

WELCOME



WELCOME NOTE



ADDRESS: 2714 Owls Cove Way, Sevierville, TN 37862

We are excited to welcome you to our home, **Mountain Wave Lodge!**

We are so happy you have decided to stay with us! We want you as our guests to make many memories and have a wonderful time in the Smoky Mountains. This is a very special place to us. We are sure you will want to return again and again after your visit. Each season in the Smokies has something spectacular to offer. There are endless assortments of activities for every age to experience, including hiking, Dollywood, shopping, food and mostly reconnecting with family.

This book contains information about our cabin as well as the surrounding area to help you enjoy your stay. You should find everything that you need in here, but if you have additional questions, please feel free to contact us.

We sincerely hope you enjoy yourself and will come back!

Have fun!!!
Bob and Natalie

Please sign the guest book and leave a review online to let us know how your stay was!

Here is how we can be reached:

Robert Pearce
615-772-5910
rpearce737@gmail.com

Natalie Pearce
615-772-5975

IMPORTANT INFORMATION



IN CASE OF EMERGENCY:

In case of emergency, dial 911

NEAREST MEDICAL CENTER: **LeConte Medical Center**
865-446-7000
742 Middle Creek Road
Sevierville, TN 37862

Urgent Care of The Smokies
865-366-3264
2656 Parkway, Unit 4
Pigeon Forge, TN 37863

FIRE DEPARTMENT: **Walden's Creek Volunteer Fire**
865-429-8258

POLICE DEPARTMENT: **Sevier County Sheriff**
865-453-4668

CABIN LOCATION:

You are in the city of **Sevierville, TN**
In the neighborhood of **Cedar Falls**
the address is **2714 Owls Cove Way 37862**

CHECKING IN PROCEDURES



ACCESS:

Check-in is after 4PM. We use a “smart lock” for check in. You will be given your own personal access code prior to your arrival. **This code will not work until 4PM.** You simply enter the code into the door keypad and the lock will open. When you leave, just press the picture of the lock in order to lock the door.

PARKING:

Only four cars can fit onto the parking area. Extra cars can be parked across the street at the top of the hill. Please be careful not to drive into the drainage ditch. **Do not backup or park on the walkway** to the front steps as this asphalt is not stressed for vehicles. No trailers are allowed in the Cedar Falls Neighborhood.

SECURITY & IMPORTANT ARRIVAL INFO:

Upon entering Mountain Wave Lodge, please note that the door to the pool room will be locked and the **alarm on the splash monitor is ON (see section on swimming pool for instructions on turning off)**. The code to open the pool room door is **2714**. Insert the code and turn the deadbolt lock. To lock the door, insert the code and turn the deadbolt lock. Please **DO NOT** prop this door open as the pool room has a preset controlled temperature and humidity level in order to protect the cabin from moisture damage. The temperature and humidity levels are remotely monitored.

****See Pool Instructions on page 12 and 13 for Safety features and Rules****

Upon arrival at the cabin, the hot tub temperature may not be completely warm as our maintenance team may have just refilled the tub with new water and it could be heating. This should take no more than 3 hours.

****See Hot Tub Operation and Trouble Instructions on page 9****

As noted in the Airbnb/VRBO listing, **this property has one security camera** that is positioned on the parking area. This camera is only here for security purposes to protect the contents on both the porch as well as the interior of the cabin when it is not occupied.

IMPORTANT INFORMATION



TRASH:

DO NOT LEAVE TRASH BAGS OR GARBAGE OF ANY KIND ON THE PORCH OR LEAVE ANYWHERE ON THE GROUNDS! There are bears here and you do not want to attract them. We also have raccoons that will spread it everywhere. Please **only deposit bagged and tied trash bags into the bear proof receptacle** provided outside the front door and to your right on the path.

Only dry trash, such as drink boxes can be broken down and left on the porch. Sadly, problem bears are often euthanized, so please be vigilant with keeping the exterior areas clean.

