



## Silver Star Stays Helpful Information

### Winter

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All our properties are privately owned and managed by Silver Star Stays. There are no staff on the property premises nor front desk. All check in details including your door code will be included in the check in email you have previously received or on Airbnb (48 hours prior to your arrival). This allows you to access your unit any time after the 4pm check in time.

**Check-In Time: 4pm**

**Check-Out Time: 10am**

**Mountain Host:** Your resident mountain host lives at Silver Star year-round.

For general questions or concerns please e-mail: [info@silverstarstays.com](mailto:info@silverstarstays.com) which we monitor and respond to from 7 am to 9 pm PST seven days a week. We'd love to ensure that your holiday is everything you expected. Please do not wait until after you are home to let us know for the first time in a negative review.

**Good things to bring for your stay with Silver Star Stays:**

1. Favorite Coffee
2. Laundry Soap
3. Sunscreen
4. Lip Balm
5. Hand/Toe Warmers

**Emergency Calls:** For Fire, Ambulance or Police – Call 911. We have an excellent fire department right at the mountain that will provide first response.

**Linens/Towels:** All linen and towels are provided. The beds have all been made, excluding the pull-out couch (if applicable to your unit). There are extra sheets provided for the pull-out couch if you wish to use it. Please be advised that if you wish to change your sheets/towels during your stay, you can use the laundry machines in your unit or in the common room (if you're in Creekside or Pinnacles).

*Please be sure to bring your own laundry detergent.*

**Parking:** With your accommodation, you do have access to free parking. Please check your property details for the number of vehicles that may be safely parked. **Please DO NOT park on any of the roads, as they do need to be able to clear all the snow.** There is no overnight parking in the village.

**Snow Clearing:** Please note this is a WINTER RESORT and that snow clearing is only done in the early mornings up at Silver Star if nightly snowfall exceeds 5 centimetres. If it has snowed all day, the roads and driveways may have snow accumulation. Please ensure that you come in a vehicle with winter tires (especially if you are renting a vehicle - insist on this as it is illegal to drive up here without snow tires).

If it has snowed overnight and your vehicle(s) are in the driveway, it will not be cleared. The machine operators do not get out of their vehicles, so if you would like your driveway cleared during your stay in the morning after a night snowfall, please move your vehicle so they can clear the driveway.

We also recommend that you carry booster cables with you as there is no service up here, so if your vehicle doesn't start, the only option is to call BCAA or another tow truck company in Vernon.

**Electric Vehicle Charging:** The two Electric Vehicle Charging Stations are in Parking Lot C1 Lot.

**Shoes & Boots:** It is a Canadian custom to remove your shoes and boots upon entry to any home. Please keep your boots and wet gear limited to the entryway.

**ATM Machine:** There is an ATM machine located within the Lord Aberdeen Market.

**Groceries:** There are major grocery stores within the city of Vernon. Just at the base of the Silver Star Road (in the Village Green Mall complex) is a Save On Foods (250-542-8825) [www.saveonfoods.com](http://www.saveonfoods.com) and also the very popular Butcher Boys (250-542-2968) which is on the way up the hill. This is a local grocery store (and liquor store) that has been expanded - offering great prices and variety. Both grocery stores will also deliver to Silver Star if requested and extra fees will apply.

*Butcher Boys* - you can either create an account, email, or fax in your order (you cannot call in your order). Shopping fee is \$10.00, and delivery is \$30.00 plus GST for up to 4 boxes and \$1 per box thereafter. Please ask us for an order form or check out their website: [Butcher Boys](http://www.butcherboys.com)

*Save on Foods* - order online and either have it picked up or delivered. Delivery rates may vary (\$4.95+ depending on the day of the week). You can also order and pick up on your way up the mountain. Check out their website for more details: [Save on Foods](http://www.saveonfoods.com)

**Please Note - when you are placing an online grocery order with Save On Foods if you could please NOT put in the Vernon Save On Foods store phone number and instead put in your number if you can and if not place in a random number for the amount of numbers needed in that field, thank you.**

In the Silver Star village, there is a convenience store called Lord Aberdeen market. You can pick up basic supplies here, plus it is also a liquor store.

