



WELCOME TO LOS LAGOS



1 Los Lagos Blvd.
Hot Springs Village, AR 71909
501-915-9062

Dear Guest,

Thank you for choosing to stay with Los Lagos at Hot Spring Village. We are honored that you have chosen to spend your valuable vacation time with us and we pledge to constantly strive to exceed your family's vacation expectations and provide memories for a lifetime.

Please review the following resort information for details about amenities, recreation, and safety and security measures. We invite you to make yourself at home while you are here with us and if there is anything we can do to make your vacation more enjoyable, please let us know.

Sincerely,
Edna Melton, General Manager



HOUSEKEEPING

All units are provided with a starter kit of guest supplies. Please bring any housekeeping issues to our attention for prompt correction by calling Guest Services at (501) 915-9062. Daily housekeeping is not provided; however, you may request a mid-week tidy or a full clean for applicable fees.



LOST & FOUND

Please double check for all personal items prior to departure however if you believe that you have left something behind, contact us and we will send a link to your email address for the proper form to begin the search.



RESORT RECREATION

Pools - Seasonal

Please be sure to make use of our multiple pools while staying with us. We have 1 family pool, 1 adult-only pool, and 2 outdoor spas. Hours of operation are 10 a.m. - 10 p.m. All children under the age of 14 must be supervised at all times. All pool rules are posted and compliance will be enforced by staff.

BBQ Grills

On property you will find multiple locations for charcoal grilling. These are available on a first - come, first-served basis and cannot be reserved.

Fitness Room

Our Fitness room, located in the adult-only pool house, is available 8 a.m. to 10 p.m. and can be accessed with your room key.



RESORT INFORMATION

Laundry Facility

Each unit has a washer/dryer combo for guest use. If you are in need of a dry cleaner, please contact the front desk for an address or directions. Never leave personal items unattended in shared laundry facilities.

Smoking

We are proud to provide a healthy smoke-free environment. Do not smoke or allow smoke to enter your unit via an open door, balcony door, floor vent or window. A \$500 fee will be charged immediately. This fee covers the cost of carpet/furniture cleaning and deep cleaning the unit for the next guest. Most units share an HVAC system and our staff is trained to detect and report violations. Many guests are extremely allergic and may become distressed. Smoking is permitted outside and we ask that you be considerate and dispose of all butts and trash in designated receptacles and not on the property or parking lots. An ashtray may be requested.

Parking

The resort does not have designated parking spots; however, there are enough for at least one or two cars per unit. No boats, trailers or RV's may be parked at the resort and will be tagged and towed at the owner's expense.



RESORT INFORMATION CONT.

Jacuzzi / Air Jetted Tubs

Before operating, please make sure water levels are above jets. Units 1 - 40 have a wall timer. Units 46 - 65 have a push down button on tub. Units 66 - 99 have a keypad and are pre-set to run for 20 minutes. These tubs will AUTO PURGE after they have been shut off to dry out the pipes and will run for one minute so do not be alarmed. Should the unit not operate, please reset the GFI breaker located in the toilet room prior to calling maintenance. And please remember that bubble bath, beads or oils are never allowed in the tubs.

Air Conditioning / Heating

All units HAVE heat pumps and should be ON and set to AUTO (not fan). AB units share one unit with a zoned system and can NEVER BE TURNED OFF. These units must be set to a normal degree not below 70 and never above 74. In order for the zone to cross over to the other unit, it must MEET THE DESIRED SET TEMPERATURE. Taking them too low or too high will not allow the zone to work for the other side. Keep doors, windows and blinds closed during extreme heat indexes or systems may overwork and freeze up. We cannot guarantee same day HVAC service.

Balcony / Patios

Our By-laws do not allow items to overhang on balcony or patio railings nor is charcoal grilling allowed due to fire regulations. All balconies and patios are equipped with a George Foreman electric grill. Please keep the drip pan empty to avoid spilling grease and remember to keep all front and back doors closed to maintain unit temperatures and keep out the wildlife. Please remember that it is against the policies established in Hot Springs Village to feed any of the local wildlife.

Maintenance

Maintenance is on site 7 days per week during regular business hours. Please contact Guest Services for any requests and to coordinate a good time for repairs. An emergency contact number will be provided to you at check-in for TRUE emergencies such as flood, fire or lockout.

NOT ALLOWED AT RESORT

Skateboarding, rollerblading, roller skating, scooters and segways are never allowed on property due to safety concerns.

Pets

Only bonafide service dogs for the disabled are allowed per federal law. There is a \$500 fine for evidence of any pet found in the unit and they are never allowed on the resort property.