Our cleaning service will remove trash at the end of your stay, however if you are staying with us for an extended period of time please be note that there is not a trash pick-up service.

If you need to dispose of any trash these facilities are only about 7 miles away:

Sevier Solid Waste
Convenience Center
447 Tiger Dr.
Pigeon Forge

Solid Waste
750 Rainbow Road
Sevierville

PLEASE DO NOT LEAVE FOOD OF ANY KIND OUTSIDE NEAR FIRE PIT OR ON THE PORCH!!

SUPPLIES PROVIDED:

Each bedroom is furnished with a King size bed. In each closet you will find two luggage racks as well as two additional pillows for your comfort should you desire. Each bedroom has a controller for the TV. The upstairs bedrooms will have an additional controller for the fireplace.

****See Operation of TVs on page 10 and Fireplace Instructions on page 11****

Each bathroom will have a small toiletry set, towels and wash clothes. Towels will be hanging and in a basket under each sink. The cabin has two full size hair dryers for your convenience. They will be under the sink in two of the bathrooms. The linens and pillows for the queen pullout in the media room can be found in a zip container located under the bar in the game room.

IMPORTANT INFORMATION



SUPPLIES PROVIDED CONTINUED:

Pool toys are provided and are located in the pool bathroom.

We want you to relax and have fun but should you decide to tidy up a bit, **the kitchen** is supplied with a full-sized dish detergent, washer pods, trash bags, sponge, dish towels and basic cleaning supplies. In our **laundry closet** you will find an ironing board, iron, broom, dustpan, 4 clothes detergent pods and dryer sheets. Plunger is located under the cabinet in pool bath if needed.

Here is a list of small appliances and kitchen supplies stocked at Mountain Wave Lodge:

- Toaster, Microwave, Blender, Crock Pot
- Coffee Maker, makes a pot of coffee or can use pods (we will have a few pods to start you off at arrival)
- Large Glass Cookware, Baking pans, and Cookie Sheets
- Dinnerware, Glass and Plastic for use in the pool area
- Pots and Pan Variety, Bakeware, Mixing Bowls, Spatula's, Tongs, Measuring Cups and Spoons, ice Cream Scooper, Cutting Boards and Other Food Prep Items
- Food Storage Containers
- Salt and Pepper

Please DO and DO NOTs:

DO have fun and enjoy our Mountain Wave Lodge!

DO read the operating instructions listed in this packet for the various features of this cabin.

DO follow the rules posted in the pool room.

DONOT leave children unattended in the pool or hot tub!

DONOT smoke indoors, there is a cigarette butt can on the deck. Guests violating this rule will be assessed a large fee for smoking mitigation service.

DONOT feed the animals or leave garbage outside.

DONOT move the furniture.

Do NOT leave fires unattended on the deck fireplace or at the firepit.

DONOT burn anything but Duraflame type logs in deck fireplace.

DONOT change any settings on the TVs or sound system as maintenance tech will have to come out to repair at your cost.

DONOT bring animals of any kind into our cabin

****As much as we would like to allow pets or service animals on the property, we would not be able to accommodate that request. We operate as an animal-free property because the owners have significant allergies to animal hair and dander.****

HOW TO'S...



ACCESS THE PROPERTY:

The “smart door” lock code will be sent to you prior to arrival. You simply enter the code into the door keypad and the lock will open. When you leave, just press the picture of the lock in order to lock the door.

USE THE WIRELESS INTERNET:

WiFi Network **Mountain Wave**
WiFi Passcode **SmokiesFun**

You will need your own device with wireless capabilities to use the WiFi.

USE OF THE SONOS SOUND SYSTEM:

During your stay with us, it is very important that you to feel at home. At Mountain Wave our Sonos sound system will add to the fun!

