# Welcome!

## Thank you for choosing Cabins of the Smoky Mountains where luxury meets the Smoky Mountains!

We're prepared to do all that we can to ensure you have your best visit ever to the Smokies. Please take a moment to read through this information completely. This manual will acquaint you with your cabin, how to best enjoy it, and give you an understanding of your responsibilities while you're with us.



CABINS THE SMOKY MOUNTAINS

# Checking In

First, be sure that everything in the cabin is in place and working properly including the following key amenities:

- TVs and DVDs;
- Fireplace(s);
- Hot tub;
- Jacuzzi;
- A/C or heat;
- Video Games;
- Lights;
- Home Theatre

If there is anything not functioning, please give us a call immediately at (865) 277-1160. While we cannot provide any refunds for breakdowns, we'll perform the service as quickly as possible.

Linens for the sleeper sofas can be found either inside the living room table or on the sleeper sofa. If you do not find these please give us a call. Extra blankets can be found in the chest of drawers or closets. Linens for bunk beds will also be provided.

You'll find a starter supply of soap, trash bags, and paper products. Depending on your length of stay, you may wish to buy more. Directions to a nearby supermarket are provided in this booklet. We do not provide a daily maid service so you will need to launder towels and linens as needed in the washer/ dryer provided in the cabin (laundry detergent and dryer sheets are not supplied).

If you arrived after hours, please be sure to stop back by the office tomorrow morning before noon to settle your balance. If your account has not been settled within 24 hours of check in, your credit card may be charged and cabin secured.

Relax and enjoy your stay. If there's anything we can do to make your stay more enjoyable, please don't hesitate to give us a call.

# **Checking Out**

Check out time is 10 a.m. prompt. There's a good chance that we have a guest following you on the same day. Please be aware that housekeeping will arrive at 10 a.m. or shortly thereafter. Additional charges will apply if they are delayed.

When departing, please complete the following:

- Double check to ensure that you have all of your belongings (under beds, in chest of drawers, etc);
- Remove all items from the refrigerator;
- Place dirty dishes in the dishwasher and turn it on;
- Secure the cabin close and lock all windows and doors;
- Bag Garbage and leave in cabin or bear proof container.

Please be advised that if the cabin or grounds are left in poor condition, or if any items from the cabin are missing (such as accessories, décor, electronics, etc), you will be billed extra charges.

DAMAGES: Please read your Reservation Agreement carefully and be aware of your responsibilities, additional fees, and liabilities associated with damages, housekeeping and trash removal, late check out, smoking, pets, and noise. By signing your reservation agreement, you have accepted the responsibility for these fees and liabilities and given permission for your credit card to be charged.

Please drive safely. And remember, you are now a PREFERRED GUEST. As a PREFERRED GUEST, you are entitled to a 10% discount in addition to any advertised rate.

## **Quiet Hours**

Cabins of the Smoky Mountains has quiet hours from 10 p.m. to 7 a.m., NO PARTIES ARE ALLOWED. If we receive any noise complaints during these hours, a warning from the night manager will occur and fees will be charged. If the disturbance continues, the Local Police Department will be notified and dispatched. If the noise continues, all guests will be evicted from the cabin without any refund. For monetary penalties, please refer to the Reservation Agreement signed at check-in. *To our Glades guests; There is an existing residential neighborhood beyond the tree line. Please be advised that for their comfort the noise complaint policy above will be strickly enforced. Also, please note use of any fireworks inside Gatlinburg City limits is prohibited by law.* 

## Hot Tub Procedures & Precautions

Your hot tub was completely drained, cleaned, sanitized, and re-filled prior to your stay for your pleasure and safety. Depending on the season and number of cabins cleaned today, if your cabin was cleaned just prior to your check-in, the water may not be at an adequate temperature by the 4 p.m. check-in time. If there is a problem with the tub please phone the office immediately. While we cannot provide any discounts for a malfunction, we'll do everything possible to get the tub functioning properly as quickly as we can.

If you are staying for an extended period of more than four days, you are welcome to call the front desk to have your hot tub refreshed after three days or so, depending on use.

#### Most importantly, there are a couple of important precautions you must follow.

The following persons should not enter the hot tub without doctor's consent:

- Pregnant women;
- Babies and young children;
- People with heart disease or diabetes;
- People with high or low blood pressure.

#### Other cautions, instructions, and precautions:

- Shower before entering the tub and after;
- Do not use the tub for more than 20 minutes at a time to ensure good health and that the bromine levels remain consistent; monitor length of time in tub for reasons of nausea, dizziness, and fainting;
- Be aware that heat rash from hot tub use is common;
- Do not use the hot tub while under the influence of alcohol, narcotics, or drugs that cause drowsiness or influence blood pressure;
- Children should be supervised at all times;
- Enter the tub and exit the tub slowly and carefully;
- Depending on the number of persons in the tub and the length of time they remain in the tub, the bromine level could be depleted; therefore, for your safety, it is critical that these hot tub instructions are followed.

#### Prevent small children from entering the tub unattended.

Breakable objects, pets, bubbles, bathing oils and soaps are prohibited.

Remove and replace the hot tub cover carefully, preferably with two adults. Do not sit or stand on the hot tub cover. Keep tub covered and locked down when not in use to maintain the temperature of the water and prevent damage to the cover, tub, or cabin.

#### If your Hot Tub has a butler/hot tub cover lift, please follow these instructions:

- The bar should be resting on the hot tub cover;
- Lift cover flap all the way back until it rests on the other half of the cover, then grab the bar and lift it back;
- The cover will rest on the bar and sit behind the tub;
- To cover the tub, just pull the bar back down, and lift half of the cover back on top of the tub.

The Hot Tub has three controls: temperature; light(s); and jets. The tub temperature displays on the LCD panel. To adjust the temperature, press the up or down buttons. While adjusting, the LCD read out will then reflect the temperature you have selected. The LCD panel will then default back to read the current temperature. You should notice it change as it heats or cools based on your selection. If you have selected a cooler temperature, leave the cover off to speed the process. If you have selected a warmer temperature, replace the cover to speed the process.

