



# GUEST DIRECTORY



# WE ARE HERE TO SERVE

## **Management**

Panorama Vacation Retreat is professionally managed by LaTour Hotels and Resorts

## **Front Desk**

Have a housekeeping, maintenance, security request, or just have a general question? Just dial '0' (in house) or 250-342-6941 and one of the Central Check-In team members will be happy to assist you.

## **Check In/Out**

Check In 5:00 PM  
Check Out 10:00 AM

## **Express Check Out**

You are welcome to check out over the phone by dialing '0' or 250-342-6941. We thank you for your cooperation in helping us make this possible. Additional charges may be added to your bill for any departure past this time.

## **Internet Services**

Internet services are provided by Ecco Wireless and are provided as part of your amenity fees. Look for a connection labeled as "Pano Wifi". Then enter the username and password located on the tent card in your room. If you have any issues connecting to the internet please send in a ticket using the help button or call the front desk at "0" from your unit phone.

[Help](#)



# GENERAL INFORMATION

## Occupancy

Due to fire codes your condo has been approved for **maximum** occupancy numbers:

**Studio & 1 bedroom:** 4 people

**2 bedroom:** 6 people

**2 bedroom loft & 3 bedroom:** 8 people

Should your group exceed the maximum occupancy number, we are unable to provide additional bedding, such as a rollaway. We can provide you with a pack & play or high chair for your young children. Bedding for the sofa bed is located in the living area closet.

## Recycling

LaTour Hotels and Resorts is conscious of our surroundings in Panorama Mountain Resort. The future of our community is directly linked to the investment, care and interest we show our environment. One of these steps is recycling. As in many other communities we encourage our guests to participate by recycling. You are able to recycle pop and beer cans, tin cans, glass and plastic beverage containers as well as paper. Panorama Recycling Depot is located on your way to Invermere, second driveway on your right after crossing the bridge.

### **By Request**

If you require an extra item for your stay we offer: high chairs, playpens, a shower seat, fire place sets, blenders, and crockpots. Should you find necessary to request please dial '0' and we will be happy to assist.

### **Garbage Disposal**

Garbage and recycling bins are located inside the Horsethief Lodge parkade. Please do not leave any garbage outside your condo or on decks, as it will entice wildlife.

### **Housekeeping Service**

Your condo has been specially prepared for your arrival. Should you require any additional items or a towel exchange please dial '0' and we would be happy to assist.

### **Quiet Hours 11:00pm – 7:00am**

Failure to comply with quiet hours will subject offending guests to a fine of up to \$200 or you may be asked to vacate the property. If you have a noise complaint, please dial "0" to speak with Central Check-In.

### **Fireplaces**

Each condo features a standard fireplace that burns only Duraflame Eco Fire Logs. These can be purchased at the General Store. Please do not burn natural wood. Remember to open the damper prior to lighting a fire. Fireplaces are hot. Do not place items near or against fireplace.

Panorama is not responsible for items melted or damaged as a result of a hot fireplace.

### **Non-Smoking or Vaping**

All condos within Panorama Vacation Retreat at Horsethief Lodge are non-smoking. Smoking is restricted to designated outside areas only. When smoking outside, please take care to notice open windows/doors around you so as not to disturb non-smoking guests/units. If you choose to smoke in your room there will be a \$350 additional cleaning fee added to your bill. Under certain circumstances the next arriving guest may not be able to stay in that room and if so, there will be an additional relocation cost. Please dispose of cigarette butts responsibly by using the receptacles provided around the village.





### **Towel Service**

Your condo has been equipped with extra tissue, toilet paper and sets of towels to allow for each guest to have two for the week. If you are in a unit that has two bathrooms, both bathrooms will have towels underneath the bathroom sink. Should you require additional towel service during your stay please request from Central Check In by dialing '0'.

### **Lost and Found**

Should you leave something behind our housekeeping team will find it and keep it safe for 3 months. Please contact us via email or at 250-341-3011.

### **Barbecues**

A private barbecue is available for use on your deck or balcony. Barbecue utensils are located in the kitchen. Should you find your barbecue is in need of propane, please contact Central Check In by dialing '0'. A common area barbecue is located in the central area of Horsethief Lodge, near the hot tubs, and is available for your use.