Here is how to get started:

- 1) connect to our WiFi
- 2) download the free Sonos App.
- 3) Connect your favorite music collection or streaming services directly to the speakers.
- 4) The app will control the volume for all of the rooms in a group or you can select individual rooms.

The Sonos system has the ability to play your personal music or TV audio. The sound can play in all rooms or selected individual rooms. If the TV is on in the living room, it will command the speakers in the living room. You will need to turn the TV off in order to play your music in the living room. You can also connect the TV sound from the living room to any of the other speakers. This would be great when watching a sporting event.

USE OF THE POOL TABLE:

Please enjoy our pool table with a few rules. Please do not move the table, as it can cause damage to both the floors and the legs of the table. Do not sit, sleep, or stand on the table as the slate under the felt will crack. Do not set drinks or food on the table for obvious reasons. You will be responsible for any damages. Please put the pool table cover back on when not in use.

USE OF THE MULTICADE GAMES

The on/off switch is on the side of the game closest to the wall. Choose from more than 60 different games, from different eras! When the game is not in use, please turn it off. The music will not stop until game is off.

HOW TO'S...



USE OF THE PATIO FIREPLACE:

Only use Duraflame type logs and one at a time. We will provide one log for initial use, extra logs will need to be purchased. Please refrain from burning anything in this fireplace other than a single Duraflame type log. **Do not burn wood or debris in this fire place.**

This fireplace is located on a wood deck, these precautions are to prevent a log or spark from leaving the fireplace and falling onto the deck. This is for the safety of the cabin and its occupants. Please do not leave this fireplace unattended while a flame is present.

Housecleaning will dispose of ashes upon checkout. If too many ashes accumulate, please call maintenance to dispose of.

GAS FIRE PIT:

The fire pit is for use by adults only. Please do not allow children to operate any of the fire pit controls and always supervise your children around the fire pit area. **Please note** even after they are turned off, they may still be hot to the touch.

How to ignite the fire:

- 1) make sure you have the long matches provided.
- 2) Find the gas timer valve, located near the tree closest to the stairs.
- 3) Light the match **FIRST** before turning on the gas. Then set it at the base of the log pile.
- 4) Open the valve halfway, then turn the gas timer to any time setting up to 60 minutes. Flame should ignite.
- 5) Control the flame with the valve control.
- 6) Reset timer before time runs out or if the time expires you will need to start the process of #1 above again.

****BE SURE TO SHUT OFF GAS VALVE FIRST AND LET THE GAS DISSIPATE BEFORE TRYING TO RELIGHT!****

DO NOT cook food or burn anything in this fire pit! The logs are very expensive to replace and you will be charged for any damages.

**** If the flame goes out, immediately shut off the gas valve. Let the gas dissipate before trying to relight.****

****Ensure all children or adults are at least 6 ft away from the pit when lighting.****

HOW TO'S...



USE OF THE HOT TUB:

Your hot tub was cleaned and sanitized prior to your arrival. **Please allow several hours for it to reheat. Leave the cover on to reach the optimal temperature and at all times when tub is not in use.** Shower before using the hot tub and refrain from using bubbles or oils. Body products may transfer into the hot tub and cause foaming. **It is strongly recommended that children under the age of 10 do not use the hot tub. It is at your own risk that children of any age use the hot tub. As always, never leave children unattended around water.**

To open the cover to the hot tub: first lift and fold over the first half, then lift the second half till it falls over and behind the hot tub. Please note our mountain water can sometimes contain sediment, which is completely normal and safe. **Do not allow children or adults to get on top of the hot tub cover for any reason, the styrofoam cover will split and you will be responsible for replacing.**

Turn adjustable jets to change water flow.

The floater contains Bromine, to keep the tub fresh and clean.

Keep water level at the bottom of the headrest with the property hose.

To change the temperature, simply press the up or down arrows to increase or decrease. The temperature will flash as you change to the new selected temperature. When it stops flashing it will show the current temperature of the water. The heater will then heat up to your new selected temperature.

