



## Guest Information



## **Welcomes You!**



The Board of Directors, management and staff at Tahoe Chaparral 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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# Telephone and Address Information

**Tahoe Chaparral**  
**400 Fairview, Incline Village, NV 89451**  
**(775) 831-7070 | (800) 788-4297**

Tahoe Chaparral provides telephones in the units for your convenience. There is no charge for toll-free "800" or local calls. Tahoe Chaparral 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	911
Incline Village Police Dept. (Non-emergency)	(775) 832-4107
Nevada Highway Patrol	(775) 688-2500
California Highway Patrol	(530) 582-7570
Nevada Road Conditions	(877) 687-6237
California Road Conditions	(800) 427-7623
Incline Village Urgent Care	(775) 833-2929
Incline Village Community Hospital	(775) 833-4100
Tahoe Forest Hospital, 10121	(530) 587-6011
Chamber of Commerce	(530) 581-6900
Animal Control	(775) 322-DOGS (3647)
Bears	(775) 688-BEAR (2327)
Department of Wildlife	(775) 688-1500
Incline Village Post Office	(775) 831-8994

## **Tahoe Chaparral Numbers**

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

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

## **Mail and Courier Deliveries**

Regular mail (USPS) is not delivered to this property. Federal Express and UPS is delivered to this property.



## Automated Front Desk Services

For greater convenience we have 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 8:30 a.m. and 4:30 p.m. daily. Small amenities such as clean towels and soap are available on request through the front desk. Simply dial “0” on your unit phone.

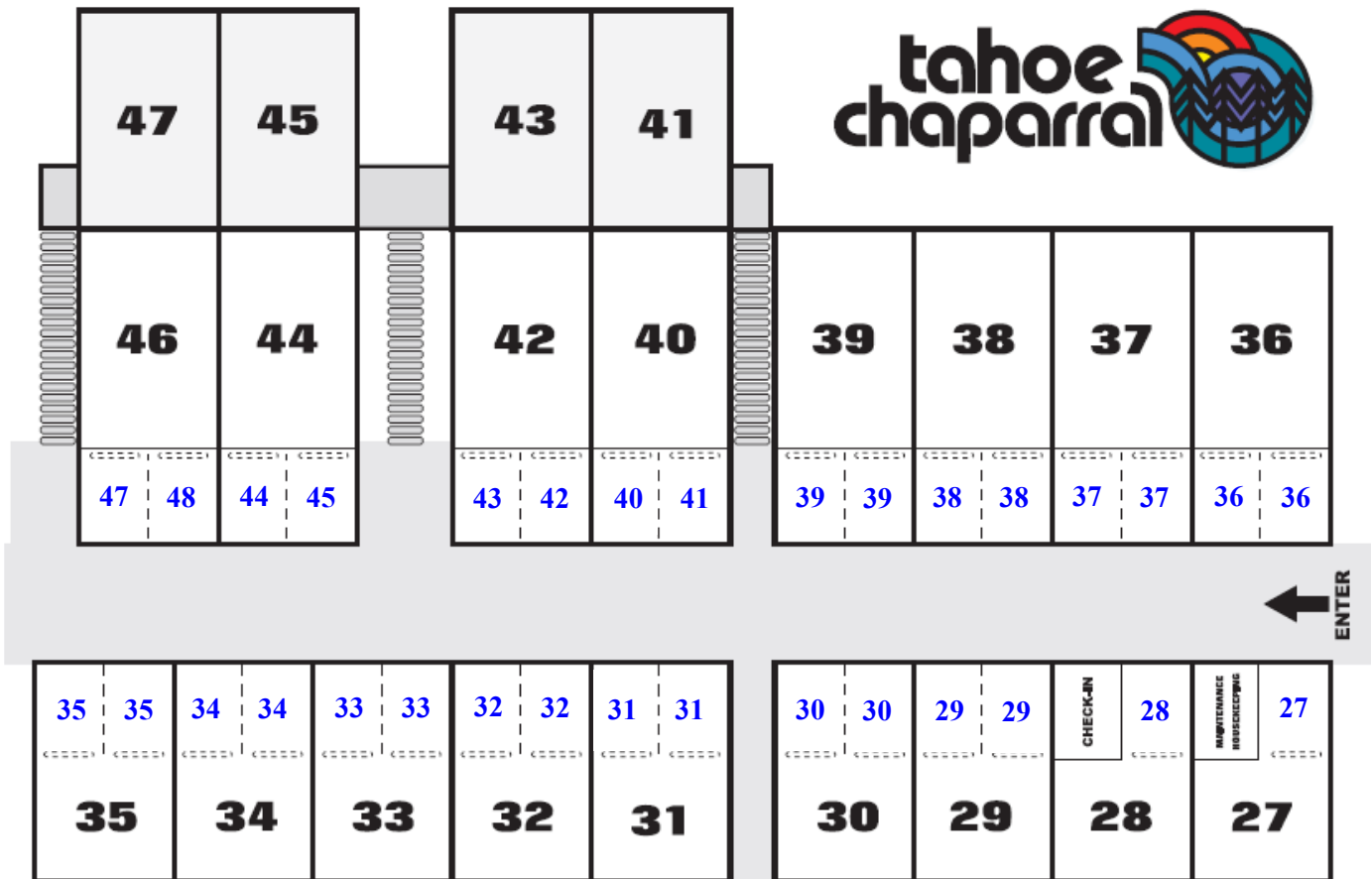
**Maintenance staff** is available at the resort from 8:30 a.m. to 4:30 p.m. daily. To request maintenance assistance, use the maintenance button on your unit phone, or dial “0.” In the event of an after-hours maintenance emergency, contact the front desk first. In extreme emergencies, maintenance will 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 assist you.

