



Guest Services Guide

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FiveStarRetreat.com or
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About Five Star Retreat

Five Star Retreat was established in 2007 by Greg Gough, the co-founder of Rivals.com and 247Sports.com. The lake, cabins and lodge were constructed over the next three years as a retreat for family and for other corporate retreats, weddings, church group outings, and other events.

Visit FIVESTARRETREAT.COM for more information.

Visit our Facebook page at [Facebook.com/FiveStarRetreat](https://www.facebook.com/FiveStarRetreat). We appreciate photos, tags and check-ins!

Activities at Five Star Retreat

- Hiking/walking
- Fishing (lake and creek)
- Camping
- Canoes, kayaks, paddleboats
- Bird and wildlife watching
- Swimming (pool, lake, creek)
- ATV and horseback riding
- Basketball
- Bonfires
- Cookouts
- Paintball/Airsoft
- Rifle/pistol/skeet shooting

Guest Services & Amenities

Please contact Guest Services with any questions at (615) 212-9007.
(emergency calls only after 8pm)

Alarm Clock

There is an alarm clock provided in some of the Lodge suites and cabins. Or just open your blinds and get up with the sun. Some cabins may also have phone charging cables next to alarm clock that the previous guest was nice enough to leave for you.

Bibles

There is a nice little camo Bible in your nightstand. If you like it, please take it with you. If you'd like to help us buy a replacement Bible for the next guest, please leave us \$5 on the nightstand.

Bonfires / Campfires

A fire pit and some firewood can be found down by the creek. Another fire pit and more firewood is behind the Lodge. No gasoline or other cheating. If you can't build a fire with a lighter or a few matches, we recommend an hour or so watching one of the dozens of survival shows on your TV.

If you don't like the smell of smoke in your clothes, there is a nice propane firepit on the octagonal deck overlooking the lake by Cabin 4. Just turn on the gas valve and light with a lighter. Please be sure to turn off the gas valve after use so you don't blow up the place or run us out of propane. Also, after it cools down, please replace the cover so we don't have to suck the water out of the propane lines with our mouths. Yuck.

Please do not build fires in any other location without permission from Guest Services.

Business Center

The "Business Center" is located in the Master Suite above the den in the Lodge. There used to be a nice color printer here, but some guests used cheap ink in it and ruined it. So the Business Center is really just a nice desk now.

Camping

There are several ideal locations for tent camping. The best spot is down by the creek. This location is grassy and level and can handle dozens of tents. We put up signs declaring this area a bear-free zone, so you should be perfectly safe.

Canoes / Kayaks / Paddleboats

There are canoes, kayaks and paddleboats available at the boathouse by the lake. Life jackets are required and provided. Please follow the rules posted near the lake, and return the boats to the boathouse when you are finished. There will be a \$5000 charge if we have to put the boats away for you. (Just kidding, we really don't charge. Just seeing if you're paying attention. Please don't leave the boats out).

Cell Phones

There are cell boosters in the Lodge so you can get a signal. Or you could just turn off your phone and enjoy nature.

Check-in

You may arrive any time after 4pm. Early check-in is available with advance notice. The gate and Lodge or Cabins you rented will be open and you may self-check-in if you are paid in full.

Check-Out

Check-out time is 10am. If you need a late check-out, contact Guest Services. We'll usually be nice and let you hang out a while longer unless we have to clean for another group. Before you leave, please clean and put away all dishes and clean up and dispose of all trash (sweep floors). There is a check-out checklist in the kitchen of the Lodge. Basically, you don't need to do laundry, mop, vacuum, or make beds, but here's what would help us a ton:

- Sweep/pick up trash – please don't leave your candy wrappers or gum on the floors
- Wash and put away dishes – when they sit in the sink, they get really gross
- Don't put wet laundry on wood floors or carpet

Thank you for your help!

Conference/Event Facilities

Our Lodge is a great place for entertaining and private meetings. Please contact Guest Services for planning assistance for your event.

Credit Card Information

We accept all credit cards (through Paypal) for reservations, Golf Cart rentals, caps and other charges.

Dining

We recommend the following nearby restaurants:

- Purdie Good Café – Highway 46, one mile north of Hwy 100
 - The closest sit-down restaurant, great daily specials, soups, and sandwiches
- Pinewood Store and Kitchen – Corner of Pinewood Rd and Highway 48
 - 2nd closest restaurant, great burgers, and the best fries in the county. Mee McCormick (you may have seen her on TV) and staff specialize in local Farm to Table cuisine.
- Pizza Junction – Hwy 100, just a couple hundred yards up the road from Lyles Rd.
 - All-you-can-eat pizza buffet.
- Dickson Restaurants – straight up Hwy 46
 - Colton's, Logan's, Cracker Barrel, and all the fast food you can handle.

