

## IMPORTANT INFORMATION

### PREPARING FOR YOUR STAY AT THE PINES 2022

We are looking forward to welcoming you to The Pines Cottage Resort for your upcoming stay. Please take a look through the following document as there are a few areas to take note of as we adjust our policies and procedures post Covid. Throughout the pandemic we had to alter our operations and are thrilled to do away with some of those procedures, reinstate others as well as adopt some of those changes for the long haul.

#### POST COVID UPDATES:

##### **Disinfecting**

- We will no longer be providing disinfecting products and welcome guests to bring along their own should they choose.

##### **Payment**

- Credit Cards will be the only form of payment we will be accepting going forward as we move to our online token system permanently.

##### **Check in and Check Out Procedures**

- We are going to continue with our check in time of 4pm. This just gives us a little extra wiggle room to make sure your cabins are thoroughly cleaned before arrival.
- Check out time will remain at 10am or earlier.
- Guests are to find a staff member before entering their cabin to confirm their arrival
- Guest Registration Forms will be left in the cabin for guests to complete and return to the office.
- Covid screening questionnaires are no longer required.

##### **Dishware**

- We plan to return dishware to the cabins. We are hoping this will be one less thing guests have to pack as well as cut down on the amount of garbage with disposable dishes. We will be streamlining what we put in the cabin to one dish set per person.

##### **Blankets**

- We are going to continue to ask our guests to bring their own blankets or sleeping bags. We are unable to launder blankets and quilts between each guest use from a cost and wear perspective and figure the best solution is for guest to bring their own. We will continue to provide the linens and bath towels outlined below.
- We will make exceptions for out of country guests and provide you with bedding during your stay.

### **Wifi Room**

- Cabin #10 has been completely rebuilt and we now have a small Wifi room that guests can access again for business use and checking in on emails. This room is no longer a social meeting spot and meant for brief internet access only as to not disturb guests staying in cabin 10.
- The Wifi can also be accessed outside the office on the chairs and benches provided.

### **Campfires**

- We are leaving our second campfire in place to allow more space for guests to gather and enjoy a camp fire together.
- We are asking that guests continue to bring their own roasting sticks.

### **Programming**

- We are happy to announce that summer programming is back in place. We will continue to do an outdoor movie for the kids, a kid's craft and The Pines favourite ice cream social every week during the summer.

### **Pets**

- We have raised our daily pet rate to \$25 per pet. Pets significantly prolong our cleaning routine. It is important that pets stay off the furniture to assist with effectively cleaning the cabins. Drop cloths are to be used on the furniture and will be made available, please ask if you'd like some. **Please note: we reserve the right to refuse your pet if you are not following our pet waiver protocol.**

## **CHECK-IN/CHECK OUT PROCEDURES**

In an effort to make our check in procedures as smooth and as efficient as possible we will be ensuring we have an updated credit card on file before your arrival. If we need an updated card we will provide you with instruction where to go onto our website where you can securely enter your credit card into our system. This is the credit that we will use and charge for your stay on arrival. We will only be accepting credit card payments going forward.

**Check in time will remain at 4pm. Please do not arrive early unless previous arrangement have been made with management.** You may wish to enjoy downtown or go for a hike if you arrive early. Staff will not be available to assist guest until after 4pm and no bathroom will be available until you're able to enter your cabin. **Please respect check in/out times, as we require this time to do a thorough cleaning between bookings.**

Guests are to find a staff member before entering their cabin to make sure it is cleaned and ready to do so. We will provide you with a quick tour outdoors if necessary and then show you to your cabin. Cars are to be parked down in the parking lot and the luggage carts can be used to bring your belongings to your cabin. An information pack and keys will be placed in the cabin.