## Resort Information

### Parking

Resort parking spaces are assigned. Please make sure the parking pass provided 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 or recreational vehicle parking, please contact the front desk staff so that we may assist in finding you an area to park.



### Check Out

Check-in time is at 4:00 pm and check-out time is at 10:00 am. 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 or dial 0. In your unit, please make sure all the dishes, post, 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 in a designated area on the floor, or in the tub.

## Resort Information

### 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

### 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 “[Tahoe Chaparral WiFi](#)”. 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.
- For upgraded Wi-Fi, with a fee of \$3.99 a day, contact the Hotel Internet Services at (800)627-4955

### Laundry

There will be a washer and dryer located in the unit. Laundromat is located on Tahoe Blvd.

**Incline Laundry:** 930 Tahoe Blvd., Incline Village 775-831-9777

### Pet Policy

For the convenience and comfort of all our guests, **PETS ARE NOT ALLOWED** on the property unless they are accredited service animals. Some of the Kennels located in the local area include:

Pet Network	401 Village Blvd., Incline Village	(775) 833-0273
DogGoneCrazy	580 Gun Club Rd , Tahoe Vista	(530) 546-2484

## Resort Information

### Incline Beaches

During the summer season, Tahoe Chaparral invites you to enjoy the private beaches of Incline Village. For only an entry fee listed by location, we suggest

- Kings Beach: \$10 per vehicle or \$3 an hour; or
- Sand Harbor Beach \$10 for Nevada Cars, \$15 for non-Nevada cars; or
- Hidden Beach (connected to Sand Harbor with a walking trail to get to the beach)

Which ever location you choose, remember to pack your sunscreen and beach gear!

For any additional information, please contact the Front Desk Staff by dialing “0” from your room phone.



### Bear Habitat

Please remember while enjoying beautiful Lake Tahoe, Tahoe Chaparral is located in a natural bear habitat. This requires residents to take extra precautions and be “Bear Aware”.

Here are a few tips:

- Never approach or feed a bear or any other wildlife.
- Keep a close watch on children while outdoors.
- Throw all trash in the large green Bear-proof trash cans located at the ends and middle of the property. Please close securely once finished.
- Throw trash out on the morning of scheduled pick-up day.
- Keep doors and windows of lower level units closed and locked!
- If encountered by wildlife, use loud noises or devices to scare them away. Appear BIG.



