

Welcome to

Crescendo

Classic Elegance ... like never before

Arrival –

The address to Crescendo is 381 Rockridge Road, Big White, BC. The home is a ‘Smart Home’ with integrated lighting, security, and heating/cooling. Entry to the home is through a 4-digit code, which will be issued to you by Crescendo’s management. That code will be unique to your party, and will be deactivated at check-out.

You will be provided with the manager’s contact information as it gets closer to your arrival. As there is no cell phone coverage after you leave Kelowna until you arrive to the mountain, please contact management just before you leave Kelowna to let them know you are on your way. They will meet you at Crescendo, issue you your 4-digit code, and introduce you to Crescendo’s Smart Home systems.

The light switches and touchpanels provide a rather unique experience. When you arrive, at the touchpanel by the front door, touch ‘Arrive’. The house comes alive! Designated lights throughout the entire house activate, which light your way until you have settled into the home. The fireplace will also activate, as will music to key locations. Certain lights will also turn on and off automatically without your having to activate a light switch. In most of the closets, for example, lights activate/deactivate upon opening/closing. 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 the operation of them 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. It is fully finished and heated, and has a TV and integrated audio system in it (XM, inclusive).
- 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.
- Please do not set anything on the Ping Pong table (even though it is very tempting to do so). During your initial tour of Crescendo, Crescendo’s manager will show you how to open/close the Ping Pong table. Instructions are posted in the garage as well. Opening/closing the table any other way will break the mechanism (a bad thing).

- 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. Pressing the “motion” button on the Keypad for 5 seconds, will disable the motion detection until 9:00 am the next morning.

Game Room –

- The Game Room seats quite a few people on our custom U-shaped sofa. It also has a 47” TV, and a Chess Table.
- This room also conveniently converts to another bedroom. Moveable glass panels close-off the room, and the custom couch converts to four twin beds. Plenty of storage for clothes may be found in the drawers under each bed, as well.

Floor 1b: Entertainment

Theatre –

Theatre Room:

- The Theatre (with 7.1 surround-sound and a 110” screen) is exceptional! BD/DVDs are streamed to the theatre via a 24tb Media Server. By clicking on the movie jacket of your choice, you can choose from any of the movie titles (more than 1000).
- The couch in the Theatre is a queen sleeper-sofa. Additionally, the Theatre has three custom-built Murphy Beds: each with its own reading lights, drawers, and closetry.
- 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 coffee maker & a drink-blender.
- One of the cabinets at the bar is locked-out by the owner. The locking mechanism is hidden, but it is there. Forcing it open will ruin the cabinetry.
- We invite your feedback about various lighting scenes you’d like to see, so we can incorporate your suggestions into one-touch lighting scenes for this room before you return for a visit.

Streaming to our TVs

All of the TVs in the house, excepting the Theatre’s Projector, are identical Samsung SmartApp models (either 32”, 46”, 50”). The movies stream to each of those TVs via the Plex SmartApp on each of those TVs. Streaming instructions are provided in each of the rooms.

With the Samsung TVs, when turning the TV’s on, watching TV is instantaneous. It takes a full 90 seconds, though, for the TV to activate all of the SmartApps.

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 pre-programmed remote, and by an Android Tablet. 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;
- it takes time for the Projector and the amps to shake hands (sync).

Please be patient, and 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, 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 channels.
 - . If you want to watch Movies, after choosing Movies at the touchpanel, choose Movies on the Handheld Remote. That will turn the Handheld Remote into a Movies Remote, so you can pause, stop, rewind, etc.

For now, the Projector may be turned on/off only by the Handheld Remote. On is automatic when selecting your Source on the Handheld Remote. The off button (uppermost left) must be pushed twice. Not to worry, the Projector will prompt you for that second press).

Theatre Bath –

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

Floor 2a: Gathering

Kitchen/Dining Room/Great Room –

Kitchen

- Crescendo's gourmet kitchen is, indeed, a chef's delight. It includes
 - . a SubZero fridge;
 - . a Viking 6 burner plus griddle stove top;
 - . a Viking double oven plus microwave; and
 - . 2 Miele dishwashers (integrated into cabinetry, one on each side of the sink).
- The stove top has been adjusted for the use of LP at high altitudes. We suggest if you are using the griddle to cook, you leave ample time for it to heat to the desired temperature.
- You may wonder why we have no garbage disposal. Big White's disposal system prohibits the homes on the mountain from installing one.
- Most of the upper shelves (above microwave, fridge, stove, etc) are locked-out by the owner. The locking mechanism is hidden, but it is there. Forcing it open will ruin the cabinetry.
- A phono plug connection to our Whole House Audio may be found in the kitchen, as well, allowing you to connect your phone or tablet via your headphone jack. Remember, though, from anywhere in the house, you may also connect your phone (iPhone, Android, or Windows)

or tablet to our Whole House Audio via our AppleTV, by downloading the appropriate app through your phone's store.