Turning jets on and off, press the “pump” button once to turn the pump on. Press the “pump” a second time to turn the jets to high speed.

TROUBLESHOOTING:

If hot tub is not working: reset the GFCI breaker on the other side of pool door on the wall, and wait 5 minutes for systems to reset.

HOW TO'S...



CABIN TEMPERATURE:

This cabin has two zones, upstairs and downstairs. Each zone has a thermostat. They are located at base and top of the stairs. Our cabin has high ceilings and during the hot months the heat will rise to the peaks of the ceilings. **Please keep the fan over the pool table, living room and upstairs bedrooms running in order to circulate the air.**

Please Be Aware that any drastic changes can cause the AC unit to freeze up or burn out, which means a less comfortable cabin for YOU and possible damage to the unit. For optimal comfort, do not increase or decrease the temperature more than 3 degrees per hour. This property is wirelessly climate controlled and the thermostats are fixed to not be set lower than 68 or higher than 75 degree's.

Should the unit freeze, maintenance cannot be performed until the unit thaws properly, which can take 24 hours. Additionally, you will be held accountable for all maintenance charges.

Do not run the AC units with any doors open for any reason!!! This will increase the likelihood of the unit freezing.

TELEVISIONS:

Mountain Wave is equipped with 8 televisions. The living room, pool room, media room and game room all have Xfinity boxes with Xfinity controllers. These controllers can be voice controlled. The bedrooms all have streaming Xfinity with access to all the same channels but are not voice controlled. To access Xfinity in a bedroom, press the home button on the controller. Look for the **Xfinity Stream** app. This app will open up all the channels in the cabin cable package.

Streaming services such as Netflix, Amazon and Hulu can be accessed from every tv in the cabin. Please remember to logout from your streaming subscriptions when you leave. The media room TV has an HDMI cable located on the wall behind the tv for use with an Xbox or other gaming devices. Although we do not provide these devices.

HOW TO'S...



WASHER AND DRYER:

On the back of the door in the laundry closet is an instruction sheet posted, this should cover any questions on the use of this equipment. As you will notice the cycles are long, so if you need something washed quickly, the Quick Wash setting will get it done.

DISHWASHER, OVEN, AND MICROWAVE:

These appliances are almost self-explanatory, but if you need extra instruction for different cooking or cleaning modes, instructions are placed on the inside of the bottom kitchen cabinet door closest to the front door.

GAS GRILL:

Turn on the gas valve to open by turning the valve knob, followed by turning on the timer by twisting the knob to 60 minutes or less. Open the lid to the grill, turn the far left burner knob to the start setting which is a solid circle, press the igniter button. With each burner you will complete the same process. When finished, please turn off both the timer and the shutoff valve.

ELECTRIC FIREPLACE REMOTE CONTROL:

First top button is for Power, both on and off
Second button is for flame, there are four flame effects
Third button is for the heater, two levels of heat
Fourth button controls the temperature
Fifth and last button is a timer

USE OF SWIMMING POOL & RULES



- 1) We supply swim towels. They are located in the pool room.
- 2) Do NOT take any glass into the pool area! You will be charged for any violations of this rule.
- 3) Do NOT allow children who are not potty trained to enter pool without the proper PULLUP type diaper. The pool will be drained and cleaned for accidents and you will be charged a fee.
- 4) NO diving or running allowed! Serious injury can occur by diving into the pool or running in pool room.
- 5) Please hang up wet towels on hooks in the pool area or the hooks provided outside near the hot tub or over the deck railings.
- 6) Please do NOT sit on any inside furniture with wet clothes, only allowed with the pool room furniture and deck furniture.
- 7) **The pool room has a controlled climate that is kept at a certain temperature and humidity level in order to protect the cabin and its structure. The temperature and humidity is monitored remotely and will alert us in the case something is not in sync. The room uses an air conditioner, exhaust fan and dehumidifier in order to control the climate. Do not attempt to turn any of these off or change the settings.** The pool temperature is kept between 83-85 degrees for your comfort.

