

Welcome to The Waldheim

We are very happy to have you join us this season and promise to do our best to help make your time here as satisfying as it can be.

In an effort to better inform you of our policies, procedures, and activities, we have developed this manual. We hope you, your family and your friends will take the time to become aware of its contents and use the manual as a quick reference to answer questions you may have.

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On behalf of all the staff here at The Waldheim, we hope you have a wonderful and relaxing vacation. If we can be of any assistance to you during your stay please do not hesitate to call upon us.

Sincerely,

Jason & Kelly Pratt

Keriann & Andrew Kaercher

Nancy & Roger Pratt

The Waldheim Co-Managers

General Information

We operate today very similar to the way it was when we began in 1904. The following is a list of general information that may be useful during your stay at The Waldheim. We appreciate your cooperation.

Credit Cards

Credit cards are not accepted. Payment by cash or check only.

Camp Property

Please respect camp property. Blankets and furniture cushions are for indoor use only. Towels should not be used for washing or wiping down cars, boats, or pets. We have rags available for this purpose, please ask your Cottage Cleaner.

Cell Phone & Computer Use

To help maintain the natural character and peaceful nature of The Waldheim, please do not use cell phones in public areas (dining room, docks, porches and walking paths). Please reserve your use of laptops, tablets and other devices for the Library. The wifi that we provide is for those that need to keep connected with their jobs or businesses. Please respect other guests using the wifi as they may be conducting important business. To prevent decreasing internet speeds, it is important that guests refrain from downloading and streaming music or videos during your stay.

Flashlights

It can be very difficult to find your way around The Waldheim after dark. Please be sure to bring a flashlight. Walkway path lights automatically turn off at 12-midnight.

Ice Machine

Every cottage has an ice bucket and ice trays for the refrigerator's freezer. There is a large ice machine located on the side porch of the Main House. Please be aware that during hot weather, this ice machine takes a long time to make ice and that the dining room staff need ice at each meal time.

Candles

The candles are to be used for emergency's only. They are in your cottage in case of a power outage. Please use them for that purpose only.

Drinking Water

The water throughout The Waldheim has been treated with ultra-violet light. There are no chemicals added and it is tested on a regular basis. We believe that there is no other place that can match the refreshing taste of our water. Therefore, bottled water is not needed for your stay at The Waldheim.

Laundry

We do not have a facility available for guest laundry. There are laundromats located in Eagle Bay (Bear In A Tub 315-357-2115) and Old Forge (Maytag Laundromat 315-369-6692).

Quiet Hours

Many of our guests come to The Waldheim to experience a peaceful and relaxing environment and many guests have children who go to bed early and take naps. It is very important that all guests be aware of their speaking volume. On calm nights, even casual conversation can be heard across the lake. We ask our guests to please be mindful through the night and early morning.

Railings & Other Structures

Many of The Waldheim's railings and other structures were built years ago out of materials grown on the property. Most were built to maintain The Waldheim's rustic Adirondack character. These railing are not intended to support a great deal of weight. Instead they are intended to add to the natural character of the property. Therefore, please do not sit on the railings.

Recycling

Each cottage has a receptacle designated for recycling. It is located in the living room, next to the waste basket. New York State has converted to single-stream recycling and there is a list of recyclable items posted on the recycling bin. Recycling is a practice that we strongly believe in. Please help us, help the environment. Returnable bottles and cans that are left behind are taken in for a deposit and proceeds are normally given to a local organization.

Septic Systems

Many of the septic systems at The Waldheim run to multiple cottages and were built many years ago. Please be aware that flushing more than just toilet paper and bodily waste can clog and damage pipes and septic systems.

Towel Policy

To help protect our environment by using less water, detergent and energy, and to improve the efficiency of our housekeeping operations, we ask our guests to practice the following procedures: If you intend to use a towel more than once, please leave it on a hook or towel rack. If you would like your towel replaced, please leave it in the tub before your cottage cleaner arrives for your accommodation's daily service.

Vehicle Use & Parking

To enhance the natural character of our environment at The Waldheim, and to reduce the risk of accidents, vehicles should be parked in designated parking areas. Specific instructions will be given to guests upon arrival. We encourage our guests to walk or bicycle in place of driving whenever possible. We ask those who must drive to do so with caution.

