



**[Guest Information](#)**



**Welcomes You**



The Board of Directors, management and staff at the Thunderbird Resort extend a heartfelt welcome to all our 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 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 additional services and supplies. If you experience any maintenance issues during your stay, please contact the front desk so we may correct the issue as soon as possible. To reach the front desk, please dial “0” from your unit phone.

**CHECKOUT TIME:** Please note 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 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

## Telephone and Address Information

**Thunderbird Resort Club**  
**200 Nichols Blvd., Sparks, NV 89431**  
**(800) 788-4297**  
**(775) 359-1141**

The Thunderbird Resort Club provides telephones in the units for your convenience. There is no charge for toll-free "800" or local calls. The Thunderbird Resort is not responsible for any charge you acquire when placing calls from your guest unit. Long distance calls must be collect or through use of a calling card. Please be sure to dial "91" first for an outside line. To contact another unit on property, dial "3" plus the room number.

Emergency	9+911
Sparks Police Dept. (Non-emergency)	(775) 353-2231
Nevada Highway Patrol	(775) 687-9600
California Highway Patrol	(530) 582-7570
Nevada Road Conditions	(877) 687-6237
California Road Conditions	(800) 427-7623
Northern Nevada Medical Center, 2375 E. Prater Way, Sparks	(775) 331-7000
Saint Mary's Hospital, 235 W. 6 <sup>th</sup> St., Reno	(775) 770-3000
Renown Hospital, 1155 Mill St., Reno	(775) 982-4100
Concentra Urgent Care, 255 Glendale Ave. Ste. 12, Sparks	(775) 356-8181
Renown Health Urgent Care, 910 Vista Blvd., Sparks	(775) 982-5000
Sparks Chamber of Commerce, 634 Pyramid Way, Sparks	(775) 358-1976

### Thunderbird Resort Club Numbers

**Dial "0" or the proper speed dial for the following**

Front Desk	24 hours
Maintenance	8:30 a.m. - 4:00 p.m. Everyday
Housekeeping	8:30 a.m. - 4:35 p.m. Everyday

### Mail and Courier Deliveries

For regular mail deliveries, please use the address above, including unit number.

We do not have regular mail pick-up. However, a drop box is located across the street at the front desk of the Victorian RV Park. The RV Park's front desk is open from 8:30 a.m. to 7:00 p.m. daily. They are closed on major holidays.



## Automated Front Desk Services

For greater convenience we have 24 hour automated front desk services.

Through the Automated Front Desk, a member of the front desk staff is available to you 24 hours a day, seven days a week.

Please feel free to contact the front desk by dialing “0” from your unit phone at anytime with any questions you may have during your stay.

## Resort Staff

**Housekeeping staff** is available at the resort between the hours of 8:30 a.m. and 4:35 p.m. Everyday. We provide room cleaning service prior to check-in as well as one midweek cleaning for each five day stay. Small amenities such as clean towels and soap are available on request through the front desk. Simply dial “0” on your unit phone.

**Maintenance staff** is available at the resort from 8:30 a.m. to 4:00 p.m. everyday. To request maintenance assistance, use the maintenance button on you unit phone, or dial “0.” In the event of an after-hour maintenance emergency, contact the front desk first. In extreme emergencies, maintenance will be dispatched immediately. In non-emergency situations, prompt, next-day maintenance response will be scheduled.

For any **after-hours emergencies**, contact the front desk and they will find staff to assist you.

# Resort Information

## Security Gates

Your room keys allow you to gain access into the resort 24 hours a day, seven days a week.

If you happen to misplace or forget your room key, contact a front desk agent who will screen you for your room number and last name.

If you are expecting visitors, make sure they are prepared to provide your room number and last name to our front desk. With the correct information, our friendly front desk agent will allow them through the gate.

