

Quick Tips

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.

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

Internet –

- Wireless is available everywhere throughout the home.
 - . SSID: crescendo (all lowercase letters)
 - . Network Security Key (WEP2): 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.
- 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.

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.

Crescendo's Operation Manuals –

Under the FAQs on our website (<http://SkiCrescendo.com/faqs>) you'll find manuals for most of the major appliances at Crescendo.

Whole House Audio – TV - Movies –

Refer to the Manual in the Kitchen and in the Theatre

Pool/Jacuzzi –

Our Pool/Jacuzzi uses a rather unique non-chlorine system, which provides a much better experience. In an effort to minimize (if not virtually eliminate) the need for adding chemicals during your stay, we need a little co-operation from your group. Specifically, please refrain from donning lotions (e.g., moisturizers and sunblock) before entering the Pool/Jacuzzi.

In addition to the above, we ask only four things of our guests when using the pool/Jacuzzi.

- 1) We have 4 pool lounge chairs in the pool 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. Please ensure those lounges are placed back in the pool in that room after use. Otherwise the humidity can raise to dangerous levels.

- 2) Please do not float the covers in the pool. They will become water-logged and unusable.
 - 3) Please, please, please do not put a lit cigarette on top of the pool covers. As with almost everything at Crescendo, the covers are custom made (and not easily repaired or replaced).
 - 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 drawer to the left of the Thermador Oven.
- 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 by clicking [Pool](#), or via the following link: <http://youtu.be/x6ZGwC-OfVcA>.
 - . The pool cover is in four sections (and numbered).
 - . 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.

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.
- 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.

Air Conditioning –

- The bedrooms WILL stay cool, but ONLY if you keep their shades closed during the day: this is especially true for the master bedroom (due to the heat from the glass block).
- The A/C is controlled via three touchpanels: Great Room, Master Bedroom, Theatre.
- The Theatre also controls the A/C in the two Guest Bedrooms.

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 and heated, has a 50” TV, and has access to all of our audio and video content streams (movies, XM, and more).
- If you need to have the Ping Pong table open/closed or our PowerTower fitness machine open/closed, please ask us to do that for you. Please, though, 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 do that 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 this 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. **IF (and only if) it is nighttime**, pressing the “motion” button on the KeyPad for 5 seconds, will disable the motion detection until 9:00 am the next morning.



Restaurants –

- Outside of Ski Season, you should check the app you downloaded (We’ve Got Big White Mountain) to see what restaurant may be open during your stay and when.
- To walk to the village (and restaurants), exit Crescendo via the ski access, walk through the tunnel up ahead. When there is no snow on the mountain, there will be a small creek (really, spillway) between Crescendo and the tunnel. As you approach the creek, you’ll see the ramp that you may use to cross over. When the mountain has snow, there is no creek/spillway.

We are committed to making your experience at Crescendo nothing short of delightful. Please provide us with feedback about your stay, and with information about how we can improve upon Crescendo for your future visits.

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

Crescendo.