**Personal Shopping Services:** We're here to help! We partner with you to elevate your relaxation and fun for your vacation by providing the following services:

- Grocery shopping and pantry set up
- Pre-made meal shopping and set up
- Liquor shopping and bar stock up
- Winter gear shopping
- Surprise us with your special requests

With so much to see and do at SilverStar, don't limit your fun by spending your precious time in grocery stores. Have all your shopping ready when you are – even before you arrive. Focus on exciting travel and adventures, and come home to cold drinks and a full fridge waiting for you.

Contact Stevie to talk about optimizing your fun today!

Stevie Riley

[letstalk@slopesandshores.com](mailto:letstalk@slopesandshores.com)

**At Your Table - Private Chef Experiences and/or Cider, Beer & Wine Tasting:** Are you looking for a private, premium dining experience with you and your family and friends while on vacation?

At Your Table bring private chefs from top restaurants in the Okanagan region to your vacation rental to cook 3 to 5-course dinners or host an après ski wine tasting. At Your Table is Australia's leading private dining experience company. Australian site [At Your Table](#).

**NEW** for the 2023/4 season they are now offering their services in Silverstar only via Silver Star Stays. There are a variety of chefs and menus to choose from. For all inquiries, please contact us and we will connect you with their Canadian team who will help you create the ultimate mountain dining experience

**On-Mountain Shuttle Bus:** Continual, free looped service throughout Silver Star Mountain Resort is available daily. You can catch the shuttle in the Village every half hour into the evening – so if you want to stop off for some après-ski, this free drive home is very convenient. You can also take this bus to the village. This service is available throughout Silver Star - the Knoll, the Ridge etc. Please note for the condo buildings the shuttle goes to the driveway entrance. The shuttle only runs until 8pm daily. Click here for a detailed map for shuttle routes: [InResortShuttleMap\\_FNL2 \(skisilverstar.com\)](#)

***Shuttles (to and from the Airport or other destinations):***

**Kelowna Concierge:** Kelowna Concierge is pleased to provide daily frequent shuttle services from the Kelowna International Airport to and from SilverStar Mountain Resort. This shuttle service conveniently picks you up curb side at the Airport and drops you off right at the front door of your accommodation. The shuttle vehicles are fully equipped for mountain driving with professionally trained drivers. Kelowna Concierge handles all your transportation details, so that you can sit back, relax and enjoy the stunning mountain drive.

#### **SilverStar Shuttle Schedule:**

Daily Scheduled Shuttles are available from November 16, 2023 – April 15, 2024

Reservations are required, please book online or by calling Kelowna Concierge at 250.863.4213. For full shuttle schedule, pricing and information go to: <https://kelownaconcierge.ca/silverstarshuttle>

**Car Rentals:** Looking to rent a car from the airport? You can check out the options here: [Transportation | Kelowna International Airport](#)

Just a reminder, winter tires are required on your way to Silver Star Mountain, so please make sure you get them!

**Travelling with Babies and/or Toddlers?**

BabyQuip is a quality provider for baby equipment rentals in Vernon. It's a great way to get baby equipment for your vacation with Silver Star Stays. You can rent and then either pick up for free or they will deliver to your property for an extra fee.

