

Property Access

Check-in

Check-In Time

Welcome there

Check-in is from **16:00**

Our check-in and check-out times are set to ensure a smooth transition between guests, as there may be another booking before or after yours. We'll provide you with an access code prior to your arrival so you can check yourself in with ease.

Early check-in may be an option depending on availability. If you're planning to arrive before the standard check-in time, please reach out to us, and we'll see if we can make arrangements—though we can't guarantee it.

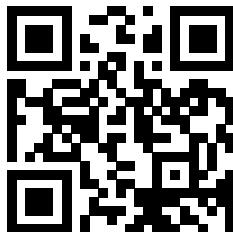
Keys

Welcome to Brookside Retreat

You will be getting your code just prior to your check-in time

Video Instructions

Scan QR code to visit



- <http://bit.ly/4pNZaW5>

How to Unlock:

1. Wake the Keypad: Touch the Yale logo at the top of the lock or press any button to light up the keypad.
2. Enter Your Code: Enter the unique 4-digit code sent to you by with check-in instructions.
3. Confirm: Press the Checkmark icon in the bottom right corner. The bolt will retract automatically.

How to Lock:

- From Outside: Simply press the Yale logo at the top of the keypad.
- From Inside: Turn the thumbturn vertically to the locked position.

The Neighbourhood

Stay where the locals play. Wilmington is the Adirondacks' 'adventure capital'—quieter and more scenic than Lake Placid, yet only 3 miles from the base of Whiteface Mountain.

Check-Out

Check-Out Time

Check out time is **11:00** .

Checklist for cheking out:

When you are leaving, make sure you have all of your belongings (Don't forget your cables).

Hang all used towels.

Run the dishwasher.

Take out trash to bins near corner of parking area.

Property Rules

Paying Guests Only

Registered Guests Only

- Only the number of guests included in your booking are permitted on the property. Extra guests, tents, or campervans are not allowed. If additional guests are found to have stayed without prior approval, you will be charged for their stay along with a \$200 recovery fee.

No Parties

- This property has a strict **no parties** policy. Please be mindful and keep gatherings small and respectful.

Noise

Noise & Quiet Hours

- To ensure a peaceful environment for everyone, **no loud music after 11 PM**. If socializing outdoors, please keep voices low. If noise levels become disruptive, we kindly ask that you move inside to avoid disturbing the neighbors.

Additional Notes

Rubbish & Recycle

Before you check out, we kindly ask that all indoor bins be emptied. As the cleaner may not arrive immediately after your departure, this helps keep the space fresh and free from unwanted odors or pests.

The garbage can be played in the bins by the corner of the parking area.

Guest Access

Guest Access

Guests have access to the entire house, including all living spaces and amenities. Please note, a few closets are reserved for cleaning supplies and owner storage and are not available for guest use. Enjoy your stay with full privacy and comfort everywhere else in the home.

Room Layout

Bedroom Layout

Bedrooms are configured in the following

WiFi Details

Accessing the WiFi

WiFi Login Details



Please use the following details to connect to our complimentary WiFi

WiFi Name: BrooksideRetreat Guests

WiFi Password: smiletoday

Wifi Troubleshooting

Troubleshooting

Please check you are connected to the correct WiFi network **BrooksideRetreat Guest**. Try different locations in the property, and if it's still not working, please try turn on Airplane mode and turn off your wifi, then turn it on and try again.

If it still doesn't work, please read out and we will attempt to troubleshoot further.

How to use...

Entertainment

TV

How to Use the Roku TV's

To ensure your privacy and give you the best viewing experience, this TV is set to Guest Mode. This allows you to sign into your own streaming accounts and automatically signs you out on the day you check out.

1. Getting Started

When you first turn on the TV, you will see a welcome screen.

- Select your checkout date: Use the remote to scroll to your departure date.
- Confirm: This ensures that all your login credentials (Netflix, Hulu, Disney+, etc.) are automatically wiped at 11:00 AM on that day.

2. Signing Into Your Apps

Once you are on the home screen, you can access all the popular streaming platforms.

- Select an App: Use the directional pad on the remote to highlight an app and press OK.
- Log In: Use your personal email and password to sign in.
- Add More Apps: If you don't see your favorite streaming service, scroll down to "Add Channels" to search for and install it.

Note: Any apps you download or log into will be deleted the moment Guest Mode expires. Your data is 100% secure.

3. Using the Remote Control

- Home Button (House Icon): Takes you back to the main app menu.
- Back Button (Left Arrow): Goes back to the previous screen.
- Volume: Located on the right edge of the remote control.
- Mute: Also located on the right edge, below the volume buttons.

4. Need to Leave Early?

If you decide to check out earlier than planned and want to clear your data immediately:

1. Press the Home button on the remote.
2. Scroll to Guest Options.
3. Select Check Out Now.

Troubleshooting Tips

- No Sound? Check if the "Mute" button on the side of the remote was bumped.

Enjoy your stay and happy streaming!

Troubleshooting

Troubleshooting

- No Signal? Double-check that the TV is set to the correct HDMI input.
- App not working? Try restarting the TV and your device.

For any issues, feel free to reach out! Enjoy your stay! ?

Kitchen Appliances

Stove

If the stove isn't working, try holding down the LOCK button for 3–5 seconds to disable the safety lock.

If it still doesn't turn on, ensure you've placed a pot or pan on the element—our stove uses induction technology, which requires a compatible metal cookware item to activate.

If neither of these steps resolves the issue, turn the oven off at the main switch located behind it, wait for 10 seconds, and then turn it back on.

Weather

[Weather Report](#)

[Weather Forecast](#)

Weather

Scan QR code to visit



Contacts

Phone Numbers

Our Phone Number

You may call, text or reach out to us via the booking app you booked through or

- Host / property contact (urgent issues at the home):
 - Primary: Steve 949-599-6953
 - Backup: Cliff 518-534-2277

Accident / Emergency



- Any life-threatening emergency (fire, medical, police): Call 911.?
- Wilmington Fire & Rescue (non-emergency): 518-946-7187.?
- New York State Police – Troop B, Wilmington sub-station (non-emergency): 518-946-7181.?
- New York State Police – Troop B, Ray Brook Headquarters (non-emergency): 518-897-2000.?
- Nearest emergency room:
Adirondack Medical Center – Saranac Lake, 2233 State Route 86, Saranac Lake, NY 12983 – 518-897-2557.?
- Poison control (U.S. national line): 1-800-222-1222.?
- Host / property contact (urgent issues at the home):
 - Primary: Steve 949-599-6953
 - Backup: Cliff 518-534-2277

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Direct Booking

Save 10% or more by booking direct!