

MOUNTAIN TOP R E S O R T

Guest Welcome Book



A rustic wooden sign for Mountain Top Resort is mounted on a horizontal wooden beam. The sign is made of weathered wood and features the words "MOUNTAIN TOP" and "RESORT" in dark, raised, sans-serif lettering. Two black, cone-shaped outdoor lamps are attached to the beam above the sign; one is illuminated, casting a warm glow. To the right of the sign is a tall, square stone pillar constructed from stacked, irregular grey and tan stones. In the foreground, a large, round, weathered metal planter holds a dense arrangement of bright yellow and magenta flowers. The background shows a green lawn, a low stone wall, and trees with autumn foliage under a cloudy sky.

MOUNTAIN TOP
RESORT

Welcome to Mountain Top Resort!

We are so excited that you have chosen to stay with us, and we are delighted to host you as our guest.

Our welcome book introduces the resort, as well as its many activities and services that we have to offer. However, it doesn't replace our knowledgeable staff and the personal service we are pleased to provide to you. If there is anything we can do to make your stay more enjoyable, please let us know!

Whether it's a scenic trail on horseback, a good book by the fireplace, or savoring creative cuisine and a Vermont Craft Beer while enjoying the view, you'll find plenty of options, inside and out.

With the goal of continuous improvement, we encourage and appreciate your comments and suggestions! We would love to hear your thoughts regarding your stay, so feel free to share your feedback in person, or via our website, at www.mountaintopinn.com or www.tripadvisor.com.

Thank you again for choosing Mountain Top Resort, and enjoy your stay!

Sincerely,

Your Team at Mountain Top Resort

**MOUNTAIN TOP
R E S O R T**



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Front Cover: Victoria Grace Photography

Inside Cover: Idena Beach

Pg. 2: Idena Beach

Resort History

Originally a barn on the Long Family's Turnip Farm (circa 1871), Mountain Top Resort has enjoyed a marvelous evolution in the past century, engendering a long tradition rich with history.

In 1940, William Barstow, an engineer and philanthropist from New York, purchased the farm and surrounding property. Barstow, a close associate and life-long friend of Thomas Edison, had acquired his fortune through the development of electricity. The barn was converted into a wayside tavern as a hobby for his wife, Francois, who wanted an overflow lodging option for her guests. With homes in New York, Florida, Manchester, and now Chittenden, Vermont, Barstow employed a full staff that moved around with them. The story goes that the staff, tired of the work and moving so often and entertaining so many visitors, had Mountain Top Tavern built as an annex to their house.

Francoise oversaw the daily operation of the Tavern and knew every inch of the then 500-acre property. Huge closets were installed in the Inn to accommodate her guests and entourages, who often came for long stays. Servants were housed on the third floor and cars were parked under the dormitory of the main building.



Cover of Mountain Top Tavern Booklet from 1947.

Originally from Delaware, Mr. William Wolfe often visited the hotels he represented. While visiting Woodstock, Vermont in 1946, he inquired about Mountain Top Tavern after seeing an intriguing "Inn for Sale" ad in the New York Times. Having learned that it had closed for the season, Mr. Wolfe took a taxi to Chittenden. The Superintendent of the property wouldn't allow Mr. Wolfe into the boarded up building without the permission of Mr. Barstow. Later securing permission, he visited on a beautiful spring day and began an immediate love affair with the Inn and its superb location. In late 1946, the Wolfe's offered to lease the Tavern for the summer season.

Since they had no staff and little time to hire any, the Wolfe's called upon a friend who owned a winter resort in Florida and would bring his crew with him. The Wolfe's were able to open for the summer, but ration books of beef, bacon, and butter were still in use. Let's just say a great deal of chicken, Italian sausage, and salad were consumed.

The following year, the Wolfe's purchased the Inn from the Barstow's. Rationing was history, and prime rib became a staple menu item. Then came the name change from Mountain Top Tavern to Mountain Top Inn, and staff were hired for the 1947 season. Through the ensuing years, improvements and additions were made, while always maintaining the integrity of the structure's New England origin, along with the beauty and ecology of its natural surroundings.

