



BIG CEDAR[®] LODGE

THINGS TO KNOW FOR YOUR STAY AT BIG CEDAR LODGE

Thank you for choosing to visit us at Big Cedar Lodge. The following details will help you experience all that we have to offer and make your stay in the Ozarks unforgettable!

Check-In Time: 3:00pm

Check-Out Time: 11:00am (late checkout fees do apply). You may continue to enjoy the resort after checkout. We are happy to hold your luggage for you.

Mobile App: The Big Cedar mobile app is an invaluable resource for your stay, available for free in your mobile app store. Here you can view our resort activities calendar, make reservations, get directions around property, view hours of operation and find phone numbers for resort amenities.



Wristbands: Big Cedar Lodge strives to provide various services that are exclusive to our overnight guests. We strongly encourage guests to wear their wristbands at all times for easy identification and access.

Virtual Assistant: Your virtual assistant is available to help with anything throughout your stay and can be reached from 7:00am-11:00pm daily by texting 417-302-4124.



Dining: Big Cedar Lodge features some of Missouri's finest cuisine. Reservations are recommended for our restaurants that offer them. Reserve on our app or on our website at bigcedar.com/dining.

Shuttles: Courtesy shuttle services for the Big Cedar property are offered daily from 6:00am to Midnight. To request a complimentary shuttle pick up, you can download the Big Cedar Shuttle app to summon a shuttle at your convenience. With this service you can see where shuttles are in relation to yourself, get estimated wait times, request a ride and more. You can also call our shuttle dispatch office at 417-339-5104 to request a ride.

Room Charges: For your protection, we ask all guests utilizing room charges to present your room charge card and your ID at time of use. Insider Tip: Take a photo of your room charge card provided at check-in so that you always have it with you.

Daily Events & Activities: The Big Cedar app is the best way to stay up to date on our daily offerings. Reservations can be booked directly from the app or on our website at bigcedar.com/events.

Navigation: Easily navigate the resort by utilizing the directions and maps feature on our app.



Attractions: Boat Rentals, Activities, Fitness Classes, Spa Appointments, Dining, Golf & Kids' Club Excursions can all be booked directly from our app or at bigcedar.com. For additional questions or details regarding any of our attractions, please call Guest Services at ext. 7107.

ATMs: Located near Guest Services in the Registration building, inside Fun Mountain, at Top of the Rock in the Welcome Center and near the Museum entrance, and on the lower level of the Mountain Top Clubhouse.

No Charge Items: Please call Housekeeping at ext. 7170 for no charge items such as cribs and high chairs or additional room supplies. Rollaways and microwaves are available for an additional charge.

Photocopy & Postal Services: Located at Guest Services inside the Registration building.

Electronic Vehicle Charging Stations: Located in the Fun Mountain and Grandview Conference Center parking lots. Also located in the Lakeside Cottages boat trailer parking lot and at Top of the Rock adjacent to the Welcome Center.

Laundry Facilities & Dry Cleaning: Complimentary laundry facilities are located in Valley View Lodge on the second floor (center breezeway) and Falls Lodge on the second floor (near the elevator). Dry-cleaning services are available for an additional charge, call the Front Desk to arrange at ext. 5122.



Ice & Vending Machines: Located in Valley View Lodge, Falls Lodge and Spring View Lodge. Ice can also be purchased at Bent Hook Marina & Market. (Please note: Spring View Lodge guests may get their ice from Buzzard Bar during the winter months.)

Lost & Found: Fill out the lost & found form at bigcedar.com ► Guest Resources ► Lost & Found. Or call Security at ext. 5215.

Reminder: All accommodations are non-smoking and pets are not allowed at Big Cedar Lodge or Payne's Valley Cottages. Pet-friendly accommodations are available at Camp Long Creek & Angler's Lodge.

TELEPHONE DIALING INSTRUCTIONS

Main Phone: 417-335-2777

To Retrieve Voice Messages: Press the Voice Mail button or dial Ext. 6245. New messages will be played first, then any saved messages will be replayed. After listening to a message:

- Press 1 to replay the message
- Press 3 to delete the message
- Press 5 to save the message
- Please note: If no action is taken within 2 seconds the message is saved.

Local Calls: (no charge) 9 + Phone Number

Room To Room: (Rooms 101-714) 1 + Room Number

DVD OPERATING INSTRUCTIONS

1. Make sure television and DVD player are powered on.
2. On television remote, press INPUT once. A blue screen will appear.
3. To insert DVD, press OPEN/CLOSE on the DVD remote or DVD player. Insert DVD and press OPEN/CLOSE again.
4. To play movie, press PLAY on the DVD remote.
5. At the end of the movie or to return to normal television, press CHANNEL UP (CH+) on the television remote.

Television S Video Cables are available upon request. Please call Guest Services at Ext. 7107 for assistance.

If you have any additional needs or questions, please call Guest Services at ext. 7107.



INCLUDED WITH YOUR STAY

Year-Round

- Courtesy Shuttle Services
- Top of the Rock Entry Fee
- Wifi
- Indoor Pool & Hot Tub
- Fitness Center & Wellness Classes
- Playground
- Miniature Golf
- Pickleball
- Horseshoes
- Sand Volleyball
- Shuffleboard

- Pedal Boats
- Paved 5K Nature Trail
- Fishing Dock
- Bonfires
- Board Games & DVD Checkout

Seasonal Activities*

- Outdoor Swimming Pools, Hot Tubs & Kiddie Pools
- Lazy River
- Big Cedar & Camp Long Creek Beaches
- Canoes & Kayaks
- Movies on the Lawn
- Kids' Fishing

**Check out our mobile app for more seasonal offerings.*