### **Bike Storage**

To maintain the condition of the condos, bikes are not permitted in units. Please store your bike appropriately. Bike storage racks are provided in the Horsethief Lodge parkade. Panorama Vacation Retreat is not responsible for stored bikes that may become lost or stolen.

### **Pets**

To respect all members of the units, pets are not allowed in any of the condos. If you brought your pet to stay in your condo you will be responsible for a \$350 charge plus the cleaning cost. Under certain circumstances the next arriving guest may not be able to stay in that room and if so, there will be an additional relocation cost. Local boarding facilities are available. Please contact Central Check In, or the Timeshare Office for more information.

### **Coin Operated Laundry**

There are two, coin operated laundry rooms. One is located in the parkade between the 300 and 500 block, just behind the Jack Pine Pub. The second is located in the parkade 900 block. Please visit the General Store if you need coins. The laundry rooms are not managed by or maintained by Panorama Vacation Retreat. If you have issues with the laundry room cleanliness or problems with the machines, please visit the Strata office in the 900 block.



# STAYING SAFE

**Ambulance** – BC Ambulance Services, Invermere 911

**First Aid** -Panorama Mountain Resort Safety Services 250-341-6941 ext 9

**Fire** –Panorama Mountain Village Volunteer Fire Department 911

**Police**–Royal Canadian Mountain Police (RCMP), Invermere 911

**Poison**–Poison Control Centre (800)-567-8711

## **Emergency Exit Plan/Muster Point**

Please read the emergency exit information that is posted near the entrance door to your unit. The evacuation area for an emergency in the Horsethief Lodge is in front of the General Store, located in the Toby Building.

## **Fire Safety**

For your safety, this property is equipped with fire detection and sprinkler systems along with fire protection devices and alarms. Should a fire occur, practice common sense safety tips. When you arrive, locate and confirm the position of the fire alarm and extinguisher in your area.

Establish your route to exit the condo.

If you discover a fire, remain calm. Pull the nearest fire alarm and exit the building. When you hear an alarm, act, don't investigate! If possible, close all doors to prevent it from spreading. If the fire is in your room, get out and close the door, exit the building and report the fire.

If the fire is not in your room, leave if you can. First feel the door. If it's cool, open it slowly and go to the nearest exit. If there is any smoke present, please crawl, as fresh air will be at floor level. If your door is hot to the touch, do not open it. Notify Central Check In at '0' or 250-342-6941.

## **Traveler Safety Tips**

For your personal safety, as you would when traveling any where, be mindful of your surroundings and practice common sense safety tips. Do not leave valuables in your vehicle. Locks for Ski/board racks are available at The Toquesand Tracks. Ensure that all sliding glass doors are locked. If traveling with children, provide adult supervision at all times. If you observe suspicious activity, please notify Central Check In at '0' or 250-342-6941.

## **Wildlife Safety Tips**

Our wildlife is wild! They may look cute, but they are not accustomed to human contact. Please do not feed or approach them and never get closer than 50 yards. Use caution and common sense. To report wildlife encounters, contact Central Check in at '0' or 250-342-6941.



# THINGS TO DO

## WINTER ACTIVITIES

### **CROSS-COUNTRY SKIING. SNOWSHOEING, AND FAT BIKE RENTALS**

The Panorama Nordic Centre, located at Greywolf Golf Course, features 20 km of groomed trails dedicated to cross-country skiing. There are also shared snowshoe and fat bike trails. Contact The Panorama Nordic Centre at 250-341-3090 for information on rentals and trail maps.

### **HELI-SKIING**

RK Heliski, located within the village, is part of the largest heli-ski region in the world and caters to skiers and boarders with a variety of skill levels. To book call reservations at 250-342-3889 or 1-800-661-6060.

[RK Heliski](#)

### **HOT POOLS**

Panorama Springs Hot Pools are amazing after a day on the slopes. In the winter, the upper pool, two hot tubs, and a large sauna are open. Towels are available at the Pools main office. You will need your key to access it.

### **MOUNTAIN FRIENDS**

Fun & informative! A complimentary tour offered daily at 10:00 am and 1:30 pm. Local experts will show you the best terrain to suit your ability and ski level. Meet at the yellow Mountain Friends sign at the base of the Mile 1 Quad. For inquiries, dial 250-341- 4106.