In 1955, the Wolfe's were the proud hosts of President Eisenhower and his entourage during a fishing expedition. The Inn was full of governors, dignitaries, and security was tight with state troopers. No one could enter Chittenden without reason! As locals tell it, the houses on Mountain Top Road received a fresh coat of paint before the President's motorcade arrived.



*A current look into our Luxury Lodge Rooms in the Main Lodge.
Photo by Joanne Pearson/Fair Haven Photographs.*

Originally operating as a summer destination, the Inn eventually became a winter playground. The Wolfe's created Apple Hill, a downhill ski slope, which was one of the first to have a rope tow in the United States!

By 1964, the Wolfe's realized the terrain was a natural fit for cross-country skiing, and began to develop a ski center and trail system that are still a part of today's trails!

Today, with 60 kilometers of trails, the Mountain Top Nordic Ski and Snowshoe program boasts some of the best cross-country skiing in the United States and is one of the oldest commercial entities in operation to date.

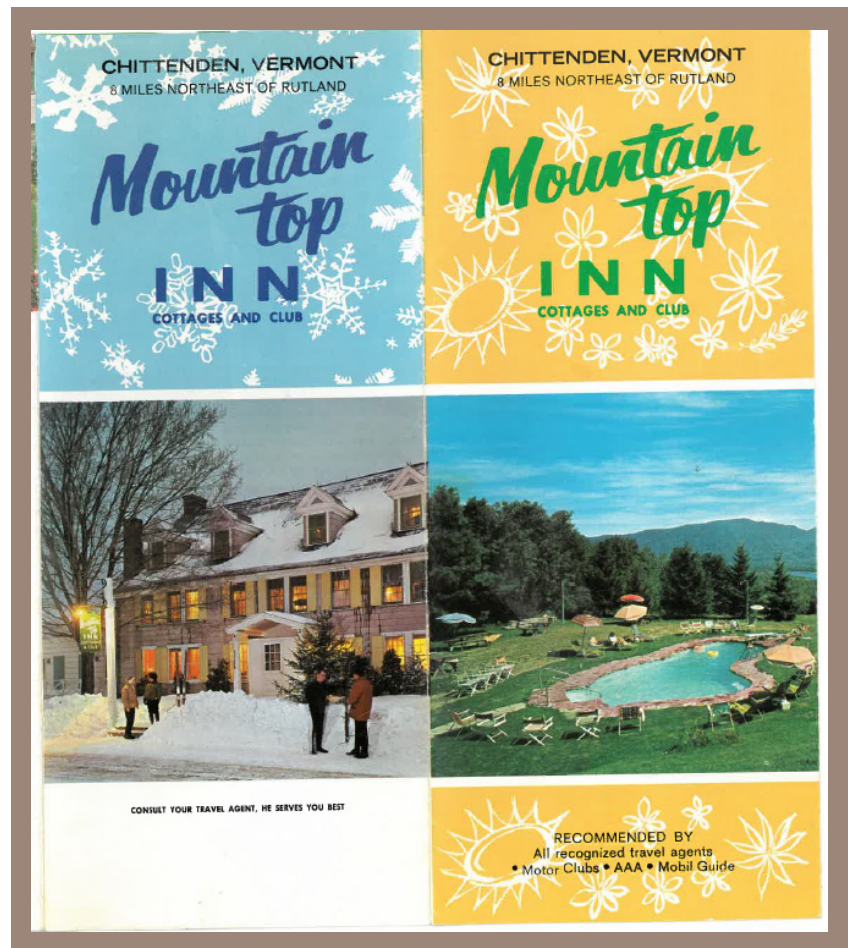
Tragically, in 1977, a fire destroyed a majority of the original Inn. After two years of deliberation, William Wolfe decided to rebuild the Inn with traditional post and beam construction. The large Douglass Fir beams which span the Inn lend warmth and charm while the large windows and glass silo staircase were added to take advantage of the incredible panoramic views.

Mr. Wolfe passed away in 1983. It was then that his children, Bill and Barbara, who had previously been involved in the resort business, returned with their spouses and took over the operation. In the mid-90s, the Wolfe Family sold the Inn and it continued daily operations until the present ownership arrived.