If the temperature of the room falls below the temperature of the pool, excessive moisture is created causing the windows, ceiling and walls to have condensation. This will damage the structure, TV and other equipment in the room. **PLEASE DO NOT prop open any of the doors to this room as this will disturb the climate in the room.** You will be responsible for any damages to the cabin that occur due to not adhering to these rules.
- 8) For your safety and the safety of any children, please abide by the follow all posted sign and instructions. Children 12 and under, must be monitored by an adult at all times while in the pool room. Allowing minors around the pool or hot tub without adult supervision is at your own risk.
- 9) Additional layers of protection have been provided. Please familiarize yourself with the operations of each, prior to use of the pool.
- 10) A portable video monitor is also available for your use so you can monitor the pool area from other parts of the cabin. This video feed is only viewable from the monitor and is not connected to the internet. It only has a range from within the cabin. This is provided for your use as an additional layer of safety if desired.

USE OF SWIMMING POOL & RULES



Pool entry doors are spring loaded to stay shut. A coded door lock from inside the cabin must be used in order to open the door to the pool room. The door from the pool room to the patio/hot tub area will need to be locked from inside the pool room to make the coded lock effective for safety. **The code to open the pool room door is 2714.** Insert the code and turn the deadbolt lock to open. To lock the door, insert the code and turn the deadbolt lock. **Do not prop this door open** as the pool room is set for temperature and humidity level in order to protect the cabin from moisture damage. The temperature and humidity levels are remotely monitored.

A **safety water motion alarm** is provided in order to alert you to anyone entering the pool.

To turn **off**, press both the green and yellow buttons simultaneously, hold until you hear 4 beep sounds.

To turn back **on**, press the green on button until you hear one beep.

A room **motion detector** is also provided as an additional layer of security. It will alert you to any movement in the pool room area. The motion detector has a key fob that arms and disarms the alarm.

OPERATION INSTRUCTIONS FOR MOTION DETECTOR:

To ARM the alarm: Point remote to front of the alarm, located above pool door exiting to patio and press the ARM button. The alarm will sound a tone and the red indicator light will flash. There will be a 45 second exit delay before the unit will arm to allow you to leave protected area.

When motion is detected, the alarm will sound a short tone and a red light will flash. The alarm will follow in 30 seconds. The siren will sound for 30 seconds (unless disarmed by the remote) and then turn off. In 15 seconds the alarm will check for motion. If motion is detected, the siren will sound again. The cycle will repeat until the unit is disarmed with the remote.

To DISARM the alarm: When returning to the protected area, the unit will beep once when the motion is sensed. Within 30 seconds of the beep, point the remote to the front of the alarm unit located above pool door exiting to patio and press DISARM. The alarm will sound if not disarmed within 30 seconds following the beep.

CHECKING OUT PROCEDURES



We hope you enjoyed your stay with us. Please consider returning!

CHECK-OUT is promptly at 10am on the day your booking ends. Please make sure everyone in your group is aware of the check-out times. If our cleaners are not able to access the property when they arrive, there will be a **\$75 late check-out fee** charged to against the deposit.

Before you leave, we request that you:

- Lock all the doors
- Leave all towels in a pile in the bathroom for our cleaners
- Dispose of any food in the fridge or freezer
- Put dirty dishes in the dishwasher and turn on
- Shut all the windows
- Account for all the TV, fireplace, fan and motion detector controllers
- Turn the AC to 70 for the summer and 65 in the winter
- Put all garbage in the bear proof containers
- Remember to log out of any of your streaming media accounts
- Leave the motion alarm key and video monitor on the kitchen counter

We would appreciate if you would leave a review to let us know how your stay was. We love to hear from guests!

