



Silver Star Stays Helpful Information

Winter

All our properties are privately owned and managed by Silver Star Stays. There are no staff on the property premises or a 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/VRBO (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

For general questions or concerns please e-mail: 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. Favourite Coffee
2. Laundry Soap
3. Sunscreen (if you're spring skiing!)
4. Lip Balm
5. Hand/Toe Warmers

General Information:

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.

Transfer Station (Garbage) Hours: November 15 to April 15 - Fee \$10 - See Map Below

Monday, Thursday, Friday - 8am to 1pm

Saturday and Sunday - 11pm to 4pm

CLOSED TUESDAYS and WEDNESDAYS

[Transfer Station User Guide](#)

Silver Star Transfer Station Location to Drop off Garbage and Recycling



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 2 inches. 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.

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

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 the Real Time Shuttle Tracker: [In-Resort Shuttle](#)

Groceries, Personal Shopping & Private Chefs:

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 www.saveonfoods.com and also the very popular Butcher Boys 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](#)

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](#)

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 Silver Star, 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@stevierileyrealty.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. Check it out here: [At Your Table](#)

Private Chef: Are you looking for a private chef dining experience? Check out Be Your Guest, Shane LaRoche provides an incredible dining experience and menu. You can contact them here: [Be Your Guest](#)

Skip the cooking and eat well on the mountain!

My Chef offers wholesome, ready-to-eat meals made from scratch using organic, locally sourced ingredients. All meals are gluten-free, dairy-free, and seed oil-free—real food with real flavour.

We deliver straight to Silver Star for \$48, so you can arrive at a stocked fridge and spend more time enjoying your stay.

Order by Friday at midnight for delivery Monday evening. Or pick up at Anna's Vitamins Plus between 4-5:30pm.

<https://mychefmealprep.ca>

Please note, this is a weekly meal prep service. Order by Friday at midnight for Monday evening delivery

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 Silver Star Mountain Resort. This shuttle service conveniently picks you up curbside 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.

Check Silver Star Shuttle Schedule and Pricing Here: [SilverStar Airport Shuttle by Kelowna Concierge](#)

Discover Okanagan: Private Ski Shuttles to Silver Star Ski Resort. Start your ski vacation stress-free with a private shuttle from Kelowna Airport straight to your accommodations at Silver Star. At Discover Okanagan Tours, we provide private, door-to-door ski shuttle service from Kelowna International Airport (YLW) to Silver Star Mountain Resort, so you can relax and enjoy the scenic ride to the slopes. Whether you're traveling as a couple, family, or group, our shuttles are tailored to your schedule and comfort — no waiting, no shared rides, just premium service from the moment you land.

Guests of Silver Star Stays also save \$10 per person!

Check Silver Star Shuttle Schedule and Pricing Here: [Discover Okanagan - Silver Star Stays](#)

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!

Kelowna/Airport Accommodations: Do you have an early morning flight? One great option is to stay in Kelowna the night before you depart and make the morning a little less stressful. Four Points by Sheraton also provides a complimentary shuttle service to the airport.

If this sounds like something that would work for your vacation planning, check out Four Points by Sheraton and receive 20% OFF your stay

Check out availability and pricing here: [Four Points by Sheraton](#)

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](#)

Snow Fun

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

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 \(skisilverstar.com\)](https://www.skisilverstar.com/winter-tickets)

NOTE: For Kids 5 and below a season's pass (not day ticket) for the low fee of \$30 is the best value for your trip as they will get unlimited everything which includes tubing, skating, xc skiing, fat biking and snowshoeing - [My1 Alpine Season Passes \(skisilverstar.com\)](https://www.skisilverstar.com/my1-alpine-season-passes)

For the hours of the ticket offices, check them out here: [SilverStar Mountain | Hours of Operation \(skisilverstar.com\)](https://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: 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. Check it out here: [Night Skiing | SilverStar Mountain Resort \(skisilverstar.com\)](https://www.skisilverstar.com/night-skiing)

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 Snow Sports 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 the village facilities not limited to but including the Snow Sports 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 to set up pre-arranged guided tours.

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 and Spa in the Village:

- [Evolve](#)
- [The Goody Box](#)
- [The Village Ski Shop](#)
- [Gallery Artiva](#)
- [Lord Aberdeen Market](#)
- [Elevate Spa](#)

Restaurants in the Village:

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

Around the mountain & cool things to do

- [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.
- [Paradise Camp Dinner Tours](#): Paradise Camp has a warm and charming ambience and offers a unique dining experience in a cozy mountain setting. Enjoy a romantic, 3-course, lantern-lit dinner, with an option to purchase from a selection of wine, beer and craft cocktails to pair with your meal.
- [Ravenwood Snowshoe Dinner Tours](#): Snowshoe through a winter wonderland to enjoy a delicious multi-course dinner of the traditional swiss meal of raclette in our secluded mountain cabin.

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](#)

Cedar and Soak: Infrared Sauna and Cold Plunge: After a day of exploring Silver Star Mountain, unwind at Cedar and Soak, your nearby wellness studio in Vernon. Our studio specializes in cold plunges, saunas and red-light therapy designed to enhance recovery and relaxation. Show your booking confirmation and take advantage of a 15% discount on your drop-in fee and bring the family along for a refreshing experience. We look forward to welcoming you!

Check it out here: <https://www.cedarandsoak.com/>

Wine Tours:

Sip Happens Wine Tour - Holy Sip Full Day Lunch Wine Tour with pick up from Silverstar or Vernon! Tour the Scenic Sip Wine Trail in Lake Country

Pick Up at Silverstar \$189.00 per person (minimum 4 persons +). Pick up in Vernon \$169.00 per person (min 2 persons +) Our most popular tour! The Scenic Sip Wine Trail in Lake Country offers endless lake and mountain views where you can enjoy award winning and boutique-style wineries. Known for their crisp whites and pinot noir, this north Okanagan wine region is truly a must visit experience.

The Holy Sip Lunch Wine Tour includes tastings at 5 wineries with up to 24 wines tasted, with ample time for a relaxed scenic and delicious lunch at a vineyard (lunch cost is not included). To book with pick up from Silverstar Mountain please email us at hello@siptours.ca To book from Vernon, [click here](#)

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 2 - January 3, enjoy a winter sleigh ride theatre experience - these sell out early!

Vernon Winter Carnival - February 6 - 15, 2026. Activities and events in Vernon and at Silver Star Mountain. Check out the website for all events: [Vernon Winter Carnival](#)