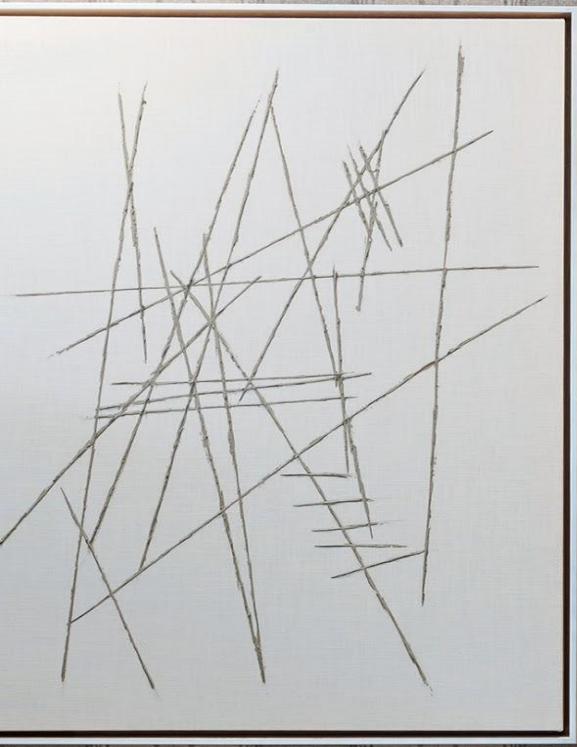




BROKEN ARROW
CHALET







WELCOME

1301 SANDY WAY OLYMPIC VALLEY, CA 96146

This bright, modern space has been painstakingly curated by HSH Interiors to ensure that your stay is the most luxurious and comfortable it can be. Please review this welcome book to learn more about your included amenities, local activities, food, culture, and more.

For easy reference, please see these important contacts:

IN CASE OF EMERGENCY: 911

**For urgent questions regarding your stay: Call
Fiona +1(530)363-7677**

INTRODUCTION

KEYS ETC.

A unique electronic access code created for your stay can be found in your booking confirmation details. Garage door code is 1031.

SMOKING

No smoking of any kind in the house. Fees for smoke damage, upholstery cleaning, etc. are \$1,000. Outdoor smoking is prohibited as it disturbs our neighbors and presents a fire hazard.

POWER

In the unlikely event of a power outage, the home is equipped with a generator that should keep essential appliances on. Report outages promptly and power should be restored within a few hours. Flashlights can be found in the entry closet and the laundry room cabinet.

WASTE + RECYCLING

Waste to be removed goes into white bags, recycling in blue bags. See next page for detailed information about trash collection procedures.

SPA & OUTDOOR SHOWER

Large beach towels can be found in the downstairs hall closet - please feel free to use when enjoying the spa!

To turn on the outdoor shower, please turn the dial near the sliding door & wait 45 seconds for water to start.

CHECK IN / CHECK OUT

Please note that check in is at 4 pm, and check out is at 11 am. We can do our best to accommodate early check ins and late check out, so long as we know ahead of time. This is to ensure that our team has ample time to prepare the home for the guest arriving next.

GOOD NEIGHBOR

Please keep in mind our neighbors' privacy and comfort, and observe quiet hours between 10pm and 8am. Please limit exterior lights during this time. Parking anywhere off Broken Arrow Chalet parking will result in a visit from local authorities. Security cameras are located at exterior entrances: the garage, front door, & sliding doors.

TEMPERATURE CONTROLS

The house is equipped with hydronic (radiant) heat. Each room is heated independently and has a controller mounted on the wall. An air-conditioning unit is located in the great room, and is operable by remote control.

GEAR VAULT

The gear vault is accessible for storing wet / dirty equipment, drying boots, etc. DO NOT bring wet items into the house. Additional cleaning fees will be charged for mud / damage to floors by equipment.

HOUSE RULES

The Basics

- No pets are allowed at the Chalet.
- Only the guests noted in the booking are allowed on the premises.
- No ski boots are allowed inside the Chalet, please use the gear vault room located in the main house garage for your boots, skis, poles, boards and other outdoor equipment.
- Shoes are not allowed to be worn inside the Chalet. Please utilize the entry closet storage shelves for your shoes and boots.
- You are not allowed to smoke inside the Chalet or anywhere on the property including the decks and driveways.
- No parties or events allowed.
- Check-in is at 4PM and check-out is at 11AM.
- Please do not eat in the bedrooms.
- Please refrain from making noise between 11PM and 8AM out of respect for our full-time neighbors.
- Please note there are security cameras located on the exterior front and rear of the Chalet main house and guest house.

Checkout

- Please turn down the thermostats in each room to 55 before departure.
- Please close and latch doors and windows.
- Please load the dishwasher before you depart.
- The beds should be stripped, and used sheets and towels placed on the floor of the laundry room.
- Please be sure to pull the front door shut behind you.