Enchanted by the amazing views and secluded location, a small group of investors discovered and purchased the property in 2002. Still the owners today, they continue to restore and improve the resort's facilities and services with the goal of exceeding the expectations of guests who visit from around the world.

Since 2002, nearly every area of the resort has seen some sort of improvement and transformation!

Complete restoration of the Beach Pavilion took place in 2011, adding a desirable location for private lake and beach side parties.



Old Mountain Top Resort brochure from 80s.

The Event Barn finished construction in 2013, adding a year-round meeting and event space right on site, including a catering kitchen, a new heated outdoor swimming pool, hot tub, and fitness center. 2014 saw the entire exterior of the main lodge re-sided, the demolition and reconstruction of our four luxury cabins, and the Tavern was completely renovated to offer guests a more “rustic-luxe” mountain lodge dining experience. During this time, the interior and exterior of the horse stables were also restored and upgraded.

Phase Two of the Barn was completed in 2016, with the ground floor converting to a full-service Spa and Salon. During this time, brand new Guest Houses were also completed in our Trailside Cottages Development.

Through 2023, a majority of the resort has seen upgrades. All of the lodge rooms have been upgraded, including new bathrooms, furniture, paint, carpeting, closets with refrigerators, etc. The public bathrooms in the main lodge lobby and restaurant were completely renovated in 2017 as well as the Activity Center (inside and out!). We also added a floral design team and shop for our wedding business.

2018 included a complete remodel of our restaurant with a 2023 upgrade to the kitchen (down to the studs!), and a 2024 renovation of the Tavern. In 2021, a new patio with an awning outside the restaurant and new slate walkways were added.

Still very much in love with the property and inspired by the desire to offer guests a year-round quintessential Vermont resort experience, Mountain Top Resort's investors and Management Team are continually implementing upgrades and have many exciting plans on the horizon.



Old Mountain Top Resort Postcards



*Mountain Top Resort Today.
Barn Photo by Gary Hall; Main Lodge Photo by Wild and Rooted*

Emergency Procedures

How to Call Out in Case of an Emergency

- Guest Rooms - Press 8 + 911
- Guest Houses - Press 911
- After Hours Non-Medical Emergencies:
Please contact the Front Desk by touching 520 from your lodge room or cabin phone,
or 802.483.2311 from any Guest House

If a Front Desk agent is not on duty, please follow the prompts to speak with an After Hours Answering Service Agent. This agent will put you in contact with an After Hours On-Duty Manager. You can also call the After Hours Agent at 802.483.2311 ext. 0

In the rare event you are not able to reach the Front Desk or Answering Service, please proceed to the Front Desk where you will find contact information for the After Hours On-Duty Manager posted.

Telephone and Messaging Services

Room to Room: From the Main Lodge and Cabins, touch the room extension of the party you are calling. From Guest Homes, call the front Desk at 802.483.2311 to be transferred. We also have phone numbers listed on p. 14

Local Calls from Guest Rooms: Press 8, then the seven-digit number of the party you are calling.

Long Distance Calls from Guest Rooms: Press 8, then 1, then the area code and the seven-digit number of the party you are calling.

Guest House Phone Services: Each Guest Home has its own local phone number which is posted on each unit's phone. A full directory is also listed on p. 14. These phone numbers are also available through the front desk at 802.483.2311. Guest Home phones offer local calling and calling within the domestic U.S. In the event of an emergency, these phones can dial 911 directly.

Messages/Voice Mail: Messages may be left on voicemail in your room, indicated by a blinking light. Retrieval can be made by pressing the red blinking light on the phone stand. Guest homes do not have voicemail capacity. Messages coming into the resort for Guest Homes will be held at the Front Desk.