Dishes

Feel free to use any of the dishes, glasses, or other utensils provided in your cabin. There is a dishwasher and detergent provided in each cabin. Please wash and put away any dishes you use before you check out.

Emergency

In case of an emergency, dial 911 from any Lodge or Cabin phone. The closest ER is in Dickson.

For minor injuries, contact Guest Services for location of first aid supplies. We usually have a few band-aids on-hand to keep you from bleeding all over the furniture.

Firearms

We welcome safe and responsible concealed carry and lawful use of all firearms at Five Star Retreat. In fact, we'll even set you up a target or two for sighting in your rifle, if you want. We have a rifle range where you can shoot from 100 to 500 yards, a 10-yard pistol range, and even a 1000-yard long-range (must be reserved in advance). Please be courteous of other guests on the property and coordinate your use of the ranges with the safe location of all other people at the retreat, and any range use or gunfire must be approved in advance by Guest Services. Range hours are 10am – Dusk.

Fishing

The lake is stocked with bass, bluegill, and other fish. Guests with a valid Tennessee fishing license may use their own rods and lures/bait to fish the lake at any time. All fishing is catch-and-release unless otherwise approved in writing by the owner of Five Star Retreat.

Food

See Hunting and Fishing. Just kidding. See Dining.

Fitness Center

Seriously? With miles of hiking trails, canoes, etc. you need a treadmill or weight bench? Please call Guest Services and we'll point you to some firewood to split and stack.

Golf Carts

6-passenger golf carts are available to rent for weddings or any other events. Please contact Guest Services for more information.

Hairdryer

Some cabins are equipped with hairdryers for the convenience of our women guests (real men just put on a cap). If you would like to purchase a cap, they are \$20 upstairs in the Lodge.

Hotels

If your group is larger than our overnight accommodations can handle, we recommend the newest hotel in Dickson, the Fairfield Inn and Suites. 615.560.1531. Tell them you're at Five Star Retreat for a discount.

Housekeeping and Laundry

Laundry machines and detergent, as well as various other cleaning supplies, are provided in each cabin and in the Lodge. There are extra towels and washrags provided in each cabin. For extended stays, you may use the laundry facilities, or contact Guest Services for fresh towels and linens (please try to give us a few hours notice). If you need further assistance with housekeeping during your extended stay, please contact Guest Services.

Hunting

A few special friends hunt with us every year on the farm. Contact Guest Services for questions about hunting at Five Star Retreat during deer or turkey season. **THERE IS NO HUNTING AT THE RETREAT WITHOUT SPECIAL WRITTEN PERMISSION.**

Ice Machine

Ice Machine is located in the Lodge kitchen. Please don't turn it off because it's making noise, then call us and say it's not making ice (yeah, it's happened).

Internet Access

Complimentary wireless Internet access is available in the Lodge, in all Cabins, and in most locations near the Cabins (i.e. lake, creek). If you need technical assistance, please call Guest Services, or just bow your head in shame knowing that thousands of other guests could figure it out without calling. Just kidding. You can call us if you need help.

Laundry

See Housekeeping.

Lost & Found

All articles found after your departure will be held for one week. Lost articles will be held for pickup at the Lodge. This policy does not apply to tools, really nice pocketknives, or flashlights. We consider those to be tips. Also, we'll be happy to mail your phone charger back to you, but it's honestly cheaper to just get a new one.

Mail & Packages

Five Star Retreat receives mail at 8020 Oak Springs Rd, Nunnely TN 37137. If you are expecting a package delivered during your stay, please let us know and we will make arrangements to get it to you.

Newspaper

There ain't no USA Today or Wall Street Journal under your door at Five Star Retreat. We do get Fox News, CNN, ESPN, etc. on DirecTV and the Internet though, if you need your daily fake news fix.

Parking

Complimentary Parking is available to all guests. If you're a big-shot, or tip us \$100, we'll be happy to park your car for you. If you're a bazillionaire, you can land your helicopter in the big field across the lake and we'll come get you for free just to look at your helicopter.

Pets

NO PETS ALLOWED. If any pets are brought and subsequently allowed indoors, Five Star Retreat will charge the renter an additional cleaning fee of \$500 per building that the pets are allowed in. **IMPORTANT:** This is a **ZERO-TOLERANCE POLICY**, due to extensive abuse of our previous outdoor-only pet policy. This abuse resulted in mud, hair and urine cleanup, carpet replacement, flea-bombing, dogs running deer and turkey, guest complaints about barking, and even the loss of other pets.