### **PANORAMA SKI AND RIDE CENTRE**

Taking a lesson is highly encouraged for those in need of some new skills or for first-time guests to the mountain. The instruction will provide you with confidence to make the most of your Panorama ski or snowboard experience. Dial 250-341- 4240.

### **SKI AND SNOWBOARD RENTALS**

Find yourself without any gear? Not to worry Mountain Outfitters, in the Tamarack Lodge, rents skis and snowboards of all sizes alongside all different shapes of safety equipment. Dial 250-341-3084.

### **WEE WASCALS CHILD CARE**

The resort offers a variety of child care services. Please refer to the Winter Vacation Guide to determine what is best for you. Dial 250-341- 3041.

### **SNOWMOBILE TOURS**

Toby Creek Adventures, located just minutes from Panorama specializes in hourly and multi-day guided snowmobile adventures. All tours are professionally guided, with helmets, boots, suits, and backcountry equipment provided. Book with Guests Services at “3044” or call directly at 250-342-5047 or 1-888-357-5047.

<https://tobycreekadventures.com/snowmobile-tours/>

### **ICE SKATING**

Ice Skating is available for guests of all ages through the winter season. Bring along your own skates or rent a pair from Mountain Outfitters located in the Tamarack building. Rentals available from 10 am to 9 pm daily.

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### **SUMMER ACTIVITIES**

#### **GREYWOLF GOLF COURSE**

The award-winning Greywolf Golf Course offers 18 holes of championship golf amongst some of the best scenery around. Enjoy this amazing mountain course. Tee times and information at “250-341-4102”

#### **PANOKIDS**

For kids age 6+years, it operates daily in July & August. A fun-filled day in the care of lively, animated, and skilled counselors. Dial 250-341- 3043.

#### **ATV TOURS**

From beginner to the more experienced, this is one summer adventure you won't want to miss!

Daily trips depart from Toby Creek Adventures, located just minutes from the resort. All equipment and specialized apparel are provided. Book with Guest Services by dialing Dial 250-341- 3043.

#### **BICYCLE RENTALS**

Mountain Outfitters, in the Tamarack Lodge, rents downhill bikes, dial 250-341- 3043.

#### **CANOEING, KAYAKING AND STAND UP PADDLEBOARDING**

Enjoy a paddle on Lake Windermere or take a tour through the wetlands to Radium with Columbia River Paddle. Book with Guest Services by dialing 250-341- 3043. or book directly at 250-342-7397.

#### **FLY FISHING TOURS**

Kootenay Troutfitters offers a variety of lake fishing or fly-fishing tours on some of the most pristine lakes and rivers in the Columbia Valley. Book with Guest Services. Dial 250-341- 3043.

### **TIMBERLINE TRAVERSE**

Our highest flying adventure opens this summer! This family-friendly ropes course features four levels of fun with 50 different obstacles to move through. Take it at your own pace and decide what route you want to take from level 1 just 15 feet off the ground all the way up to the top-level which stands 60 feet up in the air!

### **WILD RIDER MOUNTAIN COASTER**

Glide through pine forest and open mountain terrain as you ride our new mountain coaster from the top of the Discovery Quad chairlift back to the village. You'll find exciting twists and turns throughout the 1 km track as you travel at up to 40km per hour - but the speed is in your hands! You're in control as you descend 165 metres from start to finish, so you can take it as easy as you like. Our mountain coaster is an exciting adventure for the whole family!

### **INVERMERE ON THE LAKE**

While summer is the peak season for Invermere and the Columbia Valley, you'll find adventures year-round in this spectacular lakeside region. With the towering Purcell Mountains on one side and the Canadian Rockies on the other, activities abound from water-based fun to mountain top expeditions. Relax, reconnect and explore.

### **KIDS FUN ZONE**

Get into the zone this summer! Enjoy the climbing wall, eurobungy and activity Park. The Fun Zone has something for everyone to enjoy. Dial 250-341- 3043 to .

### **HIKING**

Whether you plan on hiking the scenic wilderness around Panorama or in the beauty of the nearby provincial and national parks, we have the information you need to get the most from your trip. Dial 250-341- 3011 to reach us in the office for maps and other information.

### **CHAIRLIFT RIDE**

Ride the scenic Mile One Quad Chair to amazing views at 5300 ft. Also, access walking trails at the top of the lift.