## Parking

Resort parking is unassigned however spaces should be available near your unit. Please make sure the parking pass you received upon check-in is kept visible on your car's dash board so we know the car belongs to a guest. Please observe restricted areas such as handicapped parking and fire hydrants to avoid having your vehicle towed.

For larger recreational vehicle parking, please contact the front desk so that we may find you an area to park.

## Ice Machine and Drinks Machine

An ice machine and soft drink vending machine are located near the hot tub area between the resort lobby and presentation theater. As a courtesy to our other guests, please do not use the resort's ice machine to fill coolers and ice chests. Bags of ice are available for purchase across the street at the Victorian RV Park.

## Laundry

The laundry facility is also located in the recreation center building. There is no charge for use of the laundry machines, however the Resort does not provide any laundry detergent. For your convenience a coin-operated detergent dispenser is available in the laundry room.

**Laundry Room hours are 6:00 a.m. to 10:00 p.m. daily.**

## Transportation

For information about local taxi service, please contact the front desk.

An RTC bus stop is located directly outside the resort gates. We are on Route 21 which takes you to the downtown Sparks terminal. From there you may transfer to Route 11 for service to downtown Reno. For a complete RTC bus schedule, please contact the front desk.

## Heated Pool, Spa, Courtyard Barbeque Area



Our heated pool and eight-person spa is open daily from 9:00 a.m. - 9:00 p.m. Use your room key for access to the pool area. Towels are available at the pool side. Children under 12 must be supervised by an adult.

The Barbeques in the gazebo area are gas operated and are available for your use on a first-come, first-serve basis. If you would like to reserve the gazebo area for a special event, please make arrangements with our Concierge.



### Wi-Fi

Wi-Fi is available in your room free of charge. There will be a required access code to utilize the service which may be collected at check in or by contacting your Front Desk Staff.

- Make sure you are connected to the Wireless Network “Thunderbird Resort”.
- Click your internet Icon and the Hotel Internet Services Page will show on your window.
- Simply enter the current access code you received from the Front Desk Attendant into the correct access code line.

You will also have the option to upgrade your connection speed by purchasing additional bandwidth for \$4.99/1 day, \$9.99/3 days or \$19.99/week. Just select the Premium option on the log in screen.

### Voicemail

To access your voicemail press the blinking button and follow the prompts:

- Press 7 To play or replay messages
- Press 5 To keep the message
- Press 3 To delete the message

## Occupancy Limit

Overnight occupancy, including children, is limited to four persons in a one-bedroom unit, and six persons in a two-bedroom unit. Because these limits are mandated by fire regulations, local codes and Resort Club rules, they are strictly enforced at all times.

## Check Out

Check-out time is 11:00 a.m. Check-out times are scheduled so that our cleaning personnel may prepare the unit for the next member checking-in. Late check-out is possible based on availability. Please check with the front desk in advance to request a late check-out.

When you are ready to check out, please visit the front desk. In your unit, please make sure all the dishes, pots, pans, etc. are clean and returned to their storage place (or placed in the dishwasher and turned on). Bedding does not need to be stripped. Towels should be placed on the floor or in the tub.



## Pet Policy

For the convenience and comfort of all our guests, PETS ARE NOT ALLOWED on the property unless they are accredited service animals and the proper documentation is provided to staff in advance of check-in. There is a \$150 to \$250 cleaning fee if a pet is found on property.

Some of the Kennels located in Sparks include:

Canine Cottage	102 Victorian Ave.	(775) 356-9222
Aunt Kim's Dog House	325 5th Street	(775) 722-5247
Pet Play House	2403 East 4th Street	(775) 324-0202

## Courtyard

In the heart of the property we have a beautiful courtyard with BBQ's for guests to enjoy. The beautiful grass area and BBQ's are first come first serve unless reserved beforehand with the front desk and property manager.

## Outdoor Activities

During your stay, be sure to visit the Tennis Courts, Basketball Court, Horseshoe Pit, Racket Ball, and Putting green. You can receive the provided equipment by contacting the Front Desk (press "0" on the room phone). The hours for our outdoor activities are 8am - 5pm.