Pool Hours

There is a pool next to the Lodge. However, for insurance and other reasons, it is only for guests that specifically rent it as part of their event reservation. Please follow all rules posted near the pool gate. Pool hours are 8am-10pm.

If you don't rent the pool, the lake and creek are open 24 hours. There ain't no lifeguard, so try not to do anything stupid and drown. And please stay off the fountain (we wouldn't have to say it if some dummy hadn't tried jumping on it and cost us a fortune to fix it).

Quiet Time

Quiet time is 10pm – 8am. During this time, there should be no loud activities that may disturb sleeping guests or neighbors, including loud music, ATV riding near cabins, fireworks, shooting, shouting, etc. Important note: if you go revving your ATV with no muffler up our road at 1am, don't expect us to be polite when we stop you on the road. Just sayin'.

Reservations

Contact Guest Services at the number above for reservations.

Room Service / In-Room Dining

You are welcome to call the cabin next door. Maybe they'll bring you over some munchies. Seriously, we're a little far out in the sticks for Domino's. But tip us \$100 and we'll be happy to get something for you.

RV and Camper Hookups / Dump Station

There are RV hookups (30A power, water, and sewer) next to Cabin 2 and Cabin 3.

Shopping

If you forgot something, just go to Dollar General. They'll have it. And it's only a dollar.

Smoking

NO SMOKING IN THE LODGE OR CABINS. All guestrooms and all other interior areas are non-smoking. 'Cause smoking is gross. But if you must smoke outside, in consideration of our other guests, please stay at least 50 feet from the Lodge or Cabins if you have to smoke. Or 10 feet if you're smoking quality pipe tobacco. We don't mind that stuff so much. And, since there's no "Dipping" section in this guide, I guess this is a good place to say...No spitting your dip inside on the floor. Or outside on the porches, decks, or parking lots. Wouldn't say it if someone hadn't done it.

Souvenirs

We have t-shirts, caps, and other gear for sale at the Lodge. Please contact Guest Services for details.

Television

There are TVs in most of the cabins and in the Lodge. All TVs have DirecTV receivers and/or BluRay/DVD players. We do get most every channel, so try to find something worthwhile.

(Note: Guests will be responsible for any charges incurred from any premium television services/on-demand. Although Netflix, Pandora and other services may be accidentally left enabled on some TVs, please do not use them without permission, as they affect the movies/music recommended under those accounts).

Temperature Control

All cabins and the Lodge have thermostats just like you have at home. Please be reasonable in your expectations of these units and don't set them outside the range of 68-72°. Also, the units can only do so much, so don't expect them to keep the place at 68° if you've had the doors open all day in 95° weather.

The Lodge has fancy touch-screen controls, so here are some basic instructions, so you don't have to keep calling us to change it for you:

- 1) Press the HOLD key to turn on "Permanent Hold" for the temperature you want.
- 2) Set the temperature you want on the right hand side
- 3) Make sure the "System" section on bottom right is set to "Heat" or "Cool" (whichever you want)

Transportation Services

Guest Services can make arrangements and supply information on limousine or shuttle services for big-shots. We'll also give them really detailed directions, so they don't get lost and end up with their fancy car stuck in a creek somewhere.

Or we can just pick you up in our truck, if you give us a \$100 tip. If you give us a \$1000 tip, we might even drive you to Vegas.

Trails

There are many miles of hiking and riding trails throughout the property. ATVs may be ridden on the property with permission from Guest Services. For your safety, please respect the signs and rules posted on the property, and don't ride trails that are more difficult than your experience level. Trail maps are available on our web site. If you thought you were lost getting here, try some of the winding trails on the northeast side.

Trash

Please bag all trash and place tied bags in the bins provided near the Lodge and each cabin. Our trash pickup service comes every Monday, but will not pick up loose trash or untied bags.

Wake-up Service

Use alarm clocks or get yourself a rooster. We hear some of those newfangled smart phones may also have alarm clocks in them. Or tip us \$100 and we'll shoot off a cannon at 6am to wake you up.

Etc.

If you couldn't find what you were looking for above, either we ain't got it, or we didn't think of it when we wrote this. If we ain't got it and it's cheap, give us a \$100 and we'll go get it. Or go get it yourself for a dollar at Dollar General.

Seriously, if you need something, call Guest Services. We'll hook you up.