

Welcome to

Crescendo

Classic Elegance ... like never before

Before Your Arrival –

Before you arrive, we recommend that you download two free apps from your phone's store.

- The Sonos Controller
- We've Got Big White Mountain.

The former will enable you to control Crescendo's Internet Radio (Sirius XM, inclusive) via your own device; the latter will enable you to be informed about what may be happening on the mountain during your stay.

Arrival –

Crescendo's physical address is 381 Rockridge Road. When using your GPS to get to us, though, and especially if using Google Maps, in lieu of searching by address you should try the name Crescendo at Big White.

Crescendo is a Smart Home, with integrated lighting, security, audio/visual, and heating/cooling. Entry to the home is through a 4-digit code, which will be issued to you upon your arrival. That code will be unique to your party, and it will be deactivated at check-out.

As there is no cell phone coverage after you leave Kelowna until you arrive to the mountain, just before you leave Kelowna (but after you've done all of your shopping), please call either Dan at 250-863-6653 (danadkin@hotmail.com). He will meet you at Crescendo, issue your 4-digit code, and introduce you to Crescendo's Smart Home systems. In the latter regard, you might want to identify one individual as being your *Tech Guru*. That person, especially, should stick with Dan while he explains our systems to you.

For most questions or concerns during your stay, Dan will be your contact person. However, should ANY electronically-related issue/question arise, call ME and not Dan. My mobile number is 619-459-4591. I can problem-solve electronic issues more quickly/easily than anyone. After all, I programmed Crescendo, and I can control most of Crescendo via the internet. Electronics include: Lighting, Audio/Video, HVAC, Pool (heating and the Jacuzzi jets).

The light switches and touchpanels provide a rather unique experience. When you arrive, at the touchpanel by the front and ski entry doors, touch 'Arrive'. The house comes alive, where designated lights activate throughout the home, lighting your way until you have settled. The fireplace will also activate, as will music to key locations. Certain lights, too, automatically activate upon opening/closing the door. Further, from sunset to sunrise, judiciously placed motion detectors automatically light your way, as well.

At your leisure, experiment with the various systems on the touchpanels in each room. You'll find their operation to be quite intuitive.

Floor 1a: Entertainment

Rec Room (Garage) –

- The Rec Room (Garage) is a non-smoking zone, just like the rest of the house. The Rec Room is fully finished. It is heated, has a 50” TV, and has access to all of our audio and video content streams (movies, XM, and more).
- The Rec Room also has a Wii Game System, a Bumper Pool Table, a Poker Table, a professional PowerTower fitness machine, and a professional-level Ping Pong table. There is a SubZero Fridge/Freezer in that room, as well.
- Please do not set anything on the Ping Pong table (even though it is very tempting to do so).
- If you need either the Ping Pong or the PowerTower opened or closed, please ask us to do that for you. Please do not do either of those things yourself. Opening/closing the Ping Pong table incorrectly will break the mechanism (a bad thing). Opening/closing the PowerTower Fitness machine can cause serious injury (a very, very bad thing). Again, we are happy to come over and set those up or take those down for you.
- Many guests use the Rec Room as another bedroom at night. There is a queen sleeper couch in that room, and we can set-up two twin airbeds, as well. When using that room as a bedroom, each night you will want to disable the motion detector. Otherwise, each time someone rolls over, the lights will come on. To disable the motion detector until 9:00 am the next morning, merely press/hold the “motion” button on the KeyPad for 5 seconds.



Game Room (Glass Room) –

- The Game Room seats quite a few people on our custom U-shaped sofa. It also has a 55” TV, and a Chess Table. All of our movies may be streamed to that room.
- This room also conveniently converts to another bedroom. Moveable glass panels close-off the room, and the custom couch converts to four twin beds (with end tables). Plenty of storage for clothes may be found in the drawers under each bed, as well.
- As soon as I bring it to Crescendo this ski season, the room will also have the new XBox One X (Project Scorpio Edition).