The jets work two ways: there are slow speed jets and high speed jets. Pressing the jets button will toggle the jets from low speed to high speed to off. Our tubs are either 12 hour filtration or 24 hour filtration. Therefore the tub may run on low speed continuously, which is normal. When in the tub, just press the jets button to activate the high speed jets. Additionally, there are two black & gray dials on the rim of the tub. These control air flow through the jets. If they are rotated off, no air will be mixed into the water. If they are rotated on, air is mixed into the water allowing a more vigorous action to the water. The larger jets located on the backs of the seats are adjustable and can be turned off/on by turning the outer ring (Note: It turns until the jet is off or on, the ring isn't designed to spin all the way around). Lastly, some of our tubs are equipped with one very large jet, located in the center between two seats. This jet is adjustable by turning it off or on. When this jet is in operation, all the other jets will stop. When this jet is off, all other jets will come back on.

2 Person Hot Tub Note: On all 2 person hot tubs, the neck jets will spray water out of the tub by design. The tub is full and does not need to be filled.

#### WARNING: PLEASE FOLLOW THESE RULES & PRECAUTIONS. YOU WILL BE RESPONSIBLE FOR ANY DAMAGE TO THE HOT TUB OR HOT TUB COVER (REPLACEMENT COST CAN EXCEED \$500).

Warning About Jewelry: Gatlinburg Falls is not responsible for any damage to jewelry as a result of hot tub chemicals. We are required to keep bromine levels at HD mandate levels. NOTE: If jewelry is not 24 karat gold, it may tarnish (i.e.; jewelry is 14 karat, then the remaining 10 K is made up with metal alloy). The metal alloy may react with hot tub chemicals. Usually a jewelry cleaning restores the jewelry to its original condition.

**IMPORTANT:** Contrary to what guests are advised by their medical doctor after the fact, folliculitis does not occur because of hot tub cleaning issues nor bacteria breeding in a warm environment. Folliculitis occurs in our environment typically because children do not bathe or rinse prior to entering the tub. If you are traveling with children and they visit Dollywood or the National Park and do not rinse before entering the hot tub, the chance for folliculitis to occur increases significantly. If the hot tub is being

used consistently by children and adults, chlorine will be depleted and the chance for folliculitis will increase significantly. This is why we offer a refresh after three days upon guest's request. If children are present and these conditions aren't followed, Venture Resorts bears no responsibility for cases of folliculitis or other similar conditions, and will not provide a refund.

THANK YOU for your cooperation.

# Refrigeration

Refrigerators are not engineered to go from being completely empty to full in a matter of minutes. Please be aware that if you place a significant amount of groceries in the refrigerator, it will take a considerable time for those groceries to cool, particularly if you have room temperature bottled water and soda.

If the freezer is making ice, then your refrigerator is working properly. Please simply give it time.

## TV and DVD Service & Tips

All cabins are served with cable, so your television should be ready for you to enjoy all of your favorite programming.

To operate the DVD, press power on the DVD. Then turn the television to channel 3. You should see the DVD screen ready for play.

If this doesn't work, press power on the DVD. Next, press the "auxiliary", "input", or "line" button on the TV remote. As you press it, the TV will toggle from Line 1 to Line 2 or auxiliary. On one of these you should see the DVD screen. If that doesn't work, channel down from channel three. Sometimes the "line" or "auxiliary" channel is before channel 2 (a channel "zero" if you will).

Note: if you are watching TV and the screen is "snowy", please power off the DVD. Also, some Plasma or LCD TV's have the DVD players on the side.

## Wells

Many cabins in the mountains are on well water and septic systems. The mineral content in the water is high. During a drought, the well water may have a slight odor. Due to constant changes in well water we do not recommend that well water is used for cooking or drinking. We recommend that you use bottled water for safety.

# **Telephone Service & Tips**

All local calls are free – simply pick up the phone and dial. Gatlinburg, Pigeon Forge, Sevierville, and Knoxville are all considered local and are free.

The telephone will not allow long distance calls. You may either use a calling card or make collect calls from your cabin phone. Please refer to your calling card for instructions to place long distance calls.

# Other Electronics and Games Service & Tips

Enjoy the arcade games for hours. They are all set to free play!! To power on arcade games (Ms. Pac Man, Galaga, etc.), please first look for a light switch with the appropriate label. If you do not find a labeled switch, make sure that the game is plugged in. Due to gaming audio, either turn the light switch off or unplug the game when you do not wish to be disturbed.

The power switch for most pinball machines is under the front of the game just below where you stand to play - simply toggle it on or off. Also look for a switch labeled pinball for your convenience.

# How To Use Your Home Theater

The home theater will have an IR sensor which is were you point your remote. This is typically directly above or below the theater screen. It is round and about the size and shape of a quarter.

#### Locate the Logitech Harmony Universal Remote.

#### To watch a movie:

- Press the WATCH MOVIE button at the very top of the remote while pointing the remote at the sensor. You will notice an animation on the remote screen showing it is sending the signal. Keep the remote pointed at the sensor until this animation goes away. This will turn on everything. Please keep in mind the projector takes a while to warm up.
- Now the remote will work to control the dvd player. Use the buttons like you normally would to control a dvd player.

#### To watch cable:

- 1. Press the WATCH TV button while pointing the remote towards the sensor. Keep it held at the sensor until the animation on the remote stops.
- 2. Use the universal remote like you would a cable remote.

#### Turning everything off

 Simply press the ALL OFF button in the top left corner. Make sure you are pointed at the sensor and keep it held until everything is off.

# Electric Fireplace Service & Tips

There are two power options for your fireplace: a wall switch; the lower panel beneath the flame. Please check to determine your fireplace's mode of operation. If there is no wall switch or if the fireplace does not power on when the switch is moved to the "on" position, please perform the following:

- Open the bottom grill by pulling up and then out on the grill, exposing a set of controls;
- · Press down on the rocker switches for power and flames, turning them to the off position;
- Next press the power rocker switch up followed by pressing the flames rocker switch up.

The fireplace is not designed for heat. It is for effect only and appears best in the evening. It does offer motion. If your fireplace is not in motion, please adjust the motion switch on the panel.