Transportation

Airports Servicing the Area

Burlington, VT Airport - www.betv.aero

Rutland/Southern Vermont Regional Airport - www.flyrutlandvt.com

Albany International Airport. Albany, NY - www.albanyairport.com

Car Rental

Enterprise - 802.773.0855 - 131 S. Main Street, Rutland, VT

Taxi Services

Killington Taxi - 802.422.9718

Thrifty Shuttle Service - 802.775.2490

Rutland Taxi - 802.236.3133

Tri-State Transportation - 802.855.3130

In Room Services

In Room Extras: Let us make your stay even more memorable with a special delivery of an in room amenity. Press 520 or call 802.483.2311 from Guest Homes to hear about our current offerings, including bottled wine/champagne, beer or mixed drinks, truffles, cheese and fruit plates, flowers, and more. Advance notice may be required.

Pets: Dog guests are welcome at the Resort in our seven luxury cabins and in select Guest Homes. There is a \$50/pet/night fee associated with hosting your dog on property. We request that you review our complete pet policy online at www.mountaintopinn.com. Beds and bowls are made available for your stay upon booking if requested. If a pet is noted in a non-pet friendly accommodation, the charge is \$250 per night, per dog.

Wake Up Calls: Contact the Front Desk at 520 by 10:00 PM the evening prior to arrange.

Wi-Fi: Complimentary service is available at the lodge. We apologize in advance if Wi-Fi or cell service is not 100% - the remote location does have downsides! Guest Homes are equipped with their own Wi-Fi and passwords.

Television: All of our rooms, cabins, and homes are equipped with televisions with cable.

Hotel Policies

Check Out Time is 11:00 AM. Guests who do not check out and vacate their accommodations in a timely manner may be charged for an additional night. Cash, traveler's checks, VISA, MasterCard, and American Express are accepted forms of payment. Additional charges posted to a room after check-out will be charged to the credit-card on file. Requests for late check-out, if made in advance, will be considered based on occupancy levels. Late check-outs are never guaranteed.

Maximum Occupancy: Maximum Occupancy and Noise Policies must be adhered at all times.

Smoking Policy: Mountain Top Resort is a NON-SMOKING property. This includes all forms of smoking, and all guest homes. Smoking of any kind is prohibited and a minimum \$250 cleaning fee will be added to rooms if smoking does occur.

Additional Services

Gift Shop: Located at our Activities Center, with hours of operation varying seasonally. For your convenience, a small selection of gift shop items are also available in the main lobby. If there is something you want/need but don't see, please ask a Front Desk team member and they can direct you to where you may be able to find it locally.

Gift Certificates: Available for purchase through our Front Desk.

Ice/Refrigerators: Inquire with our Front Desk for ice for lodge rooms or at the Tavern during open hours. All lodge rooms are equipped with mini-fridges. All Guest Homes are equipped with full refrigerators and freezers.

Lost and Found: For information on lost items, press 520 or call 802.483.2311 from Guest Homes.

Luggage/Mailing/Dog Walking/Reservations: We would be happy to assist with any of these needs, press 520 or call 802.483.2311 from Guest Homes to make arrangements.

Floral Design: We would be happy to make and arrange florals for you during your stay. Contact the Front Desk to make arrangements with our in-house Floral Team. Advance notice required.

Recycling/Composting: Bins are provided for zero-sort recycling. Many Guest Rooms have designated recycling bins. If you are staying in a Guest Home, composting is state-mandated. A composting bin has been supplied in your kitchen. Please notify the Front Desk if you require removal during your stay. Please do not leave composting material or refuse of any kind outside overnight as this attracts wild animals. Please make arrangements with our Front Desk if you are in need of material removal.

Dining

Coffee Services: Complimentary and available every day from 7:00 - 10:00 AM by the Tavern.

Breakfast: Served daily from 7:30 - 10:30 AM. Seating available in the Restaurant and Tavern, and in warmer months, the Terrace!

Lunch and Dinner: We offer Vermont and New England craft brews, and an extensive specialty cocktail and wine list. Sample menus available online, and at the hostess stand at our Restaurant. Reservations are highly encouraged and can be done so at ext. 511 or 802.483.2311 directly. Children's menus are also available upon request.

Picnics and To-Go: Menus are available for to-go at the Front Desk. Orders must be placed the night before. Items from the Restaurant and Tavern are also available "to-go" if needed.