Floor 1b: Entertainment

Theatre –

- Our Theatre (with 7.1 surround-sound and a 110” screen) is exceptional! Movies are streamed via a 24tb Media Server. By clicking on the movie jacket of your choice, you can choose from any of our movie titles (more than 1150).
- The bar is equipped with a double-sink, dishwasher, ice-maker, mini-fridge, and microwave. In the cabinetry there, you’ll find additional equipment, such as a blender and a popcorn maker.
- The room has three custom-built Murphy Beds: each with its own reading lights, drawers, and closetry. These are equipped with down everything, and they are extremely comfortable. The room also has a queen sleeper-sofa, but we recommend against using it for sleeping. Despite our best effort (including an upgraded mattress when we had it built), its comfort does not rise to the standards we espouse. As such, it is not included in our published bedding or occupancy tallies.

Streaming to our Theatre’s Projector

As you may imagine, the theatre equipment is quite complex. We have made access to that equipment less complex, though, via specialized touchpanels, a dedicated All-in-One Windows 10 computer, and more. Still, every technology has its quirks, and no system is perfect. Not to worry, though, as our movie server is actually quite easy to operate, and we'll show you how to do that when you arrive to Crescendo.

Importantly, nothing is instant in the Theatre. Even when using the projector as a TV, after pressing Watch TV on the Touchpanel and/or on the Handheld Remote,

- it takes time for the Projector to warm up;
- it takes time for the amp and pre-amp to work through the source switching; and
- it takes time for the Projector and the amps to shake hands (sync).

Please be patient, and please press the appropriate button only once. Wait 60 seconds before pressing anything further. Pressing multiple buttons on the Remote and/or pressing the same buttons several times will only confuse the system, and it will also cause the Projector bulb to permanently fail.

Movie Server: Here are a few things to know about our Movies in the Theatre.

- ALL of the SWITCHING back and forth between Sources (TV, Movies, etc) may be done by the Touchpanel.
- MOST (but not all) of the switching may also be done by the Handheld Remote.
- If you first choose your Source at the Touchpanel (TV, Movies, etc), you must then go to the Handheld Remote to tell that Handheld Remote how to behave.
 - . If you want to watch TV, for example, after choosing TV at the Touchpanel, choose TV on the Handheld Remote. That will turn the Handheld Remote into a TV Remote so you can change TV channels.

Again, detailed, step-by-step directions are provided in that room.

Theatre Bath –

Just outside the Theatre is the ensuite for the entertainment areas. Besides the designer toilet and sink, the ensuite boasts a custom 2-person shower. Have fun!

Floor 2a: Gathering

Kitchen/Dining Room/Great Room –

Kitchen

- Crescendo's gourmet kitchen is, indeed, a chef's delight. It includes
 - . a TRUE Fridge (sliding glass doors, restaurant grade);
 - . a TRUE Freezer (restaurant grade);
 - . a Marvel IceMachine
 - . a Thermador Gas Range: 6 gas burners, electric griddle, 2 gas ovens (one large, one small);
 - . a Sharp Microwave drawer; and
 - . 2 Miele dishwashers (integrated into cabinetry, one on each side of the sink).
- Our commercial Bunn Coffee Maker is plumbed. Turning on the Outlet at the touchpanel will heat-up the water for immediate use: for instant hot water or to brew coffee without delay.
- All of the manuals for the appliances are on our website under the FAQ section:
<http://SkiCrescendo.com/faqs>.
- You may wonder why we have no garbage disposal. Big White's disposal system prohibits the homes on the mountain from installing one.
- We have a 32" SmartTV in the Kitchen, also to which all of our movies can stream.
- A phono plug connection to our Whole House Audio may be found in the kitchen, as well, allowing you to connect your phone/tablet via your headphone jack. Remember, though, from anywhere in the house you may also control our Music by downloading the Sonos app, and you may mirror your phone/tablet to our AppleTV, to stream your playlist to our system.

Dining Room

- The dining room tables are made of glass. Glass leaves at each end extend each table, if more space is required. To prevent the glass from breaking, the tables can only be moved if lifted via the frame. Please do not reposition the tables yourself. Instead, please allow us to move things into position for you. Really, we're happy to do that. Just give us a call.