For newer fireplaces, turn the timer on clockwise, then push the switch on the right side of the fireplace to activate.

This procedure should reset the fireplace. Call the front desk if this doesn't start the fireplace.

## Jacuzzi and Shower Service & Tips

To use your Jacuzzi tub, simply fill the tub with water at your desired temperature above the level of the jets. Once the water level is above the jets, press or turn on the jets button. If the jets are not operating, pull the individual jet out to turn it on; if you wish to turn a jet off, simply reach inside the jet and press it in, turning it off.

Additionally, you may find another button or dial, which controls air flow. When it is closed, it will run water through the jets. If opened, it will add air to the jets, allowing for a more vigorous action to the water. Please set based on your preference. If you are still experiencing problems with your Jacuzzi, please phone the front desk for service.

The showers are not designed for multiple person use. Please make certain that the shower doors are closed properly before turning on the jets.

WARNING: IF EXCESSIVE WATER IS SPLASHED OUT OF THE TUB OR SHOWER, IT WILL LIKELY LEAK BELOW TO THE LOWER LEVEL.

## Pools

Pool Chemicals: Your pool chemicals are checked at time of cleaning once a week. Depending on use, chemicals can run low. There will be a kit left for you to check the chemicals yourself before use. If you cannot locate the chemical test kit, let us know and one will be provided to you, or we will be happy to check the chemicals for you. Since the pool is in a private home the guest assume all risk as it relates to chemicals as we cannot check it before and after each use.

#### **OTHER POOL RULES ARE AS FOLLOWS:**

- Minors must be accompanied by a minimum of 2 adults.
- Children must wear approved floating device.
- No Running.
- No diving.
- No Horseplay.
- No alcohol or drug use in or around the pool.
- No Lifeguard on duty, swim at your own risk.
- All individuals using Pool must have a minimum level of swimming proficiency and/or must be
  properly supervised and utilize the appropriate lifesaving or floatation equipment to safely and
  properly utilize Pool.
- Shower before and after entering pool.
- No animals in pool or on pool deck.
- No diapers allowed in pool.
- No food, drink or glass in pool or on pool deck.

Any of these rules not being followed may result in sickness or death. Please be aware of the rules.

## Decks

For your safety please note your deck is designed to hold a certain amount of weight. Be cautious to not overload the deck for group gatherings, or pictures, or other activities. Furthermore decks are at risk of the elements.

Do not lean against railings without first checking for safety and security. Minors are to be accompanied by an adult. Please call the rental office for any questions or concerns and we will take care of it immediately.

#### THANK YOU.

# Keyless Entry Door System

To unlock, pull door toward you, press the code provided to you at check in. If the lock gives three long beeps, wait one minute, allowing the lock to reset, before attempting again. If you hear a winding sound, but the door does not unlock it means the code is correct. Sometimes due to moisture, the door jam will swell. This causes the deadbolt to stick. To correct this lightly push and pull the door while entering the key lock. To lock, press the lock button in the middle of the keypad. If you experience any problems, please phone the front desk for service.

# Hiking

Families can enjoy hiking in the Great Smoky Mountains National Park on more than 800 miles of trails, which guide them to cascading waterfalls, beautiful vistas, and quiet meadows. Miles and miles of trails wind through deep forests, on high ridge tops, and along rushing streams. Quiet walkways serve as the perfect avenue for families to get out of the car and take an easy stroll into the wilderness.

Begin your day at the Park at the Sugarlands Visitor Center, where you can speak with Park Rangers about the best trails for your family, see Park wildlife, and purchase souvenirs. Please request directions to Sugarlands from the front desk.

All of the National Park trails listed below are ranked according to their difficulty: S - strenuous; M - medium difficulty; E - easy. Park officials advise hiking during daylight hours only and caution hikers to always stay on designated trails. During summer months, be sure to take along plenty of water, and in any season, a sturdy pair of hiking shoes is helpful.

### **Nature Trails**

Self-guiding Nature Trails are ideal places to explore the Smokies' forests and learn about the area's rich natural and cultural heritage. Numbered stakes found along the trail are keyed to leaflets available at trailheads which describe points of interest along the way.

Trail	Mileage Rating	Location	Features
Alum Cave	5 S	Newfound Gap Road	Heath Bald & Arch Rock
Cosby	1 E	Newfound Gap	Nature awareness
Cove Hardwood	3/4 E	Chimney Tops Picnic Area	Splendid primeval forest
Elkmont	3/4 E	Elkmont Campground	Second growth forest
Sugarlands	1 E	Sugarlands Welcome Center	Handicapped-accessible

### **Back Country Trails**

Back Country Trails are for the more experienced, adventurous hiker. They offer an in-depth, backwoods experience.

	Mileage			
Trail	Rating	Time	Location	Features
Boogerman Trail	7.5 M	5-6 hrs.	Cataloochee Campground	Ancient trees
Charlie's Bunion	8.8 M	4-5 hrs.	Newfound Gap	Spectacular views
Chimney Tops	4 S	3-4 hrs.	Newfound Gap Road	Rock climbing
Mt. Sterling	12 S	5-6 hrs.	Cataloochee Schoolhouse	High country forest
Shuckstack	10 S	7 hrs.	Twentymile	Panoramic views
Smokemont Loop	6 M	4-5 hrs.	Smokemont Campground	Historic homes

### Waterfalls

Waterfalls are popular destinations for day hikes, especially on hot summer days. The trails range from easy to strenuous, but no matter what the effort required, the reward justifies the endeavor.