**The Outdoor Activities are open daily from 8am to 5pm.**

## Fitness Center

For the health conscious guest, the Fitness Center is available daily 24 hours. The fitness center is located in the Lobby.

**Angel Hair & Co.  
located next door at the Victorian Villas**



# Television Channel Guide\*

## THUNDERBIRD CHANNEL LINE UP

CONTACT INFORMATION: RMS@QMCORP.COM (775)355-4040 OR "0" FROM YOUR ROOM



3-CBS	26-TBS	46-TRVL
4-HDO1	27-FX	48-COMEDY CNT
5-UNIMAS	28-USA	49-ETV
6-ABC	29-A & E	50-DISNEY XD
7-FOX	30-AMC – DR	54-TRVL
8-PBS RNO	31-VH1	51-NICK
9-NV SPORTS NTKW	32-DISNEY	52-CARTOON NTKW
10-SPORTS CHNL	33-FOX	53-ANIMAL
14-WEATHER CHNL	34-MBC GOLF	55-MTV
15-ESPN	35-OXYGEN	56-MTV2
16-TSN	36-PARAMOUNT	57-CMT
17-NBC SPORTS	37- SYFY	58-BET
18-MLA	38-FOOD NETWORK	59-TLC
19-NBCSN	39-HISTORY	61-OWN
20-FOX NEWS	40-LIFETIME	62-ID
21-CNN	41-HALLMARK	
22-HLN	42-HGTV	
23-CNBC	43-GAME SHOW NTKW	
24-MSMBC	44-TCM	
25-TNT	45- FRFM	

Service Provided By Spectrum Cable TV

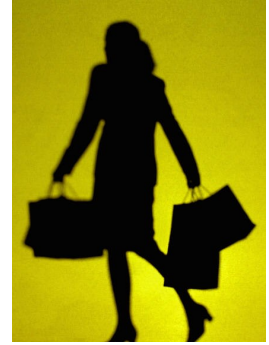
**\*Channels are subject to change**

# Shopping

## Shopping Malls

**Legends at the Sparks Marina.** Just on the other side of the Sparks Marina is an enormous shopping area featuring everything from fashion outlets to electronics. You'll also enjoy their wide variety of restaurants and giant Scheels sporting goods store. Just steps away is Imax theaters! More information at [ww.experiencelegends.com](http://ww.experiencelegends.com) or (775) 358-3800.

**Sparks Galleria, Sparks Crossing and Spanish Springs Towne Center.** At the corner of Pyramid Way and Los Altos Parkway you will find acres of shopping and restaurants including Old Navy, Bed Bath and Beyond, Home Depot, Ross Dress for Less, Best Buy and Cost Plus World Market.



**Meadowood Mall.** Located near the intersection of South Virginia Street and McCarran Blvd., Meadowood is one of Reno's oldest established indoor shopping malls. Major stores include Macys, Sears and JC Penny. The mall is home to a large variety of specialty stores and plenty of eateries. Information available online at: [www.simon.com/mall/meadowood-mall](http://www.simon.com/mall/meadowood-mall)

**The Summit.** If you're ever headed south of town, be sure to stop by the areas newest shopping sensation. The Summit boasts numerous fashion boutiques along with a variety of restaurants and

## Groceries and Supplies

**Food Maxx.** Located just north of the Resort on the south west corner of McCarran and Prater Way.

**Target.** Located within Legends at the Sparks Marina.

**Raley's.** Located in the Sparks Mercantile Center at McCarran and Pyramid Way.

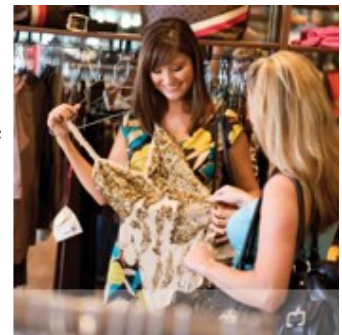
**Costco.** There are two nearby Costco Warehouses. One is on Plumb Lane, just west of U.S. 395 in Reno. The second in the Sparks Galleria near Pyramid Way and Los Altos Pkwy.