- All of the manuals for the appliances are on our website under the FAQ section: <http://SkiCrescendo.com/faqs>.

Dining Room

- The dining room tables are made of glass. Each end has two glass leaves that pull out if more space is required. To prevent the glass from breaking, the tables can only be moved if lifted via the frame. We suggest you call our manager for assistance with moving the tables into another position. Truly, we'd be very happy to move things into position for you. We do this all the time, to accommodate various events such as weddings and corporate retreats.
- One of the two couches in the Great Room is a queen sleeper-sofa. It is permanently bolted to the chaise, so the two pieces must be moved as one. Again, we'd be happy to separate the two pieces for you. Just call us.
- The fireplace turns on using either of the two touchpanels in that room. It can be controlled from the Master Bathroom, as well. Under the 'Lights' tab, merely touch the icon (flames). 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 hour.

Floor 2b: Gathering

Ski Access –

- Crescendo's ski access, is *truly* ski-in/ski-out. Access is from the corner of Woodcutter & Gondola Way, directly to the 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, or boards stored or worked-on in the main home.
- Custom benches, hooks, and cabinetry (to accommodate jackets, boots, and more) are located just inside Crescendo's ski entry into the home. Boot dryers have been installed, as well, and accommodate 14 pairs of boots (or mixture of boots, gloves, and such like). We think you will really enjoy those features.

Pool/Jacuzzi –

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

- 1) 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).
 - 2) Please do not float the covers in the pool. They will become water-logged and unusable.
 - 3) 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 cabinet above the coffee-maker.
- 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

- breathes 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 pool has three temperature settings: Hot Tub (102 degrees Fahrenheit); Pool (95 degrees Fahrenheit); Coolest (75 degrees Fahrenheit).
- 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. It is not advisable (or pleasant) to use the SwimGym 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 26" LCD TV/DVD.
- The lofts each have two twin beds with drawers underneath.
- XM Radio can be enjoyed through the in-wall speakers. Control is via the touchpanel.
- TV and local DVD can be enjoyed through the speakers in the TV.
- Each of the Guest Bedrooms have their own private ensuites.
- To keep the Guest Bedrooms cool, we recommend you keep the doors 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, and there is 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 for it to be used as a steam-room.
- XM 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 46" TV can be enjoyed through the speakers in the TV, or through the surround-sound sound bar and wireless subwoofer.
- 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 –

- We have two phone systems in the home. The wireless phones throughout the home are on a single landline via Telus: 250-491-9198. Long distance is blocked on those phones. In the case of an emergency, dialing 911 will reach the closest dispatch operator.
- We also have an internet phone (via Vonage), with extensions in the Kitchen, in the Theatre, in the Master Bedroom, & in the Rec Room. They are clearly marked as such. In the event of an emergency, that phone will not reach the appropriate dispatch operator. You may, however, dial long distance on that phone, including long distance to many countries. That phone has two phone numbers:
 - . a San Diego, California number: 619-255-6655;
 - . a Kelowna number: 250-448-6299 (yes, after removing the dashes, it is the same number as our wireless access code & web-based BD/DVD site password, after removing the dashes).

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, allow connections via multiple bands and via multiple standards (including a, b, g, n, and the upcoming ac standard). 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 (all lowercase letters)
- . 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).
- During the Winter, the a/c is turned off, so we advise closing the blinds to cool down the home.

Barbecue Grill/Patio –

- The grill is located on the patio just outside the kitchen. Please make certain to completely turn off the gas after each use.
- Please be very, very careful on each of the patios. They are exceptionally slippery. We found it necessary to stay on the black mats, and we very much advise against stepping off them.

Driveway and Garage –

- The Garage (Rec Room) is heated, and it houses a Professional Ping Pong table high-end fitness equipment, and more. Accordingly, during the ski season we recommend that you keep the garage door closed at all times, and that you park your cars at Happy Valley (which is allowed by Big White, for a fee).
 - 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, and, as your arrival approaches, 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 key fob. 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.
- For all doors opened by your 4-digit code, there is no need to turn the handle. When you hear the door unlock, merely push (or pull) to open.
- The weather stripping on the doors (which expands and contracts) can make it difficult for the electronic locks to disengage. After entering your code, we found it to be a good habit to open the door with a pull/push action. That is, pull the door into the weather stripping/jam, then push the door to 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.

Appliance Manuals, XM Radio listings, and more

- Under the FAQs on our website (<http://SkiCrescendo.com/faqs>) you'll find manuals for most of the major appliances at Crescendo. You may find the current US lineup here - <https://www.siriusxm.com/sxm/pdf/xm/channelguide.pdf>. Because we have a US subscription, the channels and schedules may differ from the Canadian subscription that you may be used to.

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 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
Great Room (Optional Area)	1 Queen Sleeper Couch	2	theatre ensuite ski hall 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

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.

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