	Mileage			
Trail	Rating	Time	Location	Features
Abrams Falls	5 M	4 hrs.	Cades Cove Loop	Powerful 25' falls
Grotto Falls	3 E	3 hrs.	Roaring Fork	Walk behind falls
Hen Wallow Falls	4 M	3.5 hrs.	Cosby Campground	95' cascade over rock
Indian Creek Falls	2 E	1.5 hrs.	Deep Creek Campground	60' waterfall
Juneywhank Falls	1.5 M	2 hrs.	Deep Creek Road	125' cascade
Laurel Falls	2.5 E	2.5 hrs.	Little River Road	Double drop fall
Rainbow Falls	5.5 M	5-6 hrs.	Cherokee Orchard Road	80' sheer drop
Ramsay Cascades	85	6 hrs.	Greenbrier Park	Greenbrier Park's highest falls

# Fishing

The Smokies are known for their native brook and brown trout, and Gatlinburg and the National Park are crawling (or should we say swimming?) with over 900 miles of rivers and streams that are just waiting for you to cast your line. Before you pack up your tackle box, however, there are local and state regulations that have to be observed. For example, children under the age of nine do not reqire licenses or permits of any kind, whereas adults must possess various combinations of local and/or state licenses. The requirements vary according to age, and state of residence. For a brochure which explains these regulations in detail, call the Gatlinburg Recreation Department at (865) 436-4990 and ask for their Trout Fishing brochure or call Gatlinburg City Hall at (865) 436-1400. Both locations can also give you specifics regarding the different fishing seasons and fishing limits in the city.

Once you've obtained your permit(s), you're allowed to fish in many of the city's waters including West Prong of the Little Pigeon River, LeConte Creek, Roaring Fork Creek and Dudley Creek. There are also two designated children's fishing areas which are heavily stocked with trout. These are located at North Gatlinburg Park, at the northern Parkway entrance to the city, and Mynatt Park off Airport Road. Both of these sites are marked with signs which indicate the boundaries of the designated areas. By the way, no fishing of any kind is allowed in Gatlinburg on Thursdays; this is the day that the city stocks its waters with trout. Also, between December 1st and March 31st, all trout caught in Gatlinburg must be immediately released.

Fishing is permitted in most of the National Park's waters, except for those which are posted otherwise in order to protect certain species of fish. Both the National Park and the City of Gatlinburg allow only single-hook lures and flies as bait; no worms, corn or natural bait of any kind are permitted.

Licenses can be obtained at City Hall, Food City, and Ace Hardware.

## Bears

"KEYS" to a successful bear encounter in Bear Country:

Keep a clean area: DO NOT leave trash and food outside or on your porch/decks.

Enjoy bears from a distance: DO NOT ever approach a bear. Keep at least 100 yards between yourself and the bears and NEVER run from a bear. Back away slowly to a safe distance.

Your actions effect a bears action, GOOD or BAD: DO NOT feed bears. DO NOT leave food and other attractants in the vicinity.

Secure attractants: D0 NOT leave food, trash, pet food, bird feed, grilling items, etc. outside. D0 NOT leave car doors unlocked and/or windows open. Items such as perfumes, toothpaste, etc. will attract a bear to your area.

For more information and helpful tips, visit www.bearwise.org

## Ladybugs

There is a possibility that you might find Ladybugs in your cabin when you arrive. Please be aware that they are not harmful in any way to humans or food. They are attracted to warmth, so you will find them on sunny windows and other warm areas of the cabins. Your cabin was cleaned and any ladybugs found were vacuumed at that time if they were present.

However, if they are active, they can return almost immediately. Please rest assured that your cabin was cleaned thoroughly to the highest standards in the Smokies.

Ladybugs were introduced into the National Park by the Park Service several years ago to control the pine beetle, which has devastated the pine population in the Park. Ladybugs eat the food source of the pine beetle. Because of this purpose, the Park Service will not allow us to treat specifically for ladybugs with normal pest control service. They are now a necessary part of our ecosystem in the Smoky Mountains – something we have to live with. Therefore we ask you to be patient with us and them!

# Millipedes

You may also find Millipedes in your cabin when you arrive. Millipedes like lady bugs are not harmful. They spend almost all their time in moist areas, such as under rocks or logs and in lawn thatch.

Movement into houses often is sudden and sporadic. Most millipede movement takes place in September and October and again in midspring, they often take place shortly after a period of wet weather and end as suddenly as they start.

Because millipedes require high moisture, they usually die in a home within a day or two. Chronic problems are associated with damp conditions. Measures taken to dry out moist areas usually are sufficient. The hard body of the millipede, however, remains intact for a considerable time after it is dead.

Because millipedes cause no damage in homes other than a minor annoyance, the best way to handle infestations is to wait a few days for the problem to subside, then vacuum the bodies that remain.

## **Directions to Area Attractions**

### Wedding License

Gatlinburg - Schilling Center | (865) 430-3404 | 405 Reagan Drive, Gatlinburg, TN 37738

- \* Proceed out of Gatlinburg Falls Resort at Hidden Valley, making a right at the resort waterfall sign.
- \* At the stop sign, bear left.
- \* At the three way stop, go straight.
- \* At the stop sign (Exxon on left/Ripley's Mini Golf on right), turn left onto the Parkway.
- \* Proceed to Gatlinburg traffic light #7/Reagan Drive.
- \* The Schilling Center will be on your left at 405 Reagan Drive

#### Sevier County Courthouse | (865) 453-5502 | 125 Court Avenue, Suite 202E, Sevierville, TN 37862

- \* Proceed out of Gatlinburg Falls Resort at Hidden Valley, making a right at the resort waterfall sign.
- \* At the stop sign, bear left.
- \* At the three way stop, go straight.
- \* At the stop sign (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Gateway into Pigeon Forge.
- \* Continue through Pigeon Forge into Sevierville.
- \* In Sevierville, make a left turn to remain on the Parkway (US 441).
- \* The Sevier County Courthouse will then be a few blocks down on the right, visible from the Parkway.

## Leconte Medical Center | (865) 446-7000 | 742 Middle Creek Road, Sevierville, TN 37862

From Hidden Valley Resort:

- \* Take a right out of Gatlinburg Falls Resort onto Hidden Valley Road for 0.1 miles to stop sign.
- \* At the three way stop bear RIGHT
- \* Continue 1.1 miles to traffic light #1 Hwy 441/Parkway and take a right heading to Pigeon Forge.
- \* When in Pigeon Forge, at traffic light # 8 take a right onto Dollywood Lane/Veteran's Blvd.
- \* After 4.1 miles you will come to Middle Creek Road on your right.
- \* Take a right and continue straight 1.4 miles and Leconte Medical Center will be on your right.