### **MINIATURE GOLF AT HOWLING WOLF**

Enjoy our signature miniature golf course located across from the Adventure Centre near the Toby Creek pedestrian suspension bridge. Dial 250-341- 3044.

### **MOUNTAIN BIKING**

The Bike Park offers all levels of riders' opportunity to practice and master various terrain features and obstacles in a safe, closed environment before heading onto the stunt trail and the rest of the mountain. Lessons are available from Friday to Monday for group lessons. Call Guest Services for more information. Dial 250-341- 3044.

### **POOLS AND WATERSLIDES**

Panorama Springs Hot Pools offer state-of-the-art outdoor pools, a large hot pool, two hot tubs, a 225 square foot sauna, two waterslides, and a large cool pool set amongst the spectacular scenery. The Toby pool, open in summer only, is an outdoor swimming pool located next to the Toby Creek Lodge.

### **TENNIS & PICKLEBALL**

Courts are located at the Adventure Centre and available daily to Panorama guests. Visit the Adventure Centre or call to reserve a court. Dial 250-341- 3044.

### **WHITE WATER RAFTING**

Kootenay River Runners offers trips from beginner to advanced on the Toby Creek, Kootenay River, and Kicking Horse River when spring runoff levels allow for safe rafting (mid-June to September). Book at the Adventure Centre. Dial 250-341- 3044.

### **MOUNTAIN YOGA**

Mountain Yoga is offered through the summer months daily from 10:30 am to 11:30 am. Located at the top of the Mile 1 Chair lift, this class is perfect for beginners and advanced yogis alike. Contact Guest Services to make a booking. Dial 250-341- 3044.



**“ TO BOOK DIAL GUEST  
SERVICES AT 250-341-  
3044 ”**

## **DINING IN THE VILLAGE AND ON THE MOUNTAIN**

### **T-BAR & GRILL**

Located in the The Approach at the base of the Mile 1 Quad chairlift. Come in for great menu options. Try the wings, nachos, burgers, or steaks while quenching your thirst with our expanded draught beer choices! Families with minors' welcome until 8:00 pm.

### **FIRESIDE CAFÉ**

Located in the The Approach. Visit the Café for a quick breakfast or lunch with healthy meal options made from the freshest ingredients. Serving locally roasted Kicking Horse coffee. Dial 250-341- 3354.

### **CLIFFHANGER RESTAURANT**

Located at the Greywolf golf course, this Steakhouse offers a casual atmosphere with great food and stunning views. Open Thursday to Sunday for dinner in the Winter Season and open daily during the golf season. Dial 250-341- 4102.

### **GREAT HALL**

Day lodge cafeteria located in the Ski Tip Lodge. It offers fresh and fast selections with something for everyone. Open throughout the ski season. Dial 250-341- 3058.

### **JACKPINE PUB**

Located in the Lower Village, in Horsethief Lodge, this cozy pub is a local favorite. Come in for après ski, play darts or pool.

### **MOUNTAIN OUTFITTERS- CAPPUCCINO BAR**

Located in the lower level of the Tamarack Lodge. Mountain Outfitters is Panorama's legendary slope-side coffee bar, serving the grandest of espressos, hot chocolate, and snacks. Dial 250-341-3084.

### **ALTO KITCHEN & BAR**

Located in the The Approach at the top of the Village Gondola. This restaurant will be serving breakfast, lunch, and a modern Italian-style dinner menu. Open during the Winter and Summer seasons. May close select days of the week in Summer. Call in advance to ensure hours of operation. Dial 250-341- 3054.

### **CHOPPERS LANDING RESTAURANT AND LOUNGE**

With views over the resort and mountain, Choppers Landing at the RK Heliplax is the perfect spot for après by the fire with a fully stocked bar and a delicious selection of sharables and appetizers, or enjoy an evening out in the cozy atmosphere of this beautiful log building. Call in advance to ensure hours of operation. Dial 250-341- 7545.

## **SEASONAL ON-MOUNTAIN DINING**

### **MILE 1 HUT**

Top of Mile 1 Express Quad. The Mile 1 Hut serves burgers and snacks. The après ski program offers gourmet cheese and chocolate fondue and is perfect for beginner and intermediate skiers. Reservations required for the après ski program. 250-341-1399.