Recreation, Health, & Fitness

Overnight Guest Included Amenities:

Use of Private Beach - Beach Towels - Beach Lounge Chairs - Canoes - Kayaks - Paddle Boards
Life Preservers - Disc Golf (Including Discs) - Fitness Center - Hiking Trails - Hot Tub
Lake Swimming - Lawn Games - Sauna - Swimming Pool - Tennis
Volleyball - XC Ski & Snowshoe Trail Passes

Beach, Boats, & Lake: Our private sand beach with access to a pristine 740 acre lake and equipped with lounge chairs and tables is less than a mile down our private Beach Road. Life preservers, children's toys, and paddles for our complimentary boats are located in the Beach Hut. Kayaks, canoes, and paddleboards are available on a first come, first serve basis for our overnight guests. **There is no lifeguard on duty.** A porta-potty is available. Beach towels can be signed out at the main lobby and must be turned in with the Front Desk in order to avoid a charge of \$25 per towel. Please note that the posted hours of Beach Operations are 9:00 AM to Dusk, during summer months ONLY. Personal flotation devices and boats are available until 5:00 PM. **One life preserver for each passenger must be brought onto the boat and remain accessible. All passengers under 12 must wear a life preserver.**

Clay Bird Shooting: Lessons are available through the Activities Center and not included in the resort fee.

Cross-Country Skiing: Open daily mid-December through March, weather and conditions permitting. 60 kilometers of trail - groomed and ungroomed - for all ages and abilities. Some trails are pet-friendly, and some are open for snowshoeing. Our MTR trails also connect with the Catamount Trail System. XC lessons are available at the Activities Center. Trail passes are included in your overnight stay, but equipment rentals and lessons are an additional fee.

Dining: Open daily. Reservations are highly recommended and required on weekends. Dine in the Tavern, Restaurant, or in warmer months, on our Terrace. Take-out is also available. Picnic lunches are available for order and can be made with the Front Desk. Catering available with advance notice. The Terrace dining area is also pet-friendly.

Disc Golf: Offered Spring through Fall. Our 9-Hole course starts at the Activity Center, traverses the meadow, and lands you outside of the Tavern for a post-game drink. BYO discs or use a set of ours. Complimentary sets are first come, first serve.

Fishing: A Vermont State Fishing License is required for all persons over the age of 14 for fishing. The rest abides by all the Vermont Fish & Wildlife Regulations as they relate to seasons and laws. Rental equipment is available at the Activity Center and not included in your resort fee.

Fitness Center: Open 7:30 AM - 9:00 PM daily and located in the Lower Level of the Barn. Our fitness room is equipped with treadmills, elliptical trainers, stationary bikes, free weights, and flat screen TVs. Continue your current routine, or start a new one! Guests under 18 years of age must be accompanied by an adult. No pets allowed.

Golf: While we do not offer golf on site, there are many great local courses. Please contact our Front Desk for recommendations or assistance making reservations

Guided Pontoon Boat Tours: Reservations are required and can be made by calling 802.483.2311 or using ext. 536 for the Activity Center. Pontoon Boat Rides are not included in the resort fee. Wildlife sightings, such as Moose, Bald Eagles, and Osprey, is common. Picnic lunches, wine & cheese, and other amenities can be arranged for your tour with advance notice.

Hiking, Jogging, Cycling: Grab a map from the Front Desk or Activity Center and head out on the Resort's 60 kilometers of trails which offer varying degrees of hiking with exceptional views throughout the property. Several trails are also accessible and excellent for mountain biking. If you brought pets with you, some of our trails are pet friendly - bring them along! Vermont's own Long Trail is also easily accessible from Mountain Top.

Horseback Riding: Offered daily (weather permitting) Memorial Day Weekend through October. New or experienced in the saddle, our trails offer a variety of riding options - English or Western - on your horse or one of our own. Reservations are required as this is one of our most popular activities! This activity is not included in the resort fee. An appropriate helmet and boots/shoes are required for all riding. Helmets are available at the Activity Center for guest use. Children must be at least 54 inches tall and/or 8 years of age to participate. Private lessons are available to children from 5 years old. Horse boarding is also available for overnight guests.