Great Room

- What can we say? The views from the 30' floor-to-ceiling glass are spectacular.
- The fireplace activates using either of the two touchpanels in that room. It can be controlled from the Master Bathroom, as well. For your safety, the system must complete a series of safety checks before igniting, which is why it may take about 30 seconds before it fires. The flame will turn itself off in one or two hours (whichever you choose at the touchpanel).

Decks/Patio

Just outside the Great Room & Kitchen, to one side is our Deck to the other our Patio. You'll find outdoor seating at both areas. Just outside the kitchen, though, is our 38" Napoleon Grill (that's a 42-hamburger cooking surface), which is built into our 10' granite island bar. A Fire Pit Table compliments that area, too, which is comfortably enjoyed outside of ski season.

Floor 2b: Gathering

Ski Access –

- Crescendo's ski access, is *truly* ski-in/ski-out. Access is from the corner of Woodcutter/Hummingbird & Gondola Way, directly to our ski entry door. The quickest way to the Village, in fact, is out the back door (ski entry) via that same route.
- We built the outside ski locker so that your skis/boards can be very securely stored apart from the main home. The ski locker can be heated, and there is a work-bench inside so that one may conveniently wax boards and/or make adjustments to equipment. Please honor the fact that we do not want skis, poles, boards, or bikes stored or worked-on inside the main home.
- Custom benches, hooks, and cabinetry (to accommodate jackets, boots, and more) are located just inside Crescendo's ski entry. Our boot dryers accommodate 14 pairs of boots (or mixture of boots, gloves, and such like). We think you will really enjoy all of those features.

Pool/Jacuzzi –

Most will want to enter/exit the Pool via our toasty Pool Room. The outside portion may then be accessed by swimming under the glass separator. For those not wanting to get their hair wet, merely step on/off one of the three plastic barstools we have inside the Pool/Jacuzzi.

Importantly, our Pool/Jacuzzi is *virtually* chlorine-free. You'll definitely feel the difference, and your skin will be thankful, too. For that system to work well, though, the use of body lotions must be minimized or rinsed away before entering the Pool.

We ask only four things of our guests when using the pool/Jacuzzi.

- 1) Es muy importante (that's French, ok, Spanish, for "*It's very important*") to keep our 4 pool lounge chairs in the pool (literally), on the inside portion. Believe-it-or-not, those lounges are also the pool covers for that room, and serve to keep the humidity in the room at comfortable levels. Left off, the humidity in the Pool Room can rise to dangerous levels.
- 2) Triple please, do not put a lit cigarette on top of the outdoor pool covers. As with almost everything at Crescendo, the covers are custom made (and not easily repaired or replaced).
- 3) Please do not float the outdoor covers in the pool. They'll become waterlogged and unusable.
- 4) Please do not bring bottles or glassware into the Pool Room (or outside close to the pool).

We have provided unbreakable plastic tumblers for this area, which are located in the kitchen.

- There is a VERY EASY way to remove the pool covers while you are in the pool, and those steps are listed below. You can see a short video about that via the following link:

<http://youtu.be/x6ZGwC-OfVcA>.

- . The pool cover is in four sections.
 - . Swim under and pop up one of the end panels. No problem in doing that, as there is room to breathe between the cover and the water.
 - . Lift (not push) that end panel to one side.
 - . Splash water on top of the end panel.
 - . Slide the next panel on top of the end panel. Once you've splashed water on that end panel, sliding it becomes a breeze.
 - . Repeat this for the other side as well.
- The indoor/outdoor pool is jetted with 15 Jacuzzi jets, via 5 separate pumps. Three jets are for upper back, 3 for lower back, 3 for feet, 6 at various heights for those standing. The jets are activated by the touchpanel in that room. The pressure to each group of jets can be increased by the white air valves on the floor at the entrance of the pool.

- The SwimGym is an additional system in the pool that provides a stationary lap-pool swimming experience. This system is extremely powerful, and its use restricted to adult supervision. Should you wish to use the system during your stay, please arrange that with management, who can provide you with the SwimGym's security access code. The SwimGym cannot be used when the pool is heated to jacuzzi temperatures.
- The pool room can additionally be controlled by the touchpanel just outside the pool room near the ski-in entrance. We created that redundancy, in case the touchscreen in the pool room acts-up due to the extreme temperatures in that room.
- For your comfort, the entire outside edge around the pool is snow-melted via under-concrete geothermal heating.

