



# BIG CEDAR<sup>®</sup> 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.



**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](http://bigcedar.com/dining).

**Shuttles:** We offer on demand shuttle service to and from Payne's Valley Cottages. 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.



**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.



**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](http://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](http://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.

**Ice:** For ice delivery, contact the Payne's Valley Cottages Front Desk at ext. 5423 or utilize our virtual assistant from 7:00am-11:00pm daily by texting 417-302-4124.



**Laundry Facilities & Dry Cleaning:**

Complimentary laundry facilities are located on the main Big Cedar campus 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 Big Cedar Front Desk to arrange at ext. 5122.

**Lost & Found:** Fill out the lost & found form at [bigcedar.com](http://bigcedar.com) ► Guest Resources ► Lost & Found. Or call Security at ext. 5215.

**Telephone Dialing Instructions:** Local Calls (no charge) 9 + Phone Number.

**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.







## 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 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.*

