



Community FAQs

GENERAL COMMUNITY QUESTIONS

What do I need to know about taking care of the trash and recycling in our unit?

All trash and recycling must be bagged and placed in appropriate receptacles by 1pm

During the busy winter season, some areas will have dumpsters to handle the larger volume generated by those units. In this situation, trash and recycling go into the dumpster. Many people choose to take their recycling home to process there.

What happens if I forget to take my trash out before 1pm?

Leave your bagged trash inside the door of your unit and contact the office at (802) 422-9494. We will have someone pick it up inside your unit. **Do not leave your trash outside your unit.**

IMPORTANT NOTE ABOUT BEARS: Yes, there are Bears in the area and they will destroy property to get to what they want so be sure to...

- ✓ follow the times for taking care of your trash. If you do not and a trash receptacle is damaged, you could be held accountable for
- ✓ Regardless of the season, it is recommended that you do not leave food in your car (locked or unlocked, they don't care – they only want food)

What do I do with the ashes from my fireplace?

There are steel drums available for your ashes.

Under NO circumstance should you put fireplace ashes in the trash receptacle!

There are not enough parking spots at our unit. Where else can we park?

Overflow parking is available at Sunrise Commons. You may also want to park there to get directly on the lift if your unit is not conveniently located on a Sunrise access trail.

The power is out....where can I report the outage or find out when it may come bak on?

Go to the [Green Mountain Power Outage](#) map.

Where can I access cross country skis and snowshoes at Sunrise?

Behind the Sunrise Commons, there is a green shed next to the outdoor hot tub. You can access equipment there. Just fill out the sign out sheet and return items before the end of day. Please be respectful of others and do not keep the equipment overnight.

All trails can be accessed behind the Sunrise Common Building. There are maps on the [Sunrise home page](#).

What are the hours for Sunrise Commons & amenities?

All hours of operation are subject to change. We recommend you check our website, [Sunrise home page](#), on a regular basis.

The power is out in my unit, who do I call?

To help restore power outages in the area faster, please call GMP and report your power outage. They can be reached at 888-835-4672.

Can we grill at our unit?

Grilling is not allowed within SCA (Condo or Cambridge Units). There are grills available for your use at Sunrise Commons.

Who do we call about a noise issue in the community?

If you are renting, contact your rental agency/renting homeowner. Monday to Friday, 9-5 you can contact Sunrise Office at 802-422-9494. After hours, call Censor Security at 802-342-0130. Killington Police non-emergency number is 802-422-3200.

What if I lose my key or forget my key code?

Contact your rental agency/renting homeowner.

Can I bring my dog?

Dogs are welcome at Sunrise. However, you need to confirm the rules for allowance with your rental agency/homeowner. Be sure you are also aware of Killington pet ordinances.

Dogs are NOT allowed to be left unattended in a unit such that incessant barking disturbs others – this is considered a noise violation and will be handled according to Association rules.

You MUST clean up after your dog no matter where you are with them – this includes cleaning up after them on trails.

UNIT RENTAL RELATED QUESTIONS

Do you have any units available to rent?

Sunrise does not handle any rentals. If you wish to rent a unit at Sunrise, please contact a local rental agency.

I am renting at Sunrise and there is an issue with my unit. Who do I contact?

Unless it is an emergency, you must first contact the rental agency that you booked your stay with or the homeowner.

I plan to rent at Sunrise in 6 months, will the indoor/outdoor pool be open?

All amenities and their hours are subject to change. We recommend you check our website, [Sunrise home page](#), on a regular basis.

QUESTIONS ABOUT SUNRISE AMENTIES

Do you provide towels for the pool area?

No, all Sunrise homeowners and guests are required to bring their own towels.

Is there someone available to show me how to snowshoe, X country ski?

Sunrise only provides the equipment which you may borrow. See the [Sunrise home page](#) for trail maps.

Is the ice-skating pond available?

If it is safe for skating, there are signs posted that the Ice-Skating Pond Open.

Do I need a pass to access the pool, gym, etc.?

You must be a resident or guest at Sunrise to use the amenities. Sunrise does not offer day passes to non-Sunrise residents or guests. You do not need a pass to access Sunrise Commons.

Do you provide equipment rentals?

Sunrise does not provide any equipment rentals. We have cross country skis and snowshoes available for use on our trails for Sunrise Homeowners and guests. During the summer, we provide tennis racquets and pickle ball equipment at the courts.

How long can we borrow Sunrise equipment for?

All equipment must be returned by end of day and not kept overnight.

QUESTIONS ABOUT THE SUNRISE LIFT, TICKETS, ETC.

Is there snow? How much snow do you have? What is the weather like up there?

For all weather inquiries, please check the weather widget or lift cam via the [Sunrise home page](#) or the weather app on your mobile device. You may also visit [Killington.com](#) or the Killington app.

Where can I print out my lift tickets?

All lift ticket information and kiosk locations can be found at [Killington.com](#).

What is the scoop on the Sunrise Triple Lift?

No ticket is required to get onto this lift and provides access to the trail that will get you over to Bear Mountain area. NOTE: The Sunrise Triple Lift closes at 3pm.

Killington Mountain decides when our lift will start to run. Please visit [Killington.com](#) or the Killington app for more information.

Killington does operate a shuttle service during the winter season and serves only to supplement travel when the Sunrise chair is down. Pickup and drop off are at the main Sunrise Mountain Village building. This service runs between Bear Mountain and Sunrise.

Do you know how long the lift will be down? When will it start?

Killington controls the lift at Sunrise. If the lift is down, check [Killington.com](#) or the Killington app for information.

Is there a shuttle to the other mountains?

Yes, there is a free shuttle that runs through out Killington and stops at Sunrise during the ski season. For more information, please visit [Killington.com](#) or the Killington app.