#### From Parkview Resort:

- \* Proceed out of the resort, making a left at the resort waterfall sign.
- \* At the stop sign, make a right onto Dudley Creek Bypass.
- \* At the three way stop, bare left.
- \* At the stop light (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway
- \* Proceed through the National Park Gateway into Pigeon Forge.
- \* When in Pigeon Forge, at traffic light #8 take a right onto Dollywood Lane/Veteran's Blvd.
- \* After 4.1 miles you will come to Middle Creek Road on your right.
- \* Take a right and continue straight 1.4 miles and Leconte Medical Center will be on your right.

#### From Pigeon Forge Office:

- \* Turn right out of the parking lot onto Parkway/US-441.
- \* At traffic light #8, take a right onto Dollywood Lane/Veteran's Blvd.
- \* After 4.1 miles you will come to Middle Creek Road on your right.
- \* Take a right and continue straight 1.4 miles and Leconte Medical Center will be on your right.

### Post Office/Trolley Station | 1216 E Parkway, Gatlinburg, TN 37738

The Gatlinburg Post office is a full service post office (mail pick up is 4:45). Also a FedEx drop box (pick up 4:30).

- \* Proceed out of the resort, making a right at the resort waterfall sign.
- \* At the stop sign, bear left.
- \* At the three way stop, turn left and proceed over the ridge to the traffic light at Hwy 321.
- \* Turn left and go 0.6 mile Post Office on right in the City of Gatlinburg complex

#### WonderWorks | 100 Music Road, Pigeon Forge, TN 37863

#### From Hidden Valley Resort:

- \* Proceed out of the resort making a RIGHT onto Hidden Valley Road and continue to stop sign.
- \* At the stop sign take a LEFT and continue to the 3 way stop.
- \* At the 3 way stop make a RIGHT onto Dudley Creek bypass and continue 1.1 miles to traffic light #1.
- \* At traffic light #1 turn RIGHT onto Hwy 441 and continue straight for 8.8 miles.
- \* WonderWorks will be on the LEFT at traffic light #0 in Pigeon Forge.

#### From Parkview Resort:

- \* Proceed out of the resort making a LEFT onto Cheshire Court and continue to stop sign.
- \* At the stop sign make a RIGHT and continue to the 3 way stop.
- \* At the 3 way stop make a LEFT onto Dudley Creek bypass and continue 1.1 miles to traffic light #1.
- \* At traffic light #1 turn RIGHT onto Hwy 441 and continue STRAIGHT for 8.8 miles.
- \* WonderWorks will be on the LEFT at traffic light #0 in Pigeon Forge.

#### From Pigeon Forge Office:

- \* Turn right out of the parking lot onto Parkway/US-441 (approx. 4.5 miles).
- \* WonderWorks will be on the left at traffic light #0 in Pigeon Forge.

#### Ripley's Aquarium of the Smokies | 1-888-240-1358 | 88 River Road, Gatlinburg, TN 37738 From Hidden Valley Resort:

- \* Proceed out of Gatlinburg Falls Resort at Hidden Valley, making a right at the resort waterfall sign.
- \* At the stop sign, bear LEFT.
- \* At the three way stop, go STRAIGHT.
- \* At the stop light (Exxon on LEFT/Ripley's Mini Golf on right), turn LEFT onto the Parkway.
- \* Proceed to traffic light #5/River Road, turn RIGHT and Ripley's Aquarium will be directly ahead (parking garage just behind the Aquarium).

#### From Parkview Resort:

- \* Proceed out of the resort, making a left at the resort waterfall sign.
- \* At the stop sign, make a right onto Dudley Creek Bypass.
- \* At the stop light (Exxon on left/Ripley's Mini Golf on right), turn left onto the Parkway.
- Proceed to traffic light #5/River Road, turn right and Ripley's Aquarium will be directly ahead (parking garage just behind the Aquarium).

#### From Pigeon Forge Office::

- \* Turn left out of the parking lot onto Parkway/US-441, heading towards Gatlinburg (approx. 7 miles).
- \* Proceed to traffic light #5/River Road, turn right and Ripley's Aquarium will be directly ahead (parking garage just behind the Aquarium).

#### Dolly's Splash Country | 1198 McCarter Hollow Road, Pigeon Forge, TN 37862 From Hidden Valley Resort:

- \* Proceed out of the resort, making a right at the resort waterfall sign.
- \* At the stop sign, bear left.
- \* At the three way stop, go straight.
- \* At the stop sign (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Gateway into Pigeon Forge.
- \* At Pigeon Forge traffic light #8/Dollywood Lane, turn right.
- \* Turn right at the third traffic light and Dolly's Splash Country will be immediately on your left.

#### From Parkview Resort:

- \* Proceed out of the resort, making a left at the resort waterfall sign.
- \* At the stop sign, make a right onto Dudley Creek Bypass.
- \* At the three way stop, bare left.
- \* At the stop light (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Gateway into Pigeon Forge.
- \* At Pigeon Forge traffic light #8/Dollywood Lane, turn right
- \* Turn right at the third traffic light and Dolly's Splash Country will be immediately on your right.

#### From Pigeon Forge Office:

- \* Turn right out of the parking lot onto Parkway/US-441.
- \* At Pigeon Forge traffic light #8/Dollywood Lane, turn right.
- \* Turn right at the third traffic light and Dolly's Splash Country will be immediately on your right.

#### Dollywood | 1-800-Dollywood | 1198 McCarter Hollow Road, Pigeon Forge, TN 37862 From Hidden Valley Resort:

- \* Proceed out of the resort, making a right at the resort waterfall sign.
- At the stop sign, bear left.
- \* At the three way stop, go straight.
- \* At the stop sign (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Gateway into Pigeon Forge.
- \* At Pigeon Forge traffic light #8/Dollywood Lane, turn right.
- \* Turn right at the third traffic light and Dollywood will be immediately on your right.