Laundry –

- We have two commercial washers and two commercial dryers.
- The top two shelves above the dryers are locked-out by the owner. The locking mechanism is hidden, but it is there. Forcing it open will ruin the cabinetry.

Ski Hall Bath –

Just outside the Laundry Room (and in the middle of the Ski Hallway, close to the Kitchen/Dining Room/Great Room) is the ensuite for the Floor 2 (Gathering areas). Besides the designer toilet and sink, there is a custom 2-person shower. Regarding the latter, in fact, this particular shower is our largest.

Guest Bedrooms –

- There are two Guest Bedrooms at this level: each with Queen beds.
- Each room is equipped with nightstands, a triple dresser, and a 42" Smart TV. Our movies stream to the TV in those rooms, as well.
- The lofts each have two twin beds with drawers underneath.
- Internet Radio can be enjoyed through the in-wall speakers. Control is via the touchpanel.
- Each of the Guest Bedrooms have their own private ensuites.
- To keep the Guest Bedrooms cool, we recommend you keep the blinds closed during the day.

Floor 3

Master –

- You are going to love the Master Bedroom and Ensuite! First, the room is very private, as it is at the top of the landing. No one can mistakenly walk by your room.
- We have king bed in Master, along with a couch. There is also plenty of closet space and drawer space.
- The two-person tub is jetted. About one hour after using the air-jets, the tub will automatically turn on to blow-out the air trapped in them. It is quite loud, and can cause quite a startle if you have retired for the night.
- The two-person shower has a steam-generator. For freshness, we have found it best to leave the shower door ajar when done with the shower, as the doors are sealed to hold in the steam.
- Internet Radio can be enjoyed through the in-wall speakers in the bedroom, and there are speakers in the steam-shower as well. Control is via the touchpanels to those rooms.
- The 50" TV can be enjoyed through the speakers in the TV, or through the surround-sound sound bar and wireless subwoofer. Our movies stream to the TV in that room.
- To keep the room cool, we strongly recommend that you close the master bedroom door during the day, to block the heat generated from the glass block stairwell.

Additional Information

Telephone –

- The wireless phones throughout the home are on a single landline via Telus: 250-491-9198. Long distance is not blocked on those phones. In the case of an emergency, dialing 911 will reach the closest dispatch operator.

Big White Television –

- Crescendo is subscribed to the most comprehensive TV package offered by Telus to Big White.
- Best of HD Channels: Over 70 channels in HD
 - On Demand Content: Over 200 primetime shows plus thousands of HD movie titles
 - Access to the Big White Interactive Information Channel: up-to-date snow reports, lift status
 - Stingray music: over 70 channels of commercial-free music

Internet –

Without question, Crescendo's internet system is always State of the Art. In addition to having the fastest High Speed Internet service that Telus offers to Big White, we have the latest Gigabyte router/switch and the latest Wireless Access Points. Our Wireless Access Points, in fact, are long-range, and allow connections via multiple bands and via multiple standards (including a, b, g, n, and ac). Yes, each room even has one or more RJ-45 connectors, to which you can make a wired connection, as well.

- If you prefer to hook-up direct, use the bottom RJ-45 plug to make a CAT5e connection. We have one or more of those connectors in each room.
- If you prefer to hook-up via wireless, use the following network security settings on your computer/phone. You will find wireless available virtually everywhere throughout the home, as repeater signals have been set-up on each floor.
 - . SSID: crescendo
 - . Network Security Key is a WEP setting: 2504486299 (no dashes).
- If your signal weakens, briefly cycle the wireless on your device (off/on) so that you can connect to the access point closest to your location in the home at the time. Most of the time, though, that switching will be done automatically for you.

Heating/Cooling –

- The temperature can be adjusted via each touchpanel in each room. Choose the 'Climate' tab on the screen. The house is heated geothermally (including the hot water and the Jacuzzi).