IMPORTANT SAFETY INFO

FIRE

The Lake Tahoe area is ALWAYS on high fire alert. Lighting fires anywhere except authorized fire pit will result in applicable fines, and immediate vacating of the house.

BEARS

Under NO circumstances should you leave food outside unattended for any amount of time. Under no circumstances should you approach, feed, or disturb any bears you may see. Any bear that causes a disturbance is destroyed by the authorities, so please do your part in keeping wildlife wild.

That being said, USE THE BEAR BOXES FOR WASTE REMOVAL. You are legally required to place garbage for pickup in the bear box at the end of the driveway. Do not leave bags outside of the bear box, do not leave food or messes around it, and ensure closure is fastened correctly. Trash pickup is Monday. Call if your bear box is too full to close, and we will call to have the waste removed, charging fees accordingly.

PARKING + SNOW

IT IS ILLEGAL TO PARK ON THE STREET NOVEMBER - MAY. The city needs the roads cleared for emergency vehicles, snow plows, etc. Your car will be towed if this is not followed, or possibly damaged by any vehicles who cannot see your car in the snow.

Snow shovels are in the garage for your use.

FIRST AID

First Aid Kit is located under the sink. A fire extinguisher is located in the hall from the garage to the kitchen and another in the hall outside Bedroom 5 (Red Dog bunk room).

ICE

Take care walking in freezing temperatures, be aware ice can make the ground slippery.

ABOUT THE HOUSE

ESPRESSO MAKER

1. Add water to back tank
2. Remove the filter by the handle and add one or two scoops of ground espresso according to cup inserted. Tamp with end of scoop.
3. Place cup under and hit one cup or two cup button to brew.
4. To steam milk, press steam button, wait until it stops flashing, turn steam knob briefly to remove excess water, turn off. Place milk under steam nozzle, slightly submerged.
5. Turn nozzle back on, work through milk to heat, bring close to surface to stretch the milk.
6. Add milk to coffee.
7. Clean by cleaning drip tray, steam water instead of milk.



TV and Stereo

1. There are three Sony TVs in the house (Great Room, Media Room, Master Bedroom). Each TV has a remote to control the TV, cable service and Android apps running on the TV. The Suddenlink Premier TV package includes an extensive channel lineup plus Encore and HBO. The primary streaming apps are already downloaded on the TV and guests can use their own login credentials to watch streamed content. The home is equipped with an extensive Sonos system with multiple speaker zones. Guests can use their own login credentials to stream music through Sonos from the major music streaming services.

MENDOTA GAS FIREPLACE

1. The remote is on the bookcase shelf right of fireplace
2. Push the top right On/Off button to turn fireplace on
3. Use the up and down arrow buttons to turn the flame up or down
4. Press the top right On/Off button to turn the fireplace off
5. A pilot key is not needed!

RECHARGEABLE LIGHTED BATHROOM MIRRORS

1. A charger is kept in each bathroom.
2. Power button is on bottom of mirror base.
3. Red light turns when out of battery.
4. Green light appears when 'on'.



AUDIO / VISUAL GUIDE

Maybe your perfect end to a day on the slopes or the trail is relaxing with your favorite Netflix show. Maybe it's making dinner and listening to your favorite ski playlist. Or maybe today is a day for work and school in the morning, and hitting the mountain in the afternoon. Whatever the case, fast, reliable broadband access powers our online activities, from work to the kids' school to entertainment. It's not a place to skimp so we provide 1 Gig, unlimited data, broadband service and Premier TV through Suddenlink, Tahoe - Truckee's main cable company.

BROADBAND ACCESS

Access point: brokenarrowchalet

Password: 1301Sandy!

CABLE TV AND STREAMING

There are three Sony TVs in the house (Great Room, Media Room, Master Bedroom). Each has a remote to control the TV (volume, channels, channel guide) and also allows you to access Apps installed on the TV.

Cable: Premium cable service includes all major channels plus HBO and Encore.

Streaming apps: We have pre-installed the major streaming services such as AppleTV, Netflix, HBO Max, Showtime, Hulu, Amazon Prime Video, YouTube, Disney+, Google Play. To access these apps, push the "APPS" button on the remote and then navigate to your preferred streaming app to sign in with your login credentials. Please log out from streaming services before you leave.

MUSIC SERVICES

The home is equipped with an extensive Sonos system with multiple speaker zones. As long as you are on the "brokenarrowchalet" WiFi network, you can control the system from the Sonos mobile app if you have it (or you can download it to your mobile device). Or you can direct music from the major music streaming apps (Spotify, Pandora etc.) to devices on the Sonos network. Please do not add music services to the Sonos system itself, as these will remain on the system, logged in on your account.