#### From Parkview Resort:

- \* Proceed out of the resort, making a left at the resort waterfall sign.
- \* At the stop sign, make a right onto Dudley Creek Bypass.
- \* At the three way stop, bare left.
- \* At the stop light (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Gateway into Pigeon Forge.
- \* At Pigeon Forge traffic light #8/Dollywood Lane, turn right.
- \* Turn right at the third traffic light and Dollywood will be immediately on your right.

#### From Pigeon Forge Office:

- \* Turn right out of the parking lot onto Parkway/US-441.
- \* At Pigeon Forge traffic light #8/Dollywood Lane, turn right.
- \* Turn right at the third traffic light and Dollywood will be immediately on your right.

## Pirate's Voyage | 2713 Parkway, Pigeon Forge, TN 37863

#### From Hidden Valley Resort:

- \* Proceed out of the resort, making a right at the resort waterfall sign.
- \* At the stop sign, bare left.
- \* At the three way stop, bare right.
- \* At the stop light (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Gateway into Pigeon Forge.
- \* Pirates Voyage will be on your right; after the entrance to The Island.

#### From Parkview Resort:

- \* Proceed out of the resort, making a left at the resort waterfall sign.
- \* At the stop sign, make a right onto Dudley Creek Bypass.
- \* At the three way stop, bare left.
- \* At the stop light (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Getaway into Pigeon Forge.
- \* Pirates Voyage will be on your right, just past the entrance to The Island.

#### From Pigeon Forge Office:

- \* Turn right out of the parking lot onto Parkway/US-441.
- \* Pirates Voyage will be on your right, just past the entrance to The Island (approx. 2.5 miles).

#### Dolly Parton's Stampede | 3849 Parkway, Pigeon Forge, TN 37863

#### From Hidden Valley Resort:

- \* Proceed out of the resort, making a right at the resort waterfall sign.
- \* At the stop sign, bare left.
- \* At the three way stop, bare right.
- \* At the stop light (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Gateway into Pigeon Forge.
- \* Dolly Parton's Stampede will be on your right between Shoney's and Econo Lodge before traffic light #8.

#### From Parkview Resort:

- \* Proceed out of the resort, making a left at the resort waterfall sign.
- \* At the stop sign, make a right onto Dudley Creek Bypass.
- \* At the three way stop, bare left.
- \* At the stop light (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Getaway into Pigeon Forge.
- \* Dolly Parton's Stampede will be on your right between Shoney's and Econo Lodge before traffic light #8.

#### From Pigeon Forge Office:

- \* Turn right out of the parking lot onto Parkway/US-441.
- \* Dolly Parton's Stampede will be on your right between Shoney's and Econo Lodge before traffic light #8.

#### Wal-Mart Supercenter | 1414 Parkway, Sevierville TN 37862

Wal-Mart contains a grocery store, discount goods, video rentals, eye exams, and auto tire services.

#### From Hidden Valley Resort:

- \* Proceed out of the resort, making a right at the resort waterfall sign.
- \* At the stop sign, bear left.
- \* At the three way stop, go straight.
- \* At the stop sign (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Gateway, through Pigeon Forge, into Se vierville (approx.10 miles).
- \* Turn left on Collier Drive (traffic light #13.4) and into the Wal-Mart parking lot.

#### From Parkview Resort:

- \* Proceed out of the resort, making a left at the resort waterfall sign.
- \* At the stop sign, make a right onto Dudley Creek Bypass.
- \* At the three way stop, bare left.
- \* At the stop light (Exxon on left/Ripley's Mini Golf on right), turn right onto the Parkway.
- \* Proceed through the National Park Gateway into Pigeon Forge, into Sevierville (approx. 10 miles).
- \* Turn left on Collier Drive (traffic light #13.4) and into the Wal-Mart parking lot.

#### From Pigeon Forge Office:

- \* Turn right out of the parking lot onto Parkway/US-441.
- \* Drive 5.3 miles on Parkway/US-441.
- \* Turn left on Collier Drive (traffic light #13.4) and into the Wal-Mart parking lot.

#### Food City - Gatlinburg | 1219 E Parkway, Gatlinburg, TN 37738

Food City is open until midnight. Inside you will find video rentals.

- \* Proceed out of the resort, making a right at the resort waterfall sign.
- \* At the stop sign, bear left.
- \* At the three way stop, turn left and proceed over the ridge to the traffic light 2A.
- \* At the traffic light, turn left on Hwy 321/Parkway and go 0.7 miles, traffic light 2B—Food City will be on the left.

#### Food City - Pigeon Forge | 3625 Parkway, Pigeon Forge, TN 37863

- \* Head RIGHT on Upper Middle Creek Road
- \* Continue STRAIGHT onto Dollywood Lane
- \* Turn LEFT to stay on Dollywood Lane
- \* Take the 2nd RIGHT onto Parkway/TN-73 Scenic W/US-441 Scenic N
- \* Food City will be on the RIGHT

### Great Smoky Mountains National Park — Sugarlands Visitor Center

#### 865-436-7316 | Great Smoky Mountains National Park, Gatlinburg, TN 37738

Includes a Park Ranger station for info, advice on best hiking trails, a gift shop, and Park exploration center. Parkview Resort:

- \* Proceed out of the resort, making a right at the resort waterfall sign.
- \* At the stop sign, bear left.
- \* At the three way stop, go straight.
- \* At the stop sign (Exxon on left/Ripley's Mini Golf on right), turn left onto the Parkway.
- Proceed through Gatlinburg and continue South on the Parkway/Hwy 441 in the Sugarlands Visitor Center is approximately 2 miles on the right (just south of Gatlinburg do not take exit to Pigeon Forge; remain on 441 South).



Come experience Pigeon Forge's most unique and exciting new attraction. As you walk through the 20-foot tall cameras, prepare to go Beyond the Lens! This innovative and immersive attraction will leave you wanting more. Enjoy the latest innovations in entertainment and technology offering amazing and intriguing exhibits like The Bigfoot Experience, The Human Kaleidoscope, award-winning virtual reality rides and games, Escape Booths, The Alien Egg Pit, Crimes of the Century, augmented reality games, and so much more. Come experience the best in family fun for ALL ages. Beyond the Lens: beyond the ordinary-beyond your imagination!

