

FAQ's

1. Who do I contact if I have any questions about anything once I am at the resort? You will have contact information for the on-site property managers in the information book in your unit. Please contact them with any questions about wi-fi, thermostats, etc.
2. How many guests may I bring? This depends on the size of your unit. Please refer to your rental agreement, paying special attention to additional guest fees and the maximum number of guest allowed. Sorry, but this is strictly enforced to keep the resort from being over crowded.
3. Do we have to count children and babies in our guest count? Yes, EVERY guest, regardless of age must be counted in your total guest count. The additional guest fee will be waived for up to 2 children under the age of 2.
4. Is your resort located right ON the lake? Yes, we are right on the lakeshore!
5. Do you rent boats? Yes, Please see additional attachment
6. Do you rent jet skis? Jet skis are rented from our dock by another company. The contact number is 417-839-9509.
7. Is there a marina nearby? Yes, Indian Point Marina is less than 5 minutes by water or by land.
8. If we rent a boat from you, do we need to return it with a full tank of gas? Yes, the closest marina to purchase gas is Indian Point Marina.
9. Is there a boat launch on your property? The boat launch is located right next to our dock.
10. Do you rent boat slips? Yes, we do rent 11x25 boat slips for \$15 per day.
11. If I rent a pontoon boat from you do I also have to rent a boat slip? No, your pontoon rental includes the boat slip.
12. Do you rent jet ski ports? Yes, we do have jet ski ports available for rent, \$15 per day.
13. Can I rent more than one boat slip? Only one boat slip rental is allowed per reservation based on availability. If an additional slip is needed, let the reservationist know and the request will be added to your order. You will receive an email one – two weeks before your reservation letting you know your slip number and if we were able to assign an additional slip. We recommend contacting Indian Point Marina for a second slip, especially during the month of July. We will not have enough.
14. Do you have a check-in office? No, we do not have a physical office at the resort for check-in. You will receive a welcome email 2-3 weeks prior to your stay requesting your guest list. After we receive your list, you will receive an email with specific directions to your unit and door codes.

15. What happens if something in my unit breaks during my stay or I need something? We do have an on-site property manager available to attend to any issues or needs. You will find the contact information in the materials in your unit.
16. What time is check-in/check-out? Check-in is at 5pm and check-out is at 10am. You may arrive at the resort at 3pm, and use the amenities or launch your boat and use your slip, but you will not have access to your unit until 5:00 pm.
17. Is there Wi-Fi? Yes, all units have free wifi. Passwords are in the book in the units.
18. What items are included in the kitchen? The kitchen is fully stocked with all dishware (plates, bowls, cups/glasses), cookware (pots, pans, cookie sheet), utensils, knives, regular drip coffee pot, blender, hand mixer, griddle, waffle iron, crockpot. Salt and pepper are provided.
19. We are a big group and need more than one crockpot, do you have extras? Yes, we do have several extra crockpots. Please ask the property manager upon arrival for an additional crockpot.
20. Are linens provided? Yes, we provided all linens for all beds and all bath towels.
21. What other things are provided? We provide shampoo, conditioner, soap, body wash, trash bags, dishwasher detergent, dish soap, laundry detergent, toilet paper and a roll of paper towels.
22. Are there washers and dryers accessible? Yes, each unit (except The Cabin and it has access to a washer/dryer, just not in the unit) has a full size washer and dryer with detergent provided.
23. Is there an extra refrigerator in my unit? Only the Lodges have an additional refrigerator in the laundry room.
24. Is there anything I need to specifically bring? Yes, we do not provide beach towels and ask that you please bring your own as we do not allow our towels to be used outdoors. Any towels used outdoors will incur a charge.
25. Do you have golf cart rentals? Yes, we do rent golf carts by the day or week. They are available on a first come, first serve basis at the resort. Four passenger carts are \$49 per day/\$299 per week. Six passenger carts are \$69 per day or \$699 per week.
26. Is the pool chlorine or saltwater? Chlorine
27. What time(s) of the year is the pool open? We begin opening the pools May 1st and they are typically ready and heated by May 15th. They will be heated until the end of September, but will remain open through October, weather permitting. Pool hours are 10 - 10.
28. Are there community hot tubs or a clubhouse at the resort? Yes, there are two hot tubs, one at each end of the pool. We do not have a clubhouse, but we do have a pavilion at the pool.

29. Are the hot tubs open year round? Yes, the hot tubs are open and operating all year.
30. Does my unit have a private hot tub? Only the Premium 6, 7 and 8 Bedroom Luxury Lodges include a private hot tub.
31. Can I bring my RV? Sorry, no RVs are allowed on the premises.
32. Is there parking for my boat/jet ski trailer? Yes, we do have specially designated parking for trailers.
33. How many cars can be parked in front of the unit I reserved? You can park up to three cars in front of your unit; you may have 1 additional car that will need to park in the extra parking lot.
34. Do you provide firewood and roasting sticks? Yes, firewood is provided and there are several roasting sticks kept in the kitchen.
35. Does my unit have a grill? Is it gas or charcoal? Yes, all units have grills and they are gas. Extra propane tanks are provided. There are grilling utensils.
36. Is there a hide-a-bed or futon in my unit? Yes, in the 4 bedroom villas it is a futon in the loft. In the 5/6 bedroom villas and lodges, it is a sleeper sofa in the lower level living room.
37. Are there DVD players in the units? What kind? Yes, each unit has a blue-ray DVD player.
38. Do you provide games and dvd movies? Yes, each unit is stocked with a selection of board games and dvds.
39. What kind of TV/cable? Cable tv and Roku tv for NetFlix, etc.
40. How many units are on the property and share the amenities? There is a total of 24 units.
41. Do you decorate the units for Christmas and does that include a Christmas tree? Yes, at Christmas time all units are festively decorated and does include a Christmas tree.
42. Can I check-in on Christmas Day? Sorry, there are no check-ins on Christmas Eve or Christmas Day.
43. Can I check in on Thanksgiving Day? Sorry, there are no check-ins on Thanksgiving Day.
44. We have a reservation over the fourth of July, do you have a firework show? No, but the Chateau on the Lake and Kimberling City will have a displays that can be seen from the resort.
45. Can I bring my own fireworks to the resort to ignite? The only fireworks we allow at the resort are small fireworks such as fountains and sparklers. All others are prohibited. Please pick up the trash.

46. My friends want to come and spend the day with me at the resort, but they are not actually staying there, can they visit us at the resort or just have a meal with us? Off-site guests are not allowed at the resort unless a guest fee is paid. This is to ensure the resort does not become overcrowded for our paying guests. The guest fee is \$25 per person per night/day during summer peak season and \$15 at all other times contingent upon prior payment and notification of their arrival. **The number of outside guests allowed will depend on your unit and whether or not you are at your maximum number of guests.**
47. Where is the closest grocery store? There are several country markets within 2 miles and a Walmart Super Center in Branson West 10-15 minutes away.
48. Do you sell extra ice? Yes, we do have bags of ice for sale if you should need extra ice during your stay and the cost is only \$1.50 per bag. We use the honor system and will ask you how many were used via email after you leave.
49. Are there local restaurants nearby? The resort is 10 minutes from Branson West and 10 minutes from the strip in Branson where there are many different choices.
50. Do we need to bring basket balls, volley balls, etc? – No. If we have an amenity listed, we will have everything you need to use it.
51. Do you have a gym or work out facility? - No.
52. Do you have walking trails? - No, we don't have walking trails, but Indian Point State Park is just across the street from the resort.
53. Do you have a swim beach? - No. We have a swim platform at the dock and there is a public sandy area, swim beach at the state park across the street.