### **SUMMIT HUT**

Located at the top of the mountain and open during the Winter Season. Known for its fabulous fondue, sizzling smokies, and perfect perogies, this restaurant is a must-do. Offers specialty coffees, cold beer, and wine. The legendary Après Ski program includes multi-course fondues and a guided ski down to the village below. Expert skiers only. Reservations required for the après ski program. 250-341-1399.

### **ELKHORN CABIN**

Dine mid-mountain in a rustic cabin Thursday to Saturday during the Winter Season. Local wine and cheese are served 11:30 am – 2:30 pm and après ski dinner is available from 3 pm -6:30 pm. Reservations required for the après ski program. 250-341-1399.

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## **SERVICES AND STORES IN THE VILLAGE**

### **GENERAL STORE**

Located in the Lower Village in Toby Creek Lodge. The General Store carries a full variety of grocery items and is also a licensed BC liquor store.

### **TOQUES & TRACKS**

Located in Ski Tip Lodge. Toques & Tracks is the premier shopping location in Panorama offering the latest clothing, goggles, glasses, and gear from the top industry providers like Helly Hansen, The North Face, and much more!

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### **IN HOUSE**

Stop by our office above the General Store for DVDs, board games, cards, puzzles, books and more!

# DIRECTORY

Outlet	In House	Direct
Panorama Front Desk (Central Check-In)	0	250-342-6941
Adventure Centre (Summer)	3044	250-341-3044
ALTO Kitchen and Bar	3054	250-341-3054
Chopper's Landing Restaurant & Lounge		250-341-7545
Cliffhanger Restaurant at Greywolf Golf Course		250-341-4102
Elkhorn Cabin (Winter)		capohut@gmail.com
Fireside Café	3354	250-342-6941
First Aid/Safety Services		250-342-6941 ext 9
General Store	3083	250-341-3083
Greywolf Golf Course (Summer)		250-341-4101
Guest Services	3044	250-341-3044
Housekeeping Services	0	250-342-6941
Jackpine Pub	3057	250-341-3057
Last Chance Pizza	4444	
Lost & Found	4172	250-341-4172
Mountain Outfitters (Rentals and Cappuccino Bar)	3084	250-341-3084
Maintenance	0	250-342-6941
Panorama Nordic Centre (Winter)	4106	250-341-4106
Panorama Springs Hot Pools	3449	250-342-6941
Panorama Real Estate		250-688-5515
Panorama Reservations		1-800-663-2929
RK Heli Ski		250-342-3889
Ski & Ride Centre	4240	1-800-662-2929
Ski Patrol Clinic	3650	250-3413650
Summit Hut (Winter)		capohut@gmail.com
T-Bar & Grill	3055	250-341-3055
Ticket Office (Winter)	3044	250-341-3044
Timeshare Office	3011	250-341-3011
Toques & Tracks Retail Store	3086	250-341-3086
Wee Wascals Daycare	3041	250-341-3041

# DIRECTORY

## Local Time Zone

Panorama is in the Mountain Time Zone (same as Calgary)

## In-House Calls

There is no charge for in-house calls to any of the resort outlets with a four (4) digit extension, front desk, or resort room-to-room

## Resort Room-to-Room Calls

To phone another guest room at Panorama, dial the building code (listed below) followed by the room number. If the room number is a single digit, add '0' in front.

Outlet	In House
Approach	6
Aurora Townhomes	40
Hearthstone Townhomes	Dial '0' for assistance
Horsethief Townhomes	0
Look Out Townhomes	16
Panorama Spings Lodge	9
Riverbend Townhomes	10
Ski Tip Lodge	2
Tamarack Lodge	7
Taynton Lodge	8
Toby Creek Lodge	5
Wolf Lake Townhomes	12
1000 Peaks Lodge	14
1000 Peaks Summit	15 + room # + 0
1000 Peaks Summit B units	15 + room # + 1



THANK YOU FOR STAYING  
WITH US AT PANORAMA  
VACATION RETREAT AT  
HORSETHIEF LODGE

**Panorama Vacation Retreat  
at Horsethief Lodge**

2000 Panorama Drive  
Panorama, BC V0A1T0  
250-341-3011  
[www.panoramavacationretreat.com](http://www.panoramavacationretreat.com)



L A T O U R  
HOTELS  RESORTS