Check out BabyQuip here: [Rent Baby Gear | Jessica Grimard, BabyQuip Quality Provider](#)

Can't find what you're looking for? The Tiny Tourist in Kelowna is the Okanagan's best source for Baby and Toddler equipment rentals. Offering products ranging from playpens, highchairs, exersaucers, and more! [www.thetinytourist.ca](http://www.thetinytourist.ca)

## Snow Fun

### Ski Lift Tickets:

**My1 Pass:** The My1Pass full-day alpine ticket gives you access to skiing, snowboarding, tubing, skating, cross country skiing, or snowshoeing and use of the Fat-biking trails for **FREE**. You can purchase your tickets here: [Winter Tickets \(skisilverstar.com\)](http://www.skisilverstar.com/Winter-Tickets)

For the hours of the ticket offices, check them out here: [SilverStar Mountain | Hours of Operation \(skisilverstar.com\)](http://www.skisilverstar.com/SilverStar-Mountain-Hours-of-Operation)

**XC Skiing:** Begin with over 55 km of trails at SilverStar, varying in difficulty from Green to Blue to Black. With multi-use trails, night-loops and dog-friendly trails you can explore a different side of SilverStar. Enjoy a day in the mountains! With your daily trail pass it includes 2 lift rides a day to access the upper Nordic Trails. Just a note, the Silver Queen Chair and Gondola are the only chairs that allow nordic skiers. You can also purchase night tickets (3:30 onwards) for the Lower Trails.

With our good neighbour Sovereign Lake, combined we offer 105 km of Nordic Trails making it the largest daily groomed XC trail network in Canada.

**Tube Town/Adventure Park:** The Pond will be opened and maintained weather permitting. Tickets will be available online or in person. If you have purchased the My1Pass, tubing and skating is included.

**Night Skiing:** Night Skiing is BACK! Start off in the beginner areas accessed by the Silver Queen Chair and The Zone" Magic Carpet or explore the intermediate terrain of Milky Way and The Face via the Gondola. [Night Skiing | SilverStar Mountain Resort \(skisilverstar.com\)](http://www.skisilverstar.com/Night-Skiing-SilverStar-Mountain-Resort)

**Ski Waxing:** There is no waxing of skis within the units or on balconies. There is a complimentary wax room for Creekside guests in the Snowbrush Building or you could use the NATC in the village too. There is also [The Double Diamond Service Centre](#) that will service and/or wax your gear for a fee.

**Ski Rentals and Repairs:** The [Village Rental Shop](#) is located in the centre of the Village on the boardwalk. All the necessities for winter fun can be rented, including Cross Country, Downhill Skis and Snowboards. Cross Country equipment including Telemark and Snowshoes are also available at The Village Ski Shop in the Village. Ice Skate rentals are available at Tube Town. If you're looking to buy new gear, check out Evolve in the village.

**Ski School:** [Silver Star SnowSports School](#) instructors are some of the most experienced in Canada.

**Free Guided Mountain Tours:** Look for Silver Star Mountain's friendly Mountain Hosts in the centre of the village and on the trails. The hosts have a vast knowledge of all of the village facilities not limited to but including the SnowSports programs, guest service offerings, restaurant recommendations, upcoming special events, mountain deals and the ski terrain offered at SilverStar, both Alpine and Nordic.

For organized ski clubs and larger groups please contact them at [mountainhosts@skisilverstar.com](mailto:mountainhosts@skisilverstar.com) to set up pre-arranged guided tours.

**Daily Grooming:** Check online for daily grooming – or check-out the list of runs at the top of each chair.

**Fat Biking & Snowshoe Trails:** Fat Bike and Snowshoe trails will be maintained. Tickets may be purchased in advance if you are staying in accommodation on the mountain. Trails can be accessed by MY1Pass holders with their own equipment.

**Sovereign Lake:** Just 5 minutes down the hill from Silver Star village is the Sovereign Lake Nordic Club which has a range of cross-country skiing trails, snow-shoe trails, and snowmobile trails for all ages and abilities. Check out the website for more information including maps, pass prices, and programs/events. Purchase tickets online here: [Sovereign Lake Nordic](#)

In the 1930s, our ski pioneers recognized the value of the Silver Star area. Located in an outstanding sub-alpine environment with an abundance of dry snowfall the joint trail networks of Sovereign Lake Nordic Club and Silver Star Mountain Resort provide 105km of daily groomed trails, making it the largest continuously groomed network of cross-country ski trails in Canada.