THINGS TO DO



PlumpJack Cafe.....	new american, wine	\$\$\$
Fireside Pizza.....	pizza, italian.....	\$\$
Graham's at Squaw Valley.....	steakhouse.....	\$\$\$
Cascades.....	american, brunch.....	\$\$
Wildflour Baking Company.....	bakeries.....	\$
Tremigo.....	mexican, tequila bar	\$\$
Blue Fish.....	poke, sushi.....	\$\$

Hiking + Biking

There are hundreds of trails, parks, and outdoor recreation areas nearby, see following pages for a map of the most frequently visited spots. Our 6 Scott e-bikes are available for rental.

Skiing + Snowboarding

Less than ½ mile away, Squaw Valley offers day lift passes, a 'Mountaineer' shuttle App from the Chalet, and access to some of the best slopes in Tahoe. For group or private ski lessons, visit <https://squawalpine.com/plan-your-visit/plan-your-visit/ski-snowboard-lessons>, or call 1.800.403.0206.

Shopping

Visit hotspots like The Village at Squaw Valley for dining, retail, activities, and events, all nearby the ski lifts.

Spas + Wellness

There are countless spas in the area to enjoy-- try the Spa at Squaw Creek Resort for their 'Walk in the Woods' Facial. If you're looking to get centered, try Wanderlust Yoga Studio in the Village at Squaw Valley.

Museums + Festivals

The Nevada Museum of Art is located in Reno, just a 45 minute drive away. For some Tahoe History, check out the Watson Cabin Museum, the Gatekeeper's Museum, or the beautiful Maritime Center Museum and Gardens. From concerts - to - kitsch, you can visit [TahoesBest.com/calendar](https://www.tahoesbest.com/calendar) for a calendar of local events, year-round.

Horseback Riding

In the summer, Alpine Meadows Stables offers horseback riding from pony rides for the little ones to more serious ½ day trail rides. Visit <https://www.alpinemeadowsstables.com> or call (530) 583-3905.

THINGS TO DO



On the Water

The Sunnyside Marina provides boat rentals for an afternoon on the lake. For a more active activity, you can hire private wake surf coach, Graham, at Elevations Surf Charter, <https://elevationcharters.com>.

Massage

For a relaxing massage to deeper structural integration work, we recommend Jay Wilsey, located in Truckee. Book online at <https://www.jwbodywork.com/jay-wilsey>.

Full Moon Kayak Tour

Booked through AirBNB, this tour takes you onto the water for a relaxing evening. AirBNB < Experiences < Full Moon Kayak Tour

Tahoe Wildflowers and Waterfalls Tour

Booked through AirBNB, this tour is led by an experienced guide who will teach you to identify local flora and fauna while you take in the sights. AirBNB < Experiences < Tahoe Wildflowers and Waterfalls Tour

Archery

Booked through AirBNB, this class covers the basics of Archery in a picturesque setting. AirBNB < Experiences < Introduction to Outdoor Archery

THINGS TO DO



Snoventures

Perfect for kids, Snoventures is across the parking lot in Squaw Village, and has beginner slopes, mini snowmobiles, inner-tubing, and other fun activities for little ones.

Dog Sledding

Wilderness Adventures Dog Sled Tours
1960 Squaw Valley Road, Olympic Valley, CA
96146 – Get Directions
(530) 550-8133



Golf

Right out our window is the golf course at the Resort at Squaw Creek, tee times can be booked on their website, DestinationHotels.com < Resort at Squaw Creek.

River Rafting

River rafting can be booked at Truckee River Raft.com



Cross Country Ski + Snowshoe

The Resort at Squaw Creek's 18km, and Northstar Resort's 40km of groomed trails both offer cross country ski options. Visit their respective websites to book.

Wine Tasting

The wine culture in Lake Tahoe is lively and one of the best tastings can be had at Petra Wine Bar. They offer tastings with cheese, charcuterie, and seasonally -changing selections.



Map Key

- TRAIL
- ROAD
- TRAM
- WINTER LIFT
- WATERFALL
- FIRST AID
- GUIDED HIKES MEET HERE
- RESTAURANT
- RESTROOM
- DISC GOLF COURSE