Ice Skating: Offered from Late December to March (weather permitting), our ice skating rink is located directly across Mountain Top Road from the Main Lodge. Rink passes are included in your overnight stay. Skate rentals are an additional fee and are available through the Activity Center.

Lawn Games: Available to borrow from our closet on the South Porch of the Main Lodge.

Pool and Hot Tub: Located next to the Barn, our outdoor heated pool (summer months) and our hot tub (year-round) are included in your overnight stay. Open hours are 9:00 AM to 9:00 PM unless otherwise posted. Children under 18 years of age must be accompanied by an adult. Our pool area is not pet-friendly.

Sand Volleyball: Located beside the Tennis Court, balls are available from the closet on the South Porch of the Main Lodge. Court is available on a first-come basis and included in your resort fee.

Sauna: Located in our spa and available during spa hours. Use is included in your resort fee. Guests under 18 must be accompanied by an adult.

Sleigh Rides: Offered mid-December - March, weather permitting. Enjoy a horse-drawn sleigh ride through our meadow. Private rides can be booked. Reservations must be made with the Activities Center.

Snowshoeing: Offered daily mid-December - March. Trail passes are included in your overnight stay, rentals are additional and can be found at the Activity Center. Some trails are pet-friendly!

Spa + Salon: Looking to get away and relax while on vacation? Our full service spa + salon takes appointments daily for all your relaxation and rejuvenation needs. Appointments can be made online or by calling 802.483.2311 and can be made from 9:00 AM - 2:00 PM Daily.

Tennis: Located just down from the Tavern Terrace. Balls and rackets are available on a first-come basis at the South Porch of the Main Lodge. The Court is also first-come, first-served and included in your resort fee.

Resort Guest House Phone Directory

To call a Guest House from your Lodge Room, dial 8 & the number. To call a Guest Home from another Guest Home, use the full number listed below.

To call a Guest Room from a Guest Home, dial the Front Desk for assistance.

49er ... 802.483.6519
Bergamot ... 802.725.8092
Brookside North ... 802.725.8081
Brookside Upper ... 802.483.2980
Campion ... 802.662.4413
Cloud 9 ... 802.483.6917
Deer Run ... 802.725.8107
Dewberry ... 802.725.8371
Foley Farmhouse ... 802.725.8537
Four Pines ... 802.725.8237
Fox Hollow ... 802.725.8258
Grand Vista ... 802.725.8039
Greystone ... 802.483.9189
(The) Jewel ... 802.483.6747

Lakeview Lodge ... 802.483.6241
Long View Barn ... 802.725.8150
Lost Moose Lodge ... 802.725.8115
Pondview ... 802.725.8075
Rambling Brook ... 802.768.9177
Spruce Ridge ... 802.725.8228
Sunrise Retreat... 802.725.8550
Timbers ... 802.725.8185
Trillium ... 802.725.8369
Waterside ... 802.725.8311
White Birch ... 802.725.8188
Wintergreen North ... 802.483.9153
Wintergreen South ... 802.483.9155
Woodlands ... 802.417.3088

In House Calls

For Guest Room to Guest Room calls, simply dial the room number from your Guest Room phone.

For other calls, dial the numbers below for In-House Departments and our 4 Resort Cabins.

Front Desk ... 520
Activities ... 536
Restaurant/Tavern ... 511
Floral ... 525
Spa + Salon ... 524

