Time Church: Highway 50 at Kingsbury Grade	(530) 588-5446
Lake Tahoe Christian Fellowship: Highway 50 at Bigler Ave., South Lake	(530) 544-4357

Online Resources

The Board of Directors, management and staff at the Ridge Sierra sincerely hope this directory has been useful to you during your stay and has helped to whet your appetite for adventure northern Nevada style. Since it's impossible for us to cover every event and every interest, we thought we'd leave you with some useful websites for additional information.

Official South Lake Tahoe Visitor Bureau website:	www.tahoesouth.com
Official Lake Tahoe Visitor Bureau website:	www.visitinglaketahoe.com
Nevada Commission on Tourism:	www.travelnevada.com
Carson City Visitors Bureau/V&T Railroad:	www.visitcarsoncity.com
Virginia City visitors information:	www.virginiacity-nv.org
About.com: Reno/Tahoe:	www.renotahoeabout.com
Tahoe' Best.com	www.tahoesbest.com