> Beyond the Lens! Family Fun Open 9am- 9pm DAILY 2115 Parkway Pigeon Forge, TN 37863 (Across from the Titanic) Tel: 865-366-1609 www.BeyondTheLens.com



### Turn to channel 5 for more information

Ripley's<sup>®</sup> Aquarium of the Smokies is literally teaming with life – our 10,000 exotic sea creatures comprise more than 350 individual species. There are more fish in this aquarium than there are people living in the entire town of Gatlinburg. Although Ripley's Aquarium of the Smokies is hundreds of miles from the ocean, the scenic beauty and the abundance of water all around make the town of Gatlinburg a "natural" location for a world-class aquarium, America's most fun aquarium.

TROPICAL RAINFOREST: Imagine you are on an expedition with Robert Ripley exploring an equatorial rainforest. GALLERY OF THE SEAS: A collection of delicate undersea life such as Pacific Giant Octopus, sea anemones, living corals, jellies and more.

SYSTEMS CONTROL: There are thousands of marine animals living in our building.

TOUCH-A-RAY BAY: In this shallow lagoon patrons can reach out and touch rays as they glide by.

STINGRAY BAY: Gliding through the water like majestic birds in the air, the rays on display in Ray Bay, are gentle.

SHARK LAGOON: Filled with thousands of fish of every shape and size, this is our largest and most popular exhibit.

CORAL REEF: The bright colors of the rainbow are found underwater in the Indo-Pacific coral reef.

OCEAN REALM: A collection of delicate undersea life such as Pacific Giant Octopus, sea anemones, living corals and more.

DISCOVERY CENTER: Guests experience the thrill of holding horseshoe crabs at The Sea-For-Yourself Discovery Center.

> Visit Ripley's® Aquarium of the Smokies during your stay at: Ripley's® Aquarium of the Smokies Traffic Light #5 88 River Rd, Gatlinburg, TN 37738 Tel: 888-240-1358 www.gatlinburg.ripleyaquariums.com



#### Turn to channel 9 for more information

Billed as the Smokies' Most Fun Place to Eat, Dolly Parton's Stampede is a restaurant and show like no other. Watch as 32 magnificent horses and a cast of top-notch riders thrill you with daring feats of trick riding and friendly competition. The show culminates with an emotional musical conclusion set to a patriotic salute of Red, White, and Blue—featuring Color Me America, written and recorded by Dolly Parton herself.

As the action begins, you're served a four-course feast meant to satisfy those delicious home-cooked, country-style cravings. The menu includes Stampede's Original Creamy Vegetable Soup and cheddar biscuit, as well as a mouth-watering, tender, and whole rotisserie chicken, delicious hickory-smoked barbeque pork loin, hot-buttered corn on the cob, tasty herb-basted potato, a specialty dessert, and unlimited soft drinks.

Get here early and enjoy a leisurely stroll alongside the open-air stables to sneak a peek at the horses. It's also your chance to meet the equine stars of the show up close and discover their flawless beauty. Before the main event, enjoy live entertainment from bluegrass and country band, Mountain Ruckus, in the Saloon. While there, you can nosh on popcorn or other snacks. Then quench your thirst with an ice-cold Coca-Cola, or one of their exotic fruit drinks in a collector series Souvenir Boot Mug.

Each year, Dolly Parton's Stampede gets into the spirit of the holidays with a special Christmas show for the whole family. This year, it's the North Pole vs. South Pole. Become enchanted as workshop elves serve a Yuletide feast, and Santa arrives by sleigh. Toys come to life and holiday music abounds as we reveal a live Nativity scene. Even wise men on camels all say, "Merry Christmas!" — Stampede style.

Come see and taste what everyone is talking about. Dolly Parton's Stampede is more than just dinner and a show. It's a cherished tradition that your family will always remember.

> Dolly Parton's Stampede 3849 Parkway Pigeon Forge, TN 37863 Tel: 865-453-4400 www.dpstampede.com



### Turn to channel 7 for more information

Twenty-five years ago, Bruce Johnson accomplished his life-long dream of opening a Bar-B-Que restaurant. It was called Bennett's Pit Bar-B-Que and was located in Pigeon Forge. The next year he opened another Bennett's in Gatlinburg.

In the years since he has opened 8 more restaurants. While they are all different in type of cuisine, from BBQ to steak to gourmet pizza to country cooking, they all share a few basic tenets. They are all independent, family-owned and operated restaurants that focus on value, quality, and friendly service. They are all focused on doing what they do right, like making good food by hand.

Bennett's has been slow-smoking their BBQ for up to 14 hours for two decades. They make their own sauces and sides, and have a tremendous AYCE breakfast bar. Alamo Steakhouse has been aging and hand-cutting Angus steaks, then grilling them over an oak fire for 17 years, offering seafood, chicken and chops as well. At Mama's Farmhouse we cook different Southern fare everyday and bring it all to your table, Family Style. And because Mama knows how tough it is to take kids out to eat, Kids 5 and Under eat free there all the time. At Big Daddy's Pizzeria our commitment to fresh is so complete that there is no freezer in the building! We make everything in house, with fresh ingredients. And when you take hand-crafted dough, fresh ingredients and cook them in a 500 degree wood-fired oven, you get world class pizza. Maddog's Creamery and Donuts offers hand-dipped and soft serve ice cream, shaved ice, and THE BEST HOMEMADE DONUTS around. Come get your sweet tooth satisfied with us. And our newest concepts, launched in Spring of 2017. Mama's Chicken Kitchen, which features the awardwinning fried chicken and sides you know and love from our Mama's Farmhouse location in Pigeon Forge, but served as Blue Plate Specials or in Buckets to go, perfect for a trip to the park or dinner at your cabin. Also, we have developed 7 different chicken wings which are sure to delight. And J.O.E. and Pop's Sub Shoppe, which features the best hoagie you've ever tasted, from Philly Cheesesteaks to a REAL Italian Sub to a Classic Turkey.

Distressed, as more and more restaurants resort to premade meals and franchised "sameness", Bruce and his family strive each and every day to provide a truly unique dining experience worth their customers' hard-earned dollars.