THE TRANSFORMATION



The Broken Arrow Chalet, pre-remodel

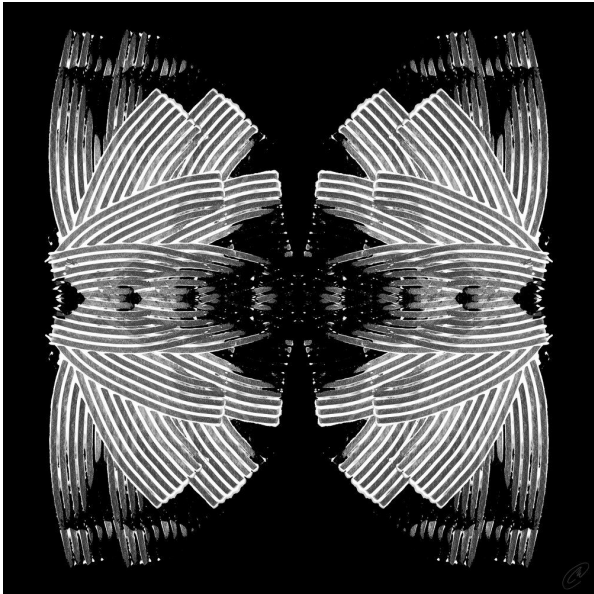
We started our journey with the Broken Arrow Chalet with the intention of spending more time with family in our favorite place to ski. When looking for places to stay, it became clear that many of the homes available didn't feel like the luxurious getaway we were looking for--so we decided to create one. The house we purchased needed a lot of love to replace the haphazardly-selected, and dated finishes.

We got to work adjusting the floor plan, upgrading surfaces, storage, plumbing and appliances, always keeping in mind the goal to create the most comfortable, relaxing experience possible. We have taken everything we have learned from remodeling our clients' homes, what aspects they love and can't live without, and made sure to include these high-end options in the chalet. Our principal, Holly, has always loved the glamorous ski homes of the past, and the nostalgia they evoke. We included nods to the retro, the elements that made these spaces unforgettable. We hope you enjoy the home, and all of the pieces created by artisans we love. Each piece was selected with you in mind, and we hope you remember this stay for years to come.



The kitchen, mid-remodel, adding in storage and breakfast bar

THE CURATION



One of our favorite parts of creating the Broken Arrow Chalet has been collecting treasures to fill the home with. It has been our pleasure researching artisans to find the best fit, who put the most care and passion into their work. As you enjoy your stay, take in the art. We have brought in some pieces by artist Christina Werkmeister, whose clean, modern aesthetic we love. We have also brought in pieces from galleries who show cutting-edge art we're always inspired by. Everything has a story to tell.



We hope you can see the love and attention to detail we have paid, and feel inspired by the house as a whole, but also by each piece that has been thoughtfully placed here for you to enjoy. We believe in investing in people, and in enabling artists to create.



SHOP OUR STYLE

Head over to brokenarrowchalet.com to the Shop Our Style section to purchase or request some of the pieces we've curated just for you.



Take home the candle--
we'll add it to your tab
\$45



Shop Skultuna Brass



Take home an extra --
we'll add it to your tab
\$75



Shop BTW Ceramics



Request a robe to be sent to your home
\$200



Request MMClay Ceramics
to be sent to your home

ABOUT THE DESIGNER



HOLLY HOLLENBECK PRINCIPAL DESIGNER OF HSH INTERIORS

As a visual omnivore who eagerly poured through her mother's Architectural Digest magazines and drew pictures of beautiful houses as a child, Holly Hollenbeck's raw talent and passion for design was apparent at a young age. Before establishing HSH Interiors in 2002, Holly primed her entrepreneurial spirit and developed a sharp business acumen working in investment banking, consulting and at an internet start-up. Ultimately, she decided to pursue what she had always gravitated towards and enrolled at UC Berkeley's Interior Design Program, got a job at a San Francisco-based design firm and quickly took the leap to start her own company. Driven by the mantra that "life is not a dress rehearsal." Holly finds inspiration

everywhere, cataloging her experiences into a vast visual library that serves her creative process. Books, fashion, dance, art, yoga, running and her love for restoring pre-WWII homes all heavily influence her life and designs. Her work has been showcased in The Wall Street Journal, The San Francisco Chronicle, Luxe magazine, San Francisco magazine, Cottage & Gardens, Bridge for Design, California Home + Design, Rue Daily and many other notable publications. While Holly's projects are predominantly in Northern California's Bay Area and Wine Country, her portfolio also includes clients in Jackson Hole, Squaw Valley, Manhattan Beach and Beverly Hills. Holly currently resides in San Francisco's Alamo Square in a historic 1901 Edwardian with her husband, three children and six pets.

Holly hopes you find as much happiness in the Chalet as she found creating it.

PLACES TO KNOW



Please let us know if there is anything we can do to make your stay more memorable. We hope to see you again!

For easy reference, please see these important contacts:
IN CASE OF EMERGENCY: 911

For urgent questions regarding your stay: call
Fiona +1(530)363-7677

GROCERY STORE

Alice's Mountain Market: 1850 Village South Rd Suite 47, The Village at Squaw Valley

PHARMACY

CVS Pharmacy: 850 North Lake Boulevard, Tahoe City

URGENT CARE

Truckee Tahoe Medical Group 925 N Lake Blvd Ste 102 B, Truckee

**Follow us on Instagram at
@BrokenArrowChalet
and leave reviews on our website.**