No Smoking

Smoking is not allowed in any building that is common to all guests. Ash trays are provided in your cottage. Please remember that all of The Waldheim's buildings are old wooden structures that are susceptible to fire. We ask that care is taken when putting out cigarettes and matches.

Office Information**Registration**

For safety and emergency purposes, it is important for you and all of your guests to register at the office upon arrival. Please do not go to your cottage before registering at the office. To ensure that accommodations are thoroughly cleaned and in order, we must strictly enforce our guest arrival and departure times.

- Check-in time: no sooner than 3:00 p.m.
- Check-out time: no later than 11:00 a.m.

Important Note: The practice of moving into a cottage before it has been completely turned-over makes it impossible for our staff to thoroughly clean that cottage.

Hours

From Mid-June through Columbus Weekend, The Waldheim's Main Office is open seven days a week from 9:00 a.m. to 9:00 p.m. During early and late season, office hours are reduced somewhat depending on guest need.

Credit Cards

Credit cards are not accepted. Payment by cash or check only.

Messages

Messages will be delivered to your dining room table. Please remember, we cannot give messages to guests if we do not know they are here. For the convenience of your guests and in the event of an emergency, it is important that all guests and visitors register at the Main Office upon arrival.

Telephone

The Waldheim offers free long-distance to anywhere in the U.S. The telephone that is available for guest use is located in the Library.

Billing

Except for nightly and Fall accommodations, The Waldheim operates on a Saturday-to-Saturday, one week billing schedule. All bills are ready on Friday, unless requested earlier. We ask that any questions be discussed with the Main Office by Thursday evening.

Canoe & Kayak Rentals

Canoe & kayak rentals are to be arranged through the Main Office. All rentals have limited availability.

Mail

The mail bag is located just outside the door to the Main Office. Stamps and postcards are for sale in the Main Office.

Dining Information

American Meal Plan

This plan includes breakfast, lunch, and dinner. There is no credit given for meals eaten elsewhere.

Daily Meal Hours:

Breakfast 8:00 to 9:00 a.m.

Lunch 1:00 to 2:00 p.m.

Dinner 6:00 to 7:00 p.m.

Please be sure to arrive for meals during the time indicated above. Food orders are not available after these times.

Advice for Getting Faster Service

- Coming in for your meal early in the hour or before a large crowd arrives.
- Making sure that your whole family comes to a meal all at the same time.
- Enjoy spending this time with your family.

Supervision of Children

We ask that young children are supervised at all times and accompanied by an adult in the dining room. Be aware of the hazards present in the dining room: waitresses carrying heavy trays, sharp utensils, swinging kitchen door, etc. We encourage guests with very young children to consider eating meals during the first half of the meal hour.

Dress Code

Over the last several decades, the dining room dress code has become more and more relaxed in keeping with general trends in society. However, we ask that bathing suits are dry and covered and for safety, no bare feet.

Dishes

The china pattern we have on most of our dishes has been discontinued, making them irreplaceable. We ask that all dishes remain in the dining room to reduce the risk of breakage. If you wish to take food to your cottage, please ask one of our Wait Staff and they will put it in a different container.

Linens

We use fine linen table clothes and napkins in the dining room. With some of these being antiques, we hope they add to your experience here at The Waldheim. Please help us by using extra care during meal times. We have place mats available for your use. All spots and stains are hand-treated and can be difficult to remove.

Weekly Camp Picnic

Weather permitting, we schedule a hike to a local campsite where we cook bacon, raw-fried potatoes, steak, and pancakes for dessert. All cooked over an open fire - the old fashioned way. This is a great way to bond with friends, family and other guests. The sign up sheet will be located outside the dining room door and will be posted a day or two before the picnic. This is an optional activity.

Picnic Lunches

If you are planning an extended hike or a day trip, a picnic lunch may be substituted for the lunch meal. Please notify the Wait Staff the night before your hike or trip.

Seating

Each family is assigned their own table for the duration of their stay. We will do our best to accommodate special seating requests.

Special Needs & Requests

Please notify the Main Office if any special dietary needs you may have. We will do our best to accommodate you. High chairs or booster seats will be provided at your request.

Alcohol

We do not provide alcohol, however, you are more than welcome to bring your own. We have wine glasses and bottle openers available in the dining room for during your meal. We ask that guests refrain from having glass containers on or near the docks and beaches. The legal drinking age in New York State is 21 years old.