Driveway and Garage –

- As noted earlier, our Rec Room is our Garage. It cannot be used for parking cars.
- During the ski season, once you arrive to Crescendo, you will have no need for your own transportation. We recommend, then, that you take one of the Shuttles to and from Big White. About 60 days before your arrival, we will refer you to the best shuttle service at the time.
- The outside keypad *opens* the garage door; the white button beside the keypad *closes* the door.
- The garage door can also be opened/closed by the light switch buttons as you enter the home from the garage (2nd and 3rd buttons, respectively).

- For your safety (and the safety of others), if you do opt to have your own car at Crescendo (in lieu of Happy Valley), parking outside the garage is totally at your own risk.
 - . If you park on the driveway or street, the Bobcat cannot clear-away the snow.
 - . If you park on the driveway or street, Big White may come by and place a wheel lock on your car or they may tow it.
 - . If you park on the driveway or street, your car *may* roll and damage property and/or others.
- Sadly, all of the above incidents have already occurred at Rockridge Estates. Please do not risk the distraction from your vacation experience, by veering from the above policies.

Security System –

- Our Security System is composed of two separate, but integrated, systems: Alarm, Access Control (automated entry door locks). Upon your arrival, you will be issued a 4-digit code that will simultaneously disarm the alarm system (if armed) and unlock the door.
- For the security and safety of our guests, your 4-digit code is unique to your party. That code will be decommissioned upon check-out, and a new code will be provided to the next guest.
- The house is meant to be quite secure, which means you must always carry your 4-digit code with you, even when going into the garage and into the pool. You must use that code
 - . to open the front entry door & to open the ski entry door;
 - . to open the door from the garage into the home; and
 - . to go to & from pool area.
- There is a button on the garage touchpanel (by the TV) that can open the door into the home, should you forget your 4-digit code. However, there is not a button on the pool touchpanel to open the door (for security reasons). If you get locked in the pool area, the only way out is by exiting via the pool outside, and then ringing the intercom by the ski-in entry for your party to open the door.
- None of our doors (that unlock by your 4-digit code) open by turning the handle. When you hear the click releasing the lock, merely pull the door toward you (to disengage the door's electronic tongue) and then push the door open.
- Your code will purposely not open certain areas (e.g., maintenance rooms, owners' lock-outs).

Alarm –

- Your 4-digit code will automatically disengage the alarm at the following entry points: Garage, Front Door, Ski Entry Door, Ski Locker, Pool. Should the alarm go off while you are in the home, two things are required to turn it off:
 - a) enter your code at any of those locations;
 - b) then open that door.Entering the code at any other location, or failing to open that door after entering the code, will not turn off the alarm.

Bed/Bath Arrangement –

Please take a look at the following link, to determine the best sleeping arrangement for your party: <http://skicrescendo.com/relax/#Beds/Baths>. That way, when you arrive to Crescendo, we can assist you with placing your luggage for you. Also, upon your arrival, we could then make certain that each room is set-up for your party's unique needs (bedding, linen, and such like). If you decide you want to use the 4 Twin Beds in the Game Room and/or the 2 Twin Air Beds, for example, if you'll let us know that before (or when) you arrive, we will set those up for you.

<i>Room</i>	<i>Arrangement</i>	<i>Sleeps</i>	<i>Bathroom</i>
Master Bedroom (Bedroom #1)	King Bed	2	private ensuite
Guest Bedroom (Bedroom #2)	Main Floor: Queen Bed Loft: 2 Twin Beds	2 2	private ensuite
Guest Bedroom (Bedroom #3)	Main Floor: Queen Bed Loft: 2 Twin Beds	2 2	private ensuite
Game Room (Bedroom #4)	4 Twin Beds	4	theatre ensuite ski hall ensuite
Theatre (Bedroom #5)	3 Queen Murphy Beds 1 Queen Sleeper Couch	6 2	private ensuite
Rec Room – Garage (Optional Area)	1 Queen Sleeper Couch *2 Twin Air Beds	2 2	theatre ensuite ski hall ensuite

*set-up upon request

Our Whole House Audio: Our iRadio or Your Device

Although we provide Whole House Audio (XM, Slacker, & more) via our iRadio (Sonos) system (selected by the Touchpanels), you may play your own music throughout the house as well: either

- by mirroring your iPhone or iPad to our AppleTV, or
- by using the headphone jack on your Device (iPhone, iPad, Android, Computer).