Visitor Procedures

If you plan to have a guest visit or stay with you at the resort and we have provided you with a blue or green guest card, you must now go to the Security Gate with this guest card and provide proper information to them regarding your guest so that they may have a dash pass to enter the Village. The resort is not authorized to allow your guests entry into Hot Springs Village as you are personally responsible for them.

If you are a rental guest and we have provided you with a yellow guest card, you will need to pick up your guest outside of the gates and bring them into the Village in your own personal vehicle. They will NOT be allowed a dash pass for their vehicle.

Plumbing

Please do not flush disinfectant wipes, baby wipes, "flushable" wipes or any type of feminine products into our sewer system as this may cause a backup into your unit and a service call from a plumber.

Garbage Disposals

Please do not grind grease, oil, coffee grounds, bones, eggshells, vegetable peelings, pasta, rice, fruit peel/rinds/pits/seeds or flour. These items may clog the plumbing and can result in a backup into your unit and a service call from a plumber.



OUR GREEN EFFORTS

We have provided you with green lodging certified dishwashing detergent, laundry detergent and 20% post-consumer paper products.



TORNADO SAFETY

Your personal safety is of the utmost importance to us. The resort management team is trained to react properly during emergencies. The resort will remain in contact with local

authorities to advise guests of the actions needed to remain safe during a weather emergency.

We will monitor all storms and should conditions become severe, we will advise you further. Please contact the front desk for any updates or questions.

SAFETY & SECURITY



Fire Safety

Check your unit for the nearest exits. When you hear an alarm, proceed to nearest exit. Once you locate the nearest exits in your unit, be sure they stay unblocked. When exiting your building, use the stairs and proceed to the parking lot.

Fire Is In Your Unit

- Get out and close the door.
- When you are clear, report the fire by pulling the fire alarm or calling 911.

Fire Is Not In Your Unit

- If the fire is not in your unit, leave if you can.
- Take your key with you so that you can return when the "All Clear" is given by resort management or the fire department.
- Feel the door. If it is cool, open it slowly and go out.
- If your door is not cool, do not open it. Your unit may be the safest place.
- Check for a secondary exit if available.

If You Cannot Evacuate

- Seal all cracks with wet towels. Shut off all fans and air conditioners. Signal from your window and call 911.
- Stay close to the floor if smoke is in the air.
- Wait to be rescued.

Fireplaces

Available only during the winter season. Units 1 - 40 are wood burning and a limited amount of firewood is available on the property for occasional fires. The entrance of these units should not have stacked firewood as it brings unwanted pests into the units. Please make sure the flue is open before attempting a fire. Fire starters are provided upon request from the Front Desk. Units 41 - 99 are propane and on a timer. NEVER place wood in these fireplaces!



EMERGENCY NUMBERS

Dial 911 - You must stay on the line and explain that you are in Hot Springs Village at Los Lagos Timeshare Resort. You will likely be transferred to another dispatch office and you may have to explain your location again in detail. It is critical that you stay on the line, know your unit number and exact location to provide the dispatchers.

Police Non Emergency 501-922-0011

Garland County Sheriff 501-622-3660

Poison Control 800-376-4766



GUEST SERVICES

Our office hours are from 9:00 AM until Noon and from 1:00 PM until 5:00 PM. You may call us at 501-915-962 or text us at 501-299-8450 and we are happy to assist. When leaving a message, please provide as much detail as possible so we can serve you quicker and more efficiently!



EXTRA AMENITIES

We have provided you with a starter kit containing coffee, cream, sugars, laundry detergent, soaps, shampoo and conditioner. Our Guest Services team has additional amenities available upon request, such as: toothbrush, toothpaste, razor, shaving cream, tea and coffee condiments.



REGISTRATION & CHECK-OUT

All guests must properly register and provide photo ID/valid credit card that match the confirmation name. We are 100% contactless so after you have retrieved your packet from the lockbox, complete ALL blank items on the registrations forms, sign the credit card receipt if any and leave the paperwork on the top shelf of the Lockbox by 8:00 AM the day after your arrival to avoid key deactivation. Keys are sensitive to magnets so please keep them away from car remotes, cell phones and other magnetic devices to avoid lockout. Checkout time is 10:00 AM and the staff will verify your departure so there is no need to call. We cannot provide late departures. Simply leave your keys on the dining room table. It is very helpful to the housekeeping staff if you will strip all of your used linens and place into the tile floor, take all trash to the outside receptacles and start your dishwasher.



WIFI

The resort network name is Los Lagos and the password will be provided at check in. Any unlawful downloading of copyrighted material such as movies or music will result in termination of service to the property by the Internet Service Provider and can now be traced back to a specific unit and device. Please supervise all occupants and avoid this illegal activity.