## Sparks Hometowne Farmers Market

This weekly celebration of food, crafts, music and family fun is typically held Thursday evenings between early June and mid-August in Victorian Square. For the latest information, visit the City of Sparks website: [www.cityofsparks.us](http://www.cityofsparks.us) or call (775) 353-2291.

## Truckee River Arts District

While you're in the area, you might also want to head over towards downtown Reno and check out the new Truckee River Arts District. The District's two main shopping areas include CalAve, a collection of unique stores and boutiques along California Avenue west of Virginia Street, and Reno's Riverwalk District where a popular wine walk is held from 2:00 p.m. to 5:00 p.m. on the third Saturday of every month. Find out more at [www.renoriver.org](http://www.renoriver.org).



## Church Directory



### **First Baptist Church of Sparks**

6255 Pyramid Way; (775) 425-8541; [www.fbcsparks.org](http://www.fbcsparks.org)

### **Immaculate Conception Catholic Church**

2900 North McCarran Blvd., Sparks; (775) 358-5977; [www.icchurch.net](http://www.icchurch.net)

### **Sparks Nazarene Church**

2200 El Rancho Dr., Sparks; (775) 358-4066; [www.sparksnaz.org](http://www.sparksnaz.org)

### **St. Paul's Episcopal Church**

1135 12th Street, Sparks; (775) 358-4474; [www.stpaulssparks.org](http://www.stpaulssparks.org)

### **Lord of Mercy Lutheran Church**

591 Los Altos Parkway in Sparks. (775) 358-7863; [www.lordofmercy.org](http://www.lordofmercy.org)

### **Sparks United Methodist Church**

1231 Pyramid Way; (775) 358-0925; [www.sparksumc.org](http://www.sparksumc.org)

### **Summit Christian Church (non-denominational)**

7075 Pyramid Way, Sparks; (775) 424-5683; [www.summitnv.org](http://www.summitnv.org)

### **University Family Fellowship (non-denominational)**

1125 Stanford Way, Sparks; (775) 359-2222

### **Reno Korean Presbyterian Church**

148 Richards Way, Sparks; (775) 358-4544; [www.renokoreanchurch.org](http://www.renokoreanchurch.org)

### **Sparks Seventh Day Adventist**

2990 North Rock Blvd., Sparks; (775) 331-4332; [www.sparks22.adventistchurchconnect.org](http://www.sparks22.adventistchurchconnect.org)

### **Church of Christ (non-denominational)**

651 Field Street, Sparks; [www.incmmedia.org](http://www.incmmedia.org)

## Online Resources

The Board of Directors, management and staff at the Thunderbird Resort 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.

Reno-Sparks Convention and Visitors Authority:

[www.visitrenotahoe.com](http://www.visitrenotahoe.com)

Nevada Commission on Tourism:

[www.travelnevada.com](http://www.travelnevada.com)

Official Lake Tahoe Visitor Bureau websites:

[www.visitinglaketahoe.com](http://www.visitinglaketahoe.com)

Official City of Sparks website:

[www.cityofsparks.us](http://www.cityofsparks.us)

Artown, Reno's annual July Arts Festival:

[www.renoisartown.com](http://www.renoisartown.com)

Carson City Visitors Bureau/V&T Railroad:

[www.visitcarsoncity.com](http://www.visitcarsoncity.com)

Virginia City visitors information:

[www.virginiacity-nv.org](http://www.virginiacity-nv.org)

About.com: Reno/Tahoe:

[www.renotahoeabout.com](http://www.renotahoeabout.com)

Sierra Front Recreation Coalition

[www.sierrafront.net](http://www.sierrafront.net)