

## Watermill Cove Resort 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 your unit. Please contact them with any questions about wi-fi, thermostats, supplies, 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 guests 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, but they are included in your total count.
4. Do you have pack n plays or high chairs? Yes, these items are available upon request.
5. Is your resort located right ON the lake? Yes, we are right on the lakeshore!
6. Do you rent Boats and Jet Ski's? Yes!
  - a. Boat Rentals - Please visit <https://watermillcove.com/marina/> for more information or call reservations at 417-708-5351.
  - b. Jet Ski Rentals – You may rent jet skis online at <https://watermillcove.com/marina/>
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? Yes, 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/day and 12x30 boat slips for \$25/day. Slip availability is limited and not guaranteed. Call reservations at 417-708-5351 to secure your boat slip early.
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 so I can bring my own jet ski? Yes, we do have jet ski ports available for rent, \$15 per day. Call reservations at 417-708-5351 for jet ski port rentals.
13. Do you provide life jackets? At the dock, we have a variety of sizes of the orange, Coast Guard approved life jackets, free of charge. On the boats, we have a variety of sizes of the vest style life jackets. We recommend you bring your own for children under the age of 3 to insure a proper fit.

14. 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 1-2 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 during that time.
15. 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.
16. 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 their contact information in your unit.
17. 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.
18. Is there Wi-Fi? Yes, all units have free wi-fi. Passwords can be found in the information book/tablet in your unit.
19. What items are included in the kitchen? The kitchen is equipped with most every necessity. This includes: pots and pans, mixing bowls, dinner plates, bowls, cups, coffee cups, wine glasses, plastic plates, plastic bowls, refrigerator, cutting boards, microwave, flat burner stove, dishwasher, salt and pepper, coffee maker, blender, hand mixer, crock pot, griddle, waffle maker, toaster, silverware, large cutting and steak knives, Pyrex glassware, Corning Ware, and miscellaneous dishes and utensils. Dish soap, hand soap, dishwasher detergent, dish towels and cloths, trash bags and one roll of paper towels are also provided. We do not provide spices, coffee filters, Tupperware, Ziploc bags, Aluminum Foil, plastic wrap, disposable products or disposable utensils.
20. What kind of coffee maker is in my unit? We have regular drip coffee makers, that require regular filters, no cone shapes or filters with numbers, (filters not provided). We do not have Keurigs.
21. We are a big group and need more than one crock pot, do you have extras? Yes, we do have several extra crock pots. Please ask the property manager upon arrival for an additional crock pot.
22. Are linens provided? Yes, we provided all linens for all beds and all bath towels. Please bring your own beach towels for the pool and lake.
23. 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.

24. Are there washers and dryers accessible? All Lodges, Villas and the Old Mill house have a full size washer and dryer with detergent provided. The Cabin is our only unit with no laundry facilities.
25. Is there an extra refrigerator in my unit? Only the Premium 6, 7 and 8 Bedroom Luxury Lodges have an additional refrigerator in the laundry room.
26. 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.
27. Do you have golf cart rentals? Yes, we do rent golf carts by the day or week. We now offer advance reservations for golf carts at <https://watermillcove.com/marina/>
28. Is the pool chlorine or saltwater? Chlorine
29. What time(s) of the year is the pool open? The pools will be open the first week of May and pool heating will be turned on the 2nd week of May. Pools will be heated until the end of September, but will remain open until the 3rd week in October, weather permitting. Pool hours are 10am - 10pm.
30. Are the pools heated? Yes, pools are heated starting the 2<sup>nd</sup> week of May until the end of September.
31. 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.
32. Are the hot tubs open year round? Yes, both hot tubs are open in the warmer months. During winter months we leave 1 hot tub open (next to the upper pool)
33. Does my unit have a private hot tub? Only the Premium 6, 7 and 8 Bedroom Luxury
34. Lodges include a private hot tub.
35. Can I bring my RV? Sorry, no RVs are allowed on the premises.
36. Is there parking for my boat/jet ski trailer? Yes, we do have specially designated parking for trailers.
37. 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 can be parked in our overflow parking lot. 8 bedroom lodges are allowed 4 cars in front of their unit and the Cabin is allowed 2. Because parking is limited we charge \$50 if you park in front of a unit not belonging to you.
38. Do you provide firewood and roasting sticks? Yes, firewood is provided and there are several roasting sticks kept in the kitchen.
39. 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 in each unit as well.

40. Is there a hide-a-bed or futon in my unit? Yes, the 4 bedroom villas have a futon in the loft area. The 5/6 bedroom villas and all lodges have a sleeper sofa in the lower level living room.
41. Are there DVD players in the units? Yes, each unit has a blue-ray/DVD player.
42. Do you provide board games? Yes, each unit is stocked with a selection of board games.
43. What kind of TV/cable? We have Cable TV in all units. TV's are also equipped with a ROKU for streaming of Netflix, Amazon video, etc. for you to access with your own accounts, but we cannot guarantee internet streaming will be available.
44. How many units are on the property and share the amenities? There are a total of 24 units.
45. Do you decorate the units for Christmas and does that include a Christmas tree? Yes, at Christmas time all units are festively decorated and do have a Christmas tree.
46. Can I check-in on Christmas Day? Sorry, there are no check-ins on Christmas Eve or Christmas Day.
47. Can I check in on Thanksgiving Day? Sorry, there are no check-ins on Thanksgiving Day.
48. We have a reservation over the 4th of July, do you have a firework show? No, but Chateau on the Lake and Kimberling City will have displays. Visit <https://www.visittablerocklake.com/events> for firework display dates and locations.
49. 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.
50. 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.
51. 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.
52. 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.

53. 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 for dining.
54. Do we need to bring basketballs, volleyballs, etc? – No. If we have an amenity listed, we will have everything you need to use it.