#### Alamo Steakhouse www.alamosteakhouse.com

705 East Parkway Gatlinburg, TN 865-436-9998 3050 Parkway Pigeon Forge, TN 865-908-9998



#### Bennett's Pit Bar-B-Que www.bennetts-bbg.com

 714 River Road
 2910 Parkway

 Gatlinburg, TN
 Pigeon Forge, TN

 865-436-2400
 865-429-2200



#### Big Daddy's Pizzeria www.bigdaddyspizzeria.net

3053 Parkway	1820 Parkway	714 River Road
Pigeon Forge, TN	Sevierville, TN	Gatlinburg, TN
865-429-7171	865-908-1123	865-436-5455



#### Mad Dog's Creamery & Donuts www.maddogscreamery.com

3048 Parkway	731 East Parkway
Pigeon Forge, TN	Gatlinburg, TN
865-774-5558	(865)430-5757

#### J.O.E. and POP'S Sub Shoppe www.joeandpops.com

1244 East Pkwy Gatlinburg, TN 37738 865-412-1333

#### Mama's Chicken Kitchen www.mamaschickenkitchen.com

1244 East Pkwy Gatlinburg, TN 37738 865-412-1333

#### Mama's Farmhouse www.mamasfarmhouse.com 208 Pickel Street Pigeon Forge, TN 865-908-4646



J.O.E. AND POP

SUB SHOPPE





### Turn to channel 6 for more information

The mountains are a place for adventure and relaxation, exploration and wonder. A place where people of all ages can discover nature and family entertainment. You and your family will find lots of fun things to do in the Smoky Mountains at Anakeesta.

Enter Anakeesta via our scenic Chondola. Choose to ride in an open air 4-person chair with safety bar or select an enclosed gondola cabin with seating for 6. This 14-minute ride takes you up 600' to the summit of Anakeesta Mountain where you will enter the whimsical Firefly Village. Soar above the City of Gatlinburg and enjoy the spectacular views from above. This unique fixed-grip transportation system has 104 quad chairs and eight 6-person gondola cabins. The Anakeesta Chondola is the first of its kind to be built in the United States!

Zip through the treetops on Anakeesta's two unique ziplines. Stretching high over the forest floor, each zip is over 1,000 feet in length and will give you beautiful views of the Smokies while zipping right next to friends or family. Along the way you'll be able to test your courage at our two challenge stations where you'll rappel off our platforms and enjoy a controlled 60 foot descent to a cushioned platform below. Zipline guests return to the summit by riding the Chondola from the mid-station. Anakeesta offers all of this and much more!

#### Anakeesta

576 Parkway Gatlinburg, TN 37738 Tel: 865-325-2400 www.anakeesta.com

## PARKVIEW / HIDDEN VALLEY & LEGACY RESORT

## Internet Access

Your cabin offers high speed wireless access. To take advantage of the wireless access, simply search for available wireless networks and choose the network that corresponds with your cabin's name. If you are having problems connecting, first check your computer's network settings. If the problems persist please call our guest care line and we will be happy to send someone to check the connection on the resort. However, for liability reasons, we cannot assist you or provide any technical support with your laptop or PC and its ability to connect to the internet.

How to reset modem: When having problems with your internet connection please try resetting your modem. To do this, unplug the power source and wait 10 seconds for it to reset. After modem has reset, reconnect power cable and try connecting to internet again.

## Resort Gym

The Parkview Resort offers gyms for your convenience. The gym is open 10am to 6pm.

# **Telephone Listings**

#### FINE DINING: GATLINBURG

Alamo Steakhouse (865) 436-9998
Bennett's Barbeque
Best Italian Café & Pizzeria (865) 430-4090
Calhoun's
Cherokee Grill
Crystelle Creek (865) 430-1551
Gatlinburg Taste of Italy (865) 325-1750
Greenbrier
Hard Rock Café
No Way Jose's
Pancake Pantry
Smoky Mountain Brewery (865) 436-4200
Smoky Mountain Trouthouse (865) 436-5416
Texas Roadhouse
TGI Fridays
The Park Grill
The Peddler

#### FINE DINING: PIGEON FORGE & SEV

Alamo Steakhouse (865) 908-9998	
Applewood Farmhouse Restaurant (865) 428-1222	
Bennett's Barbeque	
Big Daddy's Pizzeria (865) 429-7171	
Bull Fish	
Calhouns	
0'Charley's (865) 429-2201	
Pizza Hut	
Ruby Tuesday	
Sev. Damon's	
Sev. Texas Roadhouse (865) 908-4140	
Sev. The Chop House (865) 774-1991	
Sev. TGIFridays	
Sev. Mr. Gatti's (865) 428-8817	
The Old Mill (865) 429-3463	

#### DINING: DELIVERY

Big Bear Pizza	(865) 430-5656
Calhoun's	(865) 436-4100
Papa John's Pizza	(865) 430-7777
Pizza Hut	(865) 436-6512

#### GOLF

Bent Creek	(865) 436-3947
Dandridge GC	(865) 397-2655
Eagle's Landing	(865) 429-4223
Gatlinburg GC	(865) 453-3912
River Islands	(865) 933-0100

#### GROCERY

Food City, Pigeon Forge	(865) 453-4977
Wal-Mart Supercenter	(865) 429-0029

#### VISITOR INFORMATION

Cherokee Visitor Center	(800) 438-1601
Gatlinburg Chamber of	
Commerce	(865) 436-4178
Great Smoky Mountains	
National Park	(865) 436-1200

#### WORSHIP

First Baptist Church Sevierville	(865) 453-9001
First Baptist Church	
Pigeon Forge	(865) 453-4647
First United Methodist	
Grace Baptist Church	(865) 453-0522
Holy Cross Catholic Church	(865) 429-5587
Parkway Church of God	(865) 453-0389
Pigeon Forge	(865) 453-8333
Smoky Mtn. Christian Church	(865) 453-2615
The Gathering	(865) 453-7696

#### HOSPITAL

Emergency	
First Med Family Medical Center (865) 436-7267	1
Leconte Medical Cente (865) 446-7000	)