VACATION/USE WEEK

INITIAL RULES AND REGULATIONS

The Rules and Regulations hereinafter enumerated as to the Vacation Use Week Project, the Common Elements, and the Vacation/Use Week Units shall be deemed in effect until amended by the Board of Directors of the Association or the Management Firm, and shall apply to and be binding upon all vacation/Use Week Owners. The Owners shall, at all times obey said Rules and Regulations and shall use their best efforts to see that they are faithfully observed by their families, guests, invitees, servants, exchanges and persons over whom they exercise control and supervision. Said Initial Rules and Regulations are as follows:

1. The sidewalks, walkways and entrances of all of the Vacation/Use Week property must not be obstructed or encumbered or used for any purpose (excluding patios, decks and balconies) other than ingress and egress to and from the premises nor shall any carriages, bicycles, wagons, shopping carts, chairs, benches, tables or other object of a similar type and nature be left therein or thereon.
2. The personal property of all Vacation/Use Week Owners shall be stored within their Vacation/Use Week Units.
3. No garbage cans, supplies, bottles, or other articles shall be placed on the patios, decks, balconies, and entryways, nor shall any linens, cloths, clothing, curtains, rugs, mops, or laundry of any kind, or other articles be shaken or hung from any of the windows, doors, patios, decks, balconies, or entryways, or exposed to any part of the Common Elements; and the Common Elements shall be kept free and clear of refuse, debris and other unsightly material.
4. No Vacation/Use Week Owner shall allow anything whatsoever to fall from the windows, patios, deck, balconies, entryways or door of the premises, nor shall he sweep or throw from his Vacation/Use Week Unit any dirt or other substance outside of his unit or on the Common Elements of the Vacation/Use Week Project.
5. Refuse and bagged garbage shall be deposited only in the area provided.
6. No Vacation/Use Week Owner shall store or leave boats, trailers, mobile homes, recreation vehicles and the like in the Vacation/Use Week Project except in areas designated for same, if any.
7. Employees of the Association or Management Firm shall not be sent off the Vacation/Use Week premises by any Vacation/Use Week Owner or resident shall direct, supervise or in any manner attempt to assert any control over the employees of the Management Firm or the Association.
8. No Vacation/Use Week Owner shall make or permit any disturbing noises by himself, his family, servants, employees, agents, visitors, and exchanges, nor do or permit anything by such persons that will interfere with the rights, comforts or convenience of other Vacation/Use Week occupants. No Vacation/Use Week Owner shall play upon or suffer to be played upon any musical instrument operate or suffer to be operated, a phonograph, television, radio or sound amplifier in his Unit, in such a manner as to disturb or annoy other occupants of the Vacation/Use Week Project and shall lower the volume as to the foregoing from 11:00 P.M. to 8:00 A.M. each day.
9. No radio or television installation, or any other wiring, shall be made without the written consent of the Management Firm.
10. No sign, advertisement, notice or other littering shall be exhibited, displayed, inscribed, painted or affixed, in, on or upon any part of the Vacation/Use Week Units or Vacation/Use Week Project by any Vacation/Use Week Owner or occupant without written permission of the Management Firm.
11. Complaints regarding the service of the Management Firm shall be made in writing to the Management Firm, as long as the Management Agreement remains in effect, with a copy sent to the Board of Directors of the Association, and thereafter, to the Board of Directors of the Association.
12. No inflammable, combustible, or explosive fluid, chemical or substance, shall be kept in any Vacation/Use Week Unit except such as are required for normal household use.
13. Payments of assessments and other fees shall be made to the office of the Management Firm, as designated in the Management Agreement. Payments made in the form of checks shall be made to the order of such party as the Management Firm shall designate.
14. All Vacation/Use Week Owners shall vacate their units no later than 10:00 A.M., on the last day of their ownership period. No such Owner shall take possession of his Unit earlier than 4:00 P.M. on the day on which his ownership period commences.
15. No pets shall be allowed in the Vacation/Use Week Project or in any Vacation/Use Week Unit.
16. If your Vacation/Use Week is in Bella Vista Village CooperShares Subdivision (The Greens), in Phase I of Hot Springs Village CooperShares Subdivision (Los Lagos), or in Cherokee Village CooperShares Subdivision (Los Indios), no more than 6 persons are approved to occupy a Unit at any one time without the written approval of the Management Firm. If your Vacation/Use Week is the Greens II Subdivision in Bella Vista Village, in Phase II of Hot Springs Village CooperShares Subdivision (Los Lagos), or in Los Lagos II Subdivision in Hot Spring Village, no more than eight persons are approved to occupy a Unit at any one time without the written approval of the Management Firm.