SLNC is dedicated to the promotion of cross-country skiing as an inclusive lifelong activity for all ages and abilities. Committed to the provision of high-quality facilities, programs, and services, the SLNC operates a world-class cross-country ski venue located within Silver Star Provincial Park.

#### Shops in the Village:

- [Evolve \(old Ski Dazzle\)](#)
- [The Goody Box](#)
- [The Village Ski Shop](#)
- [Lord Aberdeen Market](#)
- [Elevate Spa](#)
- [Coldstream Dry Goods](#)

#### Restaurants in the Village:

- [The Den Bar and Bistro](#)
- [Long John's](#)
- [Coffee + \(Town Hall\)](#)
- [Bugaboos](#)
- [D'Argento](#)
- [Spice House](#)
- [Bulldogs Grand Cafe](#)
- [Pizza Gratta](#)
- [Red Antler](#)
- [Town Hall](#)
- [Black Pine Social](#)

Silver Star's newest restaurant, The Spice House is pleased to offer all guests of Silver Star Stays home delivery of food and alcohol from its restaurant in the village directly to your vacation home.

Just click on the following link and select the pick up now drop down button then select home delivery

<https://www.sevenrooms.com/explore/spicehouserestaurant/ordering/pickup/>

#### Around the mountain:

- [Paradise Camp:](#) Paradise Camp is located at the top of Powder Gulch on the backside of SilverStar. There's no need to head back to the village. Paradise Camp is fully licensed. and is the perfect place to take a break.
- [Gallery Odin](#) (Art Gallery) - this is on Odin Road on the Knoll

## Surrounding the outdoor ice-skating pond:

- [Tube Town Cafe & Bar](#)

**Mini Snowmobiles:** Silver Stars Mini Sleds are perfect for your young ones! Watch your youngsters face light up with excitement as they ride these mini snowmobiles round and round on a designated fenced track. Mini sleds are especially for those aged 6-12 years and under 100 lbs. These mini snowmobiles are Arctic Cat FireCat F120s.

## Fun Activities in Vernon:

**Vernon Vipers:** Want to watch a hockey game while you're visiting Silver Star? Check out the local Junior Team right here in Vernon. COVID-19 rules do apply to those guests wanting to check out a game. See ticket information, game dates and details here: [Vernon Vipers](#)

## Wine Tours:

**[Sip Happens Wine Tour](#)** - Holy Sip: \$169 per person plus 5% GST and 15% gratuity to guide.

Includes 5 winery visits, tasting fees and a lunch stop at guest expense.

Available each day - Tour Times: 10:00am - 4:30 approximately - Pick up and drop off from Silver Star - *Minimum 4 people.*

**[Winter Wine Tour - The Great Winter Escape](#):** This is a delightful, well-timed tour in the winter months. We will see 5 wineries for tastings and finish our tour with a 3-course small plate, wine paired dinner at

Ex Nihilo. Winter months are quiet at the wineries and the staff has lots of time to spend with you to discover your favourite wines and explain the specialties of this region. Treat Yourself Escape to Lake Country and enjoy our local delights.

\$159 per person (in CAD, does not include GST or gratuity for driver). This tour includes all tasting fees at the 5 wineries, 3-course small plate dinner paired with 3-4 oz wines at Ex Nihilo and small snacks on the bus (crackers, cheese, water, and small bites of chocolate). Please book online [www.mojotours.com](http://www.mojotours.com) or call 250-540-8687

**[Caravan Farm Theatre](#):** This cute outdoor theatre is just outside Armstrong, about 20 minutes from Vernon, BC. Check out all the show times. Insider Tip: The 4:00 show gives you both daylight & sunset. Between December 16 - 30th, enjoy a winter sleigh ride theatre experience - these sell out early!

**[Vernon Winter Carnival](#)** - February 2 - 11, 2024. Activities and events in Vernon and at Silver Star Mountain. Check out the website for all events: [Vernon Winter Carnival](#)