## Television Guide

Ch. #	Programming Service	Ch. #	Programming Service	Ch. #	Programming Service
2	KTVN-DT - CBS	44	CNN <b>HD</b>	86	ION Television
4	KRNV-DT - NBC	45	HLN <b>HD</b>	90	Hallmark Channel <b>HD</b>
5	KNPB-DT - PBS	46	FOX News Channel <b>HD</b>	91	FX Movie Channel <b>HD</b>
6	KRNS ( <b>HD</b> ) - CW	47	MSNBC <b>HD</b>	94	Fox Business Network <b>HD</b>
7	KAME ( <b>HD</b> ) - MyTV	48	CNBC <b>HD</b>	96	Fox Sports 2 <b>HD</b>
8	KOLO-DT - ABC	49	Esquire Network <b>HD</b>	97	TV Guide <b>HD</b>
9	QVC <b>HD</b>	50	Oxygen <b>HD</b>	117	Evine <b>HD</b>
10	KREN-DT - UNV	51	Food Network <b>HD</b>	124	FXX <b>HD</b>
11	KRXI-DT - FOX	52	HGTV <b>HD</b>	181	KRXI-DT2 - Retro TV
15	Golf <b>HD</b>	53	TLC <b>HD</b>	182	KAME 2 - MeTV
16	TBS <b>HD</b>	54	Travel Channel <b>HD</b>	183	KTVN-DT2 - Antenna TV
17	Investigation Discovery <b>HD</b>	55	TNT - <b>HD</b>	184	KNPB-DT2 - PBS Create
20	CSPAN <b>HD</b>	56	USA <b>HD</b>	185	KNPB-DT3 - PBS VMe
21	Home Shopping <b>HD</b>	57	Turner Classic Movies <b>HD</b>	186	KOLO-DT - ABC
22	KNVV-LP - UniMas	58	AMC <b>HD</b>	187	KRNV-DT3 - This TV
24	The Weather Channel <b>HD</b>	60	A&E <b>HD</b>	189	KRXI 3 - Grit TV
25	Telemundo	61	Bravo <b>HD</b>	190	Local Origination
26	OWN <b>HD</b>	62	History Channel <b>HD</b>	191	P.E.G. -
28	Lifetime <b>HD</b>	63	E! <b>HD</b>	192	Government Access
29	Fox Deportes <b>HD</b>	64	MTV <b>HD</b>	193	Government Access
30	Fox Sports 1 <b>HD</b>	65	MTV 2 <b>HD</b>	194	Government Access
31	NBC Sports Network <b>HD</b>	66	VH-1 <b>HD</b> -West	195	Charter Media
32	Comcast SportsNet Bay Area <b>HD</b>	67	BET <b>HD</b>	196	CSPAN3 <b>HD</b>
33	ESPN <b>HD</b>	68	CMT <b>HD</b> -West	197	CSPAN2 <b>HD</b>
34	ESPN2 <b>HD</b>	69	Comedy Central <b>HD</b> -West	200	Educational Access
36	ABC Family <b>HD</b>	70	FX <b>HD</b> -West	238	KRRI-LP - Azteca America
37	Nickelodeon <b>HD</b> - West	71	Spike TV <b>HD</b> -West	239	KNRC-LD - Estrella TV
38	The Disney Channel <b>HD</b>	72	SyFy <b>HD</b>	241	Disney XD SAP
39	Animal Planet <b>HD</b>	73	TruTV <b>HD</b>	501	HBO HDTV-West
41	Cartoon Network <b>HD</b>	81	MLB Network <b>HD</b>	507	HBO Family <b>HD</b>
42	Discovery <b>HD</b>	82	Disney XD <b>HD</b>	561	Showtime <b>HDTV</b> -West
43	National Geographic <b>HD</b>	84	GSN <b>HD</b>	775	Velocity



## Local Shopping

### Shopping Areas

#### **The Village at Northstar**

A mountain village featuring luxury condominiums, movie theatre, a variety of shopping options from stylish boutiques and specialty retailers to a collection of cafés and restaurants all centered on a year-round skating rink.

#### **Karma Upscale Resale Boutique**

230 Village Blvd #1, Incline Village, NV 89450  
(775) 831-1727

#### **Leniki Boutique**

868 Tahoe Blvd, Incline Village, NV 89451  
(775) 832-2066

#### **Panache Home Goods Store**

930 Tahoe Blvd, Incline Village, NV 89451  
(775) 831-5000



### Groceries and Supplies

**Raley's:** 930 Tahoe Blvd, Incline Village (775) 831-3400

**Village Market:** 770 Mays Blvd., Incline Village (775) 831-5025

**Village Ace Hardware:** 910 Tahoe Blvd. #103, Incline Village (775) 831-2020

## Church Directory

**St. Francis of Assisi Catholic Church**

701 Mount Rose, Incline Village

**St. Patrick's Episcopal Church**

341 Village Blvd, Incline Village

**North Tahoe Community Church**

300 Country Club, Incline Village

**The Village Presbyterian Church**

736 McCurry Blvd, Incline Village

**Tahoe Family Worship**

296 Deer Court, Incline Village

**Foursquare Church**

918 Northwood Blvd, Incline Village

**Tahoe Incline Christian Fellowship**

811 Tahoe Blvd, Incline Village



## Online Resources

The Board of Directors, management and staff at the North Lake Lodges sincerely hope this directory has been useful to you during your stay. Here are some additional websites to help with your adventure Northern Nevada style.

Nevada Commission on Tourism:

Official Lake Tahoe Visitor Bureau websites:

About.com: Reno/Tahoe:

Sierra Front Recreation Coalition:

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

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

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

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