Please travel safely and come visit again to Mountain Wave Lodge!!

WHERE TO GO



NEAR BY GROCERY STORES:

Publix Market

2656 Parkway, Pigeon Forge

5.6 miles

Kroger

220 Wears Valley Rd.

5.4 miles

Walmart Supercenter

1414 Parkway

7 miles

Whaley's Country Store

1725 Waldens Creek Rd

2.5 miles

OUR FAVORITE RESTAURANTS:

The Local Goat

2167 Parkway, Pigeon Forge

6 miles

Best and biggest burgers in town

Five Oaks Farm Kitchen

1638 Parkway, Sevierville

6.8 miles

Amazing breakfast, checkout the massive cinnamon rolls

Elvira's Cafe

Wears Valley Rd.

4.5 miles

Country homestyle cooking, breakfast and lunch

The Old Mill Pottery Cafe

Old Mill St., Pigeon Forge

6.5 miles

Country cooking, homemade bread is delicious

WHERE TO GO



OUR FAVORITE RESTAURANTS:

Dancing Bear Lodge

East Lamar Alexander Parkway, Townsend
9 miles

Romantic dinner, atmosphere and food 5 star

Trailhead Steak and Trout

East Lamar Alexander Parkway, Townsend
7.7 miles

Quaint atmosphere, great steaks

Harpoon Harry's Crab House

112 Community Center Dr. Pigeon Forge
5.5 miles

*Great seafood and sushi
something for everyone if not into seafood. Fun atmosphere!*

Alamo Steakhouse

Pigeon Forge and Gatlinburg
6 miles or 10 miles

Tasty steaks, great stop if your exploring Gatlinburg

NIGHT LIFE:

Smokey Mountain Brewery

2530 Parkway, Pigeon Forge
5.5 miles

*Stays open late in case you get back from fun a bit after dark,
they are open till midnight*

Blue Moose Burger and Wings

2430 Teaster Lane, Pigeon Forge
5.8 miles

Late night food

The Roaming Gnome Pub and Eatery

202 Collier Dr., Sevierville
7.4 miles

Sports bar and late night grub

WHERE TO GO



TOP ACTIVITIES & ATTRACTIONS: **Dollywood Theme Park**
2700 Dollywood Blvd., Pigeon Forge
7.8 miles
A must do, all ages love Dollywood!!

Dollywood's Splash Country
2700 Dollywood Parks Blvd.
7.8 miles
Waterpark

Anakeesta
Parkway, Gatlinburg
9.5 miles
Gondolaride, zip lining, outdoor adventure

Ripley's Aquarium of the Smokies
River Rd., Gatlinburg
9.4 miles
One of top 5 aquariums in the world

Smokey Mountain Waterpark
175 Gists Creek Rd., Sevierville
9.5 miles
New waterpark, opened summer 2020

The Island in Pigeon Forge
The Island Drive
5.9 miles
Shops, restaurants, and amusement rides

Over Gatlinburg
1339 Ski Mountain Rd., Gatlinburg
9.2 miles
Skiing, snow tubing, summertubing, ice skating year around, alpine slide, mtn coaster, chairlift year around, water rides

WHERE TO GO



TOP ACTIVITIES & ATTRACTIONS:

Great Smokey Mountain National Park

There are three park entrances. In order to avoid traffic at the Gatlinburg entrance, enter into the park via the Wears Valley Rd entrance (5 miles from the cabin) turn left onto Line Springs Road off of Wears Valley Rd or you can go to the Townsend entrance.

The above list is just a small list of all the activities in this area. If you enjoy the outdoors, a wonderful nature trail is located right here in the neighborhood at the bottom of the hill by the pond. You will see the trail sign. There are many outdoor activities available in the Smokey Mountain National Park including hiking, fishing and wildlife viewing. There are other outdoor activities not far from the cabin that include river tubing on Little River in Townsend, zip-lining, and horseback riding.