



Ranch Use Guidelines

Welcome to Mayacamas Ranch. These guidelines are designed to make your stay safe and enjoyable. Thanks in advance for your cooperation. We hope you enjoy your stay.

Parking

- Guests should park in the lot immediately to the left of the Ranch front gate. You are welcome to drive into the Ranch to check in and unload luggage. Our Ranch staff will assist you with your luggage and in parking your car upon check-in. Cars must be moved to the upper lots immediately after check in.

Guest Rooms

- Guestrooms are supplied with EO products of shampoo, conditioner, shower gel and linens. Irons and boards, as well as hair dryers are available in every guestroom. Guestrooms are also equipped with sound systems, most with CD players and FM radios.
- **Checkout time is 11:00 A.M.** Please contact the Ranch office for other arrangements.

Meals and Beverage Service

- Your hosts will let you know about meals and special activities planned during your stay.
- We also have in-room honor baskets stocked with snacks for purchase.
- While your hosts provide for many of your beverage needs, Mayacamas Ranch serves wine and beer in our Chaparral Bar from noon until 10:00 p.m.

Fun Stuff

- There are lots of fun free and fee-based activities at Mayacamas Ranch. Free activities include hiking, canoeing, fishing, swimming, volleyball, softball and croquet. Fee-based activities include spa treatments; wine tasting and cooking classes.
- Reservations for fee based activities are subject to availability and must be made prior to your arrival. You will be charged for your room and activities at the same time, and these fees are non-refundable in the event of cancellation. We take all major credit cards for these services. Call 707/942-5217, ext. 102 for more information or to make reservations.
- Pool hours are 7:00 a.m. to midnight. Use of the pool from midnight through 7:00 a.m. is prohibited. You will find towels for guest use at the pool.

Gift Shop

- We have a gift shop located in the Ranch Office that offers personal care items and souvenirs. We will take an imprint of your credit card for incidentals upon check-in. At checkout you will be charged for any honor basket items consumed or additional services utilized.

Necessary and Important Rules

- While we love animals, guests are not allowed to bring pets to the Ranch.
- No glassware or glass of any kind is permitted at the pool. Breaking this rule will result in a hefty fine to your hosts and to you.
- Please do not bring snacks, food, non-alcoholic or alcoholic beverages onto the Ranch. Please note that smoking is prohibited inside all Ranch buildings. When smoking outside, please do not throw lit matches or cigarettes on the ground. Rather, dispose of cigarette butts in ashtrays/ receptacles provided. **We are in a high-risk fire area. Please be careful.**
- Guests are encouraged to keep all valuables with them at all times to prevent theft, loss or damage. The Ranch is not responsible for any loss of guest's items/property.
- Out of respect for neighbors, outdoor music must end at 8:00 p.m. Music inside the Lodge may continue until 12:00 a.m.



Terrain Warning

- The Ranch is rough rural terrain with potentially harmful native animals, reptiles and vegetation including rattlesnakes and poison oak. If you are exposed to poison oak -- or expect to be -- please ask a Ranch employee to use our Technu lotion. If a snake bites you contact a Ranch employee immediately for assistance.
- The Ranch is used at your own risk. Visitors should be cautious. Wear low heeled, flat rubber soled shoes for uneven surfaces. Please stay on the trails and watch your step when exploring our grounds.

Telephones, Faxes & Internet Access

- There are no telephones in guestrooms. Guests may use the Ranch telephone on the Lodge Guest Desk located in Chaparral Lodge. Dial "8" for an outside line. Please use credit cards for long distance calls.
- The Ranch fax number is (707) 942-8887. We will keep all received faxes in the Ranch office in Live Oak Lodge. Guests should check with the office if faxes or packages are expected.

Children at the Ranch

- Children must always be supervised on the grounds.
- There is no lifeguard on duty, children may swim when a responsible adult is present.

Wheelchair Accessibility

- Mayacamas Ranch has two guestrooms with private bathrooms designed for wheelchair access. We also have designated handicapped parking spaces.
- Ranch terrain is hilly and rocky, therefore wheelchair mobility is somewhat limited. We are happy to provide transport services around the Ranch with our golf carts for guests who need extra assistance.

Emergencies

- In case of an emergency, please notify the on-duty Ranch Manager. We have an emergency medical kit in the office for minor injuries otherwise dial 8-911 from any ranch phone.
- If there is a fire, please contact a Ranch employee or call 911. There are fire extinguishers located in every building.

On-Site Staff

- Our on-site staff is here for your convenience and safety. You will see our staff working around the ranch and you are encouraged to approach them when you have a special need. We do ask, however, that out of respect for their privacy you do not go to our employees' on-site residences.
- All staff members are equipped with cellular phones so that you may reach them in an emergency or when a special need arises.