Our Music: by iRadio (XM, Slacker, and more)

- From any Touchpanel in any room that you'd like to hear Internet Radio music, select Source and then select iRadio.
- Our Internet Radio (iRadio) is through our Sonos system. You may download the Sonos app and access XM (and more) through your own device (phone, tablet, computer) or you may use the Tablets that we provide for your use. More on both of those options in the next section.
- Regardless of the control method, the volume in that room is ALWAYS controlled by that room's Touchpanel.

Your Music: by AppleTV

You may mirror your iDevice (iPhone, iPad, Android, Computer) to our Whole House Audio via our AppleTV Device, provided you are adept at doing so.

- To mirror your iPhone or iPad, see page 11.
- From any Touchpanel in any room that you'd like to hear your music from your mirrored Device, select Source and then select iPort
- The volume in that room is controlled by that room's Touchpanel.

Your Music: by your Headphone Jack

If it can be played through the Headphone Jack on your Device, then it can be played through our Whole House Audio system.

- The connection is made by the male Phono Jack that we supply, which is behind the TV in the Kitchen. First, plug that Phono Jack into your Device's Headphone Jack.
- Next, from any Touchpanel in any room that you'd like to hear your music from your connected Device, select Source and then select iJack.
- The volume in that room is controlled by that room's Touchpanel.

Our iRadio Tablet Control (and/or your own device)

Controlling the iRadio (Sonos) using Our Tablets

We have several Tablets, which are used solely for the purpose of selecting the particular Internet Radio service/station you'd like to use. Try Sirius XM or Slacker, for example, and experiment with the various Genres, DJs, and more. Do not use the Tablets to control the volume, though, as that will alter the volume in every room of the house that is listening to iRadio. Instead, use the Touchpanel in the room you are in to control the volume to that room only.

Controlling the iRadio (Sonos) using Your Device (phone, tablet, computer)

First, you must be connected to Crescendo's wireless internet

- SSID: Crescendo
- Password: 2504486299

Second, download & install the Sonos Controller App (for Android, for iOs, or for Windows).

Third, open the App and choose, "Connect to an Existing System."

That's it! Enjoy!

Note:

- Our XM may be a little different than what you're used to, as we have a US subscription.
- Do not use the Tablets to control the volume, as that will alter the volume in every room throughout the house that is listening to iRadio. Instead, use the Touchpanel in the room you are in to control the volume to that room only.

Our Samsung SmartTVs

All (but one) of our SmartTVs are identical, and all of our TV remotes work the same way. Thus, once you become acquainted with playing our movies via Plex on one TV, you'll be able to play our movies on all of our TVs. You can, at the same time, stream the same movie or different movies to any number of our TVs.

Patience, though, is key here! After the TV turns on, it takes a full 1 ½ minutes for all of the TV SmartApps to activate: our Plex Movie Server App, inclusive. Also, the TV's processor is not nearly as powerful as a computer (or a smart phone), so Apps on the TV do not respond nearly as quickly as you may be accustomed to with a computer (or a smart phone).

Using the TV's SmartApps

If you subscribe to any online service (Music, Movie, News Channel, etc), such as Netflix or Amazon Prime, you may use that service on any of our SmartTVs. You would need to already be adept at using those services, and then LogIn with your own Username and Password. Needless-to-say, at the end of your stay at Crescendo you would want to be certain to manually remove your Username and Password for each of those services.

We are committed to making your experience at Crescendo nothing short of delightful. After your stay, in fact, we'll be asking if you have any feedback for us, about how we can improve upon Crescendo for your future visits.

While you are at Crescendo, though, please tag us when posting to Facebook, Twitter, and more: @skiCrescendo.

In the meantime, it is with great pleasure that we present for your enjoyment,

Crescendo.

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