Use of Fireplaces

Our Fire Person lights a fire in the fireplace each morning before you rise and keeps your cottage supplied with dry firewood and kindling. This tradition started because the cottages had their hot water, for showers and sinks, heated through the pipes in the fireplace.

If a Fire Emergency Should Occur

Evacuate the cottage immediately. Notify a staff member immediately or call 911.

"Green" Wood

Once in a while "green" wood will end up on your porch. This wood is heavier and will sizzle when it burns. When green wood burns, it carries that extra moisture up the chimney and creates creosote. When enough creosote builds up in the chimney, a chimney fire can start when a large flame from the fire reaches it (i.e. burning cardboard or papers).

Chimney Fire

If you notice that a chimney fire is happening, NOTIFY A STAFF MEMBER IMMEDIATELY. If you can, have someone stay nearby the cottage that is having the fire. **DO NOT USE FIRE EXTINGUISHER.** Separate the logs in the fireplace and sprinkle water on the fire to slow it down. The fire that is in the chimney has to burn itself out. A chimney fire sounds like a train driving through your living room. It shoots flames from the chimney and spews red-hot ash on the roof and where ever the wind happens to be blowing.

In order to avoid this, we recommend the following:

- If the wood on your porch appears "green", please ask our Fire Person for some drier wood.
- There is NEVER a need to put more than THREE logs on the fire a time. - The cottages are heated by the slow warming of the stones and masonry of the fireplace. Most of this heat comes from the coals, not the flame.

- The excess heat from too much wood, literally "goes up the chimney". A small steady fire will give you and your family the best heat.

Kindling

These small and narrow pieces are used to start fires only. It should take about 4 to 6 pieces. If there are coals already, 1 or none will often ignite the larger pieces of wood. If your stove or fireplace has a damper, make sure it is open.

Burning of Trash and Recycling

We ask our guests to refrain from burning cardboard boxes, wrapping paper, excessive newspaper, etc. As this can cause a chimney fire very easily.

Fireplace Screens

Keep the screens in front of the fireplace, especially when fire is unattended. Some woods, especially kindling, make the fire snap and throw coals into the room. This can burn rugs and potentially start a fire.

Franklin Fireplace Stoves

These small fireplace stoves warm the room faster, burn the wood slower, and stay warmer longer. The doors to the stove can be closed at night to make the fire last longer. The cottages that have Franklin Fireplace Stoves are Ivy Lodge and The Loft.

Smoke & Carbon Monoxide Alarms

These alarms are required by health laws and building codes. Since we use the fireplaces regularly, the smoke will occasionally set an alarm off. Please do not disconnect the alarm. If you need help concerning an alarm, please notify a staff member immediately. Most can be quieted, for a couple minutes, by holding the reset button in for a few seconds.

Fireworks

We do not allow fireworks of any kind. With regards to the age of our buildings, the inherent danger of fires, our insurance carriers, the fire and liability is why we can not allow them.

Matches

Matches are provided in your cottage for the use of emergency candles and the occasional fireplace fire you may have to start. We ask that they are used only by adults for the intended uses.

Boating & Swimming Information

Boating can be fun, but is inherently dangerous. For your protection and safety, New York State requires a personal flotation device be worn by each person in the boat. It is also a good idea to take an extra paddle. It is allowable by law to use your boat at night if you have a light aboard. However, we do not recommend boating at night. If you are planning a trip in to the Marsh, please be aware that in late afternoon, the wind generally picks up making the return trip much more difficult. Please let the Main Office know where you are going and when you expect to return.

The swimming facilities at The Waldheim are not supervised by a lifeguard or other responsible person. In place of on-site supervision, this facility has established a series of safeguards to be followed by all guests. We are required to notify you of these rules, to ensure that water rescue equipment is at the beach and that the swimming area is maintained in a sanitary manner. In the interest of your safety and that of your family and friends, we require you to follow these rules. Please read the safety rules located at the beach and in this manual. If you have any questions, we will be happy to discuss them with you.

Absolutely NO BOATS are permitted in the roped off swimming areas.

The Waldheim's swimming areas and docks have multiple uses (swimming, docking boats, picnicking, sunbathing, etc.). It is essential that precautions are taken to avoid potentially dangerous situations.

- IN AN EMERGENCY, NOTIFY THE OFFICE IMMEDIATELY. That is also the location of the nearest telephone. 911 is the emergency number.