Saddle A ... 130
Saddle B ... 131
Saddle C ... 132
Saddle D ... 133

Area Shopping & Cultural Activities

Killington & Pico Mountain	(Killington)	802.422.3333
Chaffee Center for Visual Arts	(Rutland)	802.775.0356
Green Mountain Rock Climbing Center	(Rutland)	802.773.3343
Hathaway Farm Corn Maze	(Rutland)	802.775.2624
Long Trail Brewery	(Bridgewater)	802.672.5011
Billings Farm & Museum	(Woodstock)	802.457.6663
Baird Maple Farm	(North Chittenden)	802.558.8443
Foley Brothers Brewery	(Brandon)	802.465.8413
Quechee Gorge & State Park	(Quechee)	802.295.2990
Simon Pearce Hand Blown Glass	(Quechee)	802.295.1470
Woodstock Llama Treks	(Woodstock)	802.788.5117
Dog Mountain / Stephen Huneck Gallery	(St. Johnsbury)	800.449.2580
VINS Nature Center	(Quechee)	802.359.5000
UVM Morgan Horse Farm	(Middlebury)	802.388.2011
Frog Hollow VT State Craft Center	(Middlebury)	802.388.3177
Otter Creek Brewing	(Middlebury)	800.388.0727
Robert Todd Lincoln's Hildene	(Manchester)	802.362.1788
Rutland Beer Works	(Rutland)	802.772.7687
Rutland Farmer's Market	(Rutland)	802.417.8661
Manchester Designer Outlets	(Manchester)	
Bennington Museum	(Bennington)	802.447.1571
Bennington Historic Potters Yard	(Manchester)	802.863.2221
Southern Vermont Arts Center	(Manchester)	802.362.1405
Calvin Coolidge State Historic Site	(Plymouth Notch)	802.828.3211
Weston Playhouse	(Weston)	802.824.8167
Vermont Country Store	(Middlebury)	802.403.2224
Okemo Ski Resort & Summer Adventure Zone	(Ludlow)	802.228.4041
Stonehenge Indoor Golf	(Rutland)	802.779.9595
Wonderfeet Museum	(Rutland)	802.282.2678

Area Churches

Immaculate Heart of Mary	18 Lincoln Road, Rutland	802.775.0846
Christ the King Parish	66 St. Main Street, Rutland	802.773.6820
St. Peters	134 Convent Avenue, Rutland	802.775.1994
First Baptist Church	81 Center Street, Rutland	802.773.8010
Lutheran Good Shepherd	Hillside Road, Rutland	802.773.9659
Church of the Wildwood	247 Holden Road, Chittenden	802.483.2909
United Methodist	71 Williams Street, Rutland	802.773.2460
Episcopal Trinity	85 West Street, Rutland	802.775.4368
Unitarian Universalist	117 West Street, Rutland	802.775.0850
Jewish Synagogue - USCJ	96 Grove Steet, Rutland	802.773.3455

Liability for Loss Statement

Vermont

9 VSA § 3141

§ 3141. Liability for Loss

If an innkeeper or hotel owner provides a safe in his inn or hotel for the safe-keeping of money, jewelry, and valuable papers and articles belonging to the guests of such inn or hotel and gives notice thereof by posting in a conspicuous place in the office and public parlors of such inn or hotel the fact that such safe is provided in which such property may be deposited, and a guest neglects to deliver or deposit therein any such property to the person apparently in charge of the office, such innkeeper or hotel keeper shall not be liable for the loss of any such property sustained by such guests, unless such loss occurs through want of ordinary care and diligence of such innkeeper or hotel keeper.

§ 3142. Limitation on Liability

No recovery in excess of \$300.00 for loss of personal property shall be had by any guest of a hotel or inn, unless at the time of becoming such guest notice is given by such guest to the proprietor of such hotel or inn that the value of the property deposited by such guests is in excess of the sum of \$300.00 with a statement of the value of such property and an offer to pay whatever sum may be required by such proprietor as compensation for the care of such property to be deposited.

§ 3143. Loss of Samples, Apparel, Baggage; Loss by Fire or Force

- (a) An innkeeper or hotel keeper shall not be liable for loss of damage to articles known or used as "samples," unless such loss occurs through want of ordinary care and diligence of such innkeeper or hotel keeper.
- (b) An innkeeper or hotel keeper shall not be liable to a guest for the loss of wearing apparel or personal baggage unless such loss occurs through want of ordinary care and diligence of such innkeeper or hotel keeper.
- (c) An innkeeper or hotel keeper shall not be liable for loss in case of fire or overwhelming force where such innkeeper or hotel keeper has exercised ordinary and reasonable care in the custody of the baggage or other property of the guest.