



Silver Star Stays Helpful Information

Summer

Our properties are privately owned and managed by Silver Star Stays. There are no staff at the property and no front desk. It is **ESSENTIAL** that you take this information with you including driving instructions and the specific property information which includes the keyless entry code.

This allows you to access your unit anytime after check in time which is 4:00 p.m.

For general questions or concerns please e-mail: info@silverstarstays.com which is monitored and responded to from 7 am to 8 pm, seven days a week.

Most properties at Silver Star don't have air conditioning, but they are supplied with portable fans. It is on average a comfortable 10 degrees cooler than the sweltering valley.

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

1. Favorite Coffee
2. Laundry Soap
3. Sunscreen
4. Lip Balm

Damages upon Check In: Please advise us immediately by email (info@silverstarstays.com) if anything is damaged or broken at the time of check-in. You are responsible for the property during your stay.

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 linens and towels are provided and have been fully cleaned. The beds have all been made, excluding the pull-out couch (where applicable). There are extra sheets provided for the pull out couch if you wish to use it. Please be advised that there is no housekeeping during your stay but if you require additional housekeeping, it can be arranged at an additional cost. If you wish to wash your sheets/towels during your stay, you can use the laundry machines in your unit or in a common room.

Please DO NOT use any linens for cleaning or washing your bikes!

Garbage/Recycling: This will be picked up at the end of your stay. Please do not leave it outside by your front door or on the balcony during or after your stay as there is active wildlife and the garbage **WILL**

attract bears. On the day of departure, please leave all garbage **INSIDE** the entryway/garage or ski room at the property you are staying in.

You do not need to separate recyclables (paper, cardboard, cans, bottles etc. can all go in the same bag). If you are staying more than 5 nights, we will email you to arrange a garbage pick up if needed.

If you would like to drop off garbage during your stay you can take it to the transfer station which is just 2 minutes down the Silver Star Road. Heading down, once you pass the overhead skiway and pass The Ridge subdivision sign on your right, it is the next driveway on the right hand side.

The Silver Star Transfer Station Summer Hours (July 1 - August 31):

Friday: 7am - 12pm

Saturday/Sunday: 12pm - 5pm

Monday: 7am - 12pm

Wi-Fi: All our properties provide free Wi-Fi. If your Wi-Fi stops working, please unplug the modem - wait a couple of minutes and plug it again, this should fix the problem.

Quiet Time: Please respect your neighbours. Quiet time is before 7:00 a.m. and after 10:00 p.m. If you are staying in a shared home, townhome, or condo building please refrain from running, jumping and pounding on the floors. Many of us are used to living in single family homes, so do not normally need to consider this. Thanks for respecting the peace and comfort of your fellow neighbours.

Check out time is 10:00 a.m. Check in Time is 4:00 p.m.

In order to give us time to do the laundry and prepare the property for the next visitors, we greatly appreciate you respecting this time schedule. Upon check out, the unit will be thoroughly cleaned, however we ask that you leave the kitchen clean and ALL dishes washed, or in the process of being washed in the dishwasher. ***If this has not been done you will incur a charge of \$50.00.***

If you do not vacate the property at the check out time of 10:00 a.m. you will be charged **\$50.00 per hour** until you vacate the property with all your personal items.

Late check-out or early check-in: Within a few days prior to your arrival, we will be able to advise if early check in is available. Late check out will not be able to be confirmed until 2 days prior to your departure, and no later than one day prior to arrange for housekeeping.

Footwear It is a Canadian custom to remove your footwear upon entry to any home. Please keep your boots and wet gear limited to the entryway.

Rental Conditions: We would like to thank you for choosing one of our properties for your holiday. Please treat this home as you would your own, by leaving it in good condition. As the occupants you are responsible for all damage or disappearance of items during your stay. There will be an hourly cleaning charge of \$40.00 plus taxes if the property is left in an excessively dirty condition. For the comfort of our guests, all our properties are non-smoking or vaping of any kind, with the exception of outside or on the balcony (if allowed at the property as some are absolutely no smoking anywhere). Please do not litter -

dispose of your cigarette butts properly. If the no-smoking rule is not adhered to, a minimum \$1000 fumigation fee will apply.

Pets: Silver Star is very pet friendly; please ensure you pick up after your pet and **must be leashed at all times, please.** Dogs are welcome on all trails but you must have them under control at all times.

Only **SOME** of our properties are pet friendly and this is identified in the highlights of each property. If it is pet friendly, there is an additional daily fee of \$30 plus 16% taxes per pet/per day that is charged. If you're not sure, please double check with us as pets are not allowed in non-pet friendly properties. If pets are brought into non-pet friendly units a minimum charge of \$1000 for fumigation will be charged.

Please note if there is pet hair found on the couches, beds, or excessively through the property you will be charged an additional cleaning fee, up to and including having the carpets/couches steam cleaned if necessary.

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 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 (extra fees apply so that the groceries are there upon your arrival (after check in time).

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 when asking for a contact number. Instead put in your number if you can, and if you're an international guest please just put 000-000-0000.

Important: Please make sure you are available and at the property for any grocery deliveries.

In the Silver Star village, there is a convenience store called Lord Aberdeen market. You can pick up basic supplies here, plus it has a liquor store. In addition, if you contact them directly 250-503-1992 they will do a major grocery shop for you and deliver it to your vacation home prior to your arrival.

Personal Shopping Services: Slopes and Shores is here to help! They 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

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

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

Restaurants in the Village:

[Red Antler](#)

[Bugaboos](#)

[Bulldog Grand Cafe](#)

[Black Pine Social](#)

Kelowna Concierge: Kelowna Concierge is pleased to provide daily frequent shuttle services from the Kelowna International Airport to and from SilverStar Mountain Resort. Their private or public service conveniently picks you up curbside at the Airport and drops off right at your accommodations front door. Their shuttle vehicles are fully equipped for mountain driving with professionally trained drivers. They handle all your transportation details, so that you can sit back, relax and enjoy the stunning mountain drive.

[Kelowna Concierge. We plan, you play! • Kelowna Concierge](#)

They also provide Wine Tours from Vernon to the beautiful Lake Country area (see below)

Turo Car Rental Service: Order your perfect car, and have it delivered or picked up to your location. Choose from a variety of cars, insurance options, and hosts. Valid Driver's license required. Check out the options here: [Turo Car Rentals](#)

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

Elevate Spa: Aveda spa at Silver Star Mountain in the village. Check out their spa menu and book a relaxing appointment after a day outdoors. You can get more information here: [Elevate Spa](#)

SUMMER ACTIVITIES

Mountain Biking: The summer experience keeps growing and gaining in popularity each year. Best known for the fantastic downhill mountain biking that you access using the converted 6 passenger chairlift that brings you to 18 trails and 1600 vertical feet of riding (from easy to expert) with over 50 kilometres of terrain. Silver Star has also launched 40 plus kilometers of cross country bike trails, which is ideal for any age and has become hugely popular.

Purchase your day tickets here: [Summer Tickets](#)

Cross Country Biking: Silver Star features an extensive cross country trail system. This is suitable for all ages and ability levels; a fantastic family outing or challenge yourself with Beowolf. Want a bit more excitement? The Enduro Season Pass gives access to all XC trails all season long PLUS two chairlift rides per day and use of the gondola too!

Hiking and Trail Running: Silver Star has 16 kilometres of forest and mountain trails offer panoramic views of the beautiful Okanagan Valley and Monashee Mountains, with plenty of opportunities to spot wildlife and wildflowers along the way.

All hikers and trail runners are asked to pick up a complimentary pass at the Ticket Office before heading out on the mountain.

Hikers may also choose to purchase a Gondola ticket and ride the Gondola to the top of the mountain and back down again. Casual hiking on our multi-use trails can be accessed from the top of the chairlift.

SilverStar Gondola: Take a ride up the mountain and get some amazing panoramic views! You can either use the gondola on foot or take your bike with you!

SilverStar Mountain offers some of the most breathtaking scenery in the Okanagan Valley. From the top of the mountain, you can see unparalleled views of the Monashee Mountain Range, the Okanagan Valley and its majestic lakes below. Pack a picnic lunch for a mountain top adventure then stroll down one of the many scenic walking paths to the village or catch the scenic SilverStar Gondola for a leisurely ride back.

Gnome Roam: Do you have what it takes to find a SilverStar Gnome? The SilverStar Gnome Roam takes visitors on a gentle self-guided tour of the mystical gnome world of the mountain village. For information on the Gnome Roam, stop by the Village Ticket Office and pick up a map (or check it out here: [Gnome Rome](#)) before heading out to catch glimpses of our resident SilverStar Gnomes tucked away in the trees around Brewer's Pond.

Wine Tours:

Who doesn't want to try a little Okanagan wine on their summer vacation? We have some favourites, just ask!

Kelowna Concierge: Wine Tours from Vernon to the beautiful Lake Country area.

[Kelowna Concierge. We plan, you play!](#) • [Kelowna Concierge](#)

Lake Country: The Scenic Sip

One of the Okanagan's truly hidden gems, Lake Country (located between Kelowna and Vernon) features some of the best views and sips in the Valley. This northern region has some of the oldest Pinot Gris vines in the Okanagan and you will taste a variety of white, rosé and red wines.

Wineries you may visit:

- [50th Parallel Estate Winery](#)
- [Gray Monk Estate Winery](#)
- [Arrowleaf Cellars](#)
- [Ex Nihilo Vineyards](#)
- [O'Rourke's Peak Cellars](#)
- [Intrigue Wines](#)

Private Full Day Tour Includes: Tastings at 5 Wineries

Starts at 10:30am for 6 hours with a Lunch Stop at a Winery (cost of lunch on own)

Special Group Price (11+ guests): \$164 / person

Price: \$213 + GST / person (6 to 10 guests)

Price: \$288 + GST / person (4 or 5 guests)

Price: \$309 + GST / person (2 or 3 guests)

Mojo Tours: Full Day and Half Day Wine Tours starting at \$149 per person plus taxes. To book, hop onto their website www.mojotours.com or give them a call at 1-877-726-6548

Want something different? Mojo Tours will also customize a wine tour for you.

Sip Happens Wine Tours: Book a regular wine tour or get a little adventurous and book a wine tour on an e-Bike, boat tours and more! Check out all that Sip Happens as to offer here: [Sip Happens](#)

**Surcharges may apply for pick up at SilverStar (dependent on the number of people)*

Things to do in Vernon:

Less than 30 minutes away, you can enjoy the lakes, mountains, wineries, fresh fruit and vegetables that Vernon has to offer.

Lakes:

Kalamalka Lake: The beautiful blue lake has many beaches as well as hiking and biking for everyone (make sure you bring your own bike). There is also an awesome dog beach that you can access from the upper parking lot.

Okanagan Lake: Down Okanagan Landing Road, you can take a right on Lakeshore road and enjoy the sandy Kin Beach. There is also a great grassy area with a playground and picnic tables.

Davison Orchards:

Great family farm in Vernon, BC. Pick up local produce, canning, baking or cool things for your home. There is a great bakery and cafe as well as farm fun for the kids and a Johnny Popper Farm Tour. Check out their website for more information: [Davison Orchards](#)

Cambium Cidery & Restaurant (formerly BX Press):

Real cider made right here in Vernon, BC. Check out their tasting room and try some of the delicious ciders while you're visiting Silver Star and the North Okanagan. They also have a restaurant with pizza and a farm-to-table dinner menu. Check out their website: [Cambium Cider Co](#)

O'Keefe Ranch:

Take the family for a day trip to O'Keefe Ranch - check out the O'Keefe Mansion, St. Anne's Church and more! Check out all the activities and events here: [O'Keefe Ranch](#)

Vernon Farmers Market:

Every Monday and Thursday from 8:00 a.m. to 1:00 p.m. Come and grab the best Okanagan fruit and vegetables as well as crafts, food trucks, and sometimes the odd musical act.

Where: Kal Tire Place - 3445-43rd Ave, Vernon BC, V1T 8P5

Golfing:

Check out some of our amazing, local courses in the North Okanagan:

[Spallumcheen Golf Course](#)

[Hillview Golf Course](#)

[The Rise](#)

[Predator Ridge](#)

[Vernon Golf and Country Club](#)