- NEVER SWIM ALONE. A minimum of two adults, 18 years of age or older, must be present whenever the beach is in use.

- THERE IS NO SUBSTITUTE FOR ADEQUATE SUPERVISION. Children under 16 years of age must be accompanied to the beach by a parent or guardian with at least one adult remaining on shore.
- Resuscitation masks and disposable gloves are available in the office.
- Only use the beach during posted hours.
- Do not drink alcohol and swim.

Injuries can be prevented and safety is everyone's responsibility. If you notice any problems with the water quality or the absence of safety equipment, please notify us at once.

Activity Information

Boat Tour of Big Moose Lake

Weather permitting, each week, we schedule a Float Boat ride around Big Moose Lake. It is a great way to see The Waldheim from the water, as well as, learning more about the history of Big Moose and Big Moose Lake. During the summer season, we usually have the boat ride after the dinner meal. When the fall season comes around, we generally take the tour after the lunch meal because the sun sets so much earlier. We will have a sign posted outside the dining room door notifying the day and time.

Bonfire

Traditionally, we have a bonfire on Friday nights in the summer season. This is to be done under the supervision of our Fire Person. Any bonfire should be located on the Main Beach only. Please notify the Main Office before starting the bonfire, as we have specific wood to be used for bonfires. Please DO NOT use wood from porches or wood houses for bonfires.

Weekly Camp Picnic

Please refer to the Dining Information on Page 10

Pet Policy

In order to ensure a pleasant stay for all of our guests and their pets, we ask that pet owners follow these rules of common courtesy.

Leash

Dogs are to be under the control of their owners at all times. We require a leash when on sidewalks, paths, docks, play areas, beaches or other areas commonly used by guests. Areas acceptable for walking dogs are the roadways farthest from the lake. If you wish to let your dog run, there are several trails in the woods where this can be done. However, care must be taken at all times that you remain in control of your pet.

Pet Waste

If your pet does its business on a sidewalk, path, around the cottages, play areas, beaches, roadways, or any other area where there apt to be other guests, it is the owner's responsibility to remove it. Removing it to the woods is an easy and acceptable solution.

Barking

If you have a dog that barks in your absence or in unfamiliar surrounding, it would probably be best to leave your dog at home. No one wants to listen to a neighbor's dog bark while on vacation.

Doggie Bag

In order to help you follow our Pet Policy, we have a Doggie Bag available to you. This includes pet towels, pet bedding/sheets, waste bags, and a copy of our Pet Policy.

Damage

Guests whose pets do damage to our buildings or furniture will be charged for appropriate repair costs. Most damage by pets is done while they are left unattended in the cottage. We suggest that at meals, when your cottage is being cleaned, and at other times you are not in your cottage, your pet might be more comfortable and/or better controlled in your car or in a pet crate.

Other Options

If these policies do not work for you and your family, the next step is to require pet crates whenever the pet is unattended in the cottage and require a pet deposit.

We want a Pet Policy that works for all parties involved. We hope that these courtesies will add to everyone's enjoyment, including your pet.

Our Natural Environment

Bears

Bears have seldom visited The Waldheim since the introduction of our "bear-proof" dumpster and the start of removing garbage to that dumpster on a daily basis. We strongly recommend that you DO NOT leave food outside the cottage, even pet food. If you do happen to see a bear, do not attempt to feed it and keep your distance from it. Bears are normally frightened by loud noises. If they are not, put a lot more distance between you and the bear. Never get between a bear and its cubs or between a bear and its escape route.

Other Animals

Wildlife in our area include, chipmunks, squirrels, many different species of birds, rabbits, turtles, frogs, salamanders, snakes, deer, fox, raccoons, porcupine, martens, skunks, opossum, and even coyotes. We ask that the wildlife be kept wild.

Fish

The pH level of Big Moose Lake has come a long way from the days of acid rain. We are beginning to see much more large mouth bass, trout, and bullhead back in our lake. We also have perch, sunnies, and crayfish.

Hikes (nearby)

For information regarding location and difficulty of these hikes, please refer to the Main Office.

Brown's & Duane's Rock

Billy's Bald Spot & Squash Pond

Russian Lake (boat needed)

Upper Gull's Lake (boat needed)

Andes Creek (boat needed)

Orvis School House/Trail 10/West Pond

Cascade Lake & Windfall Pond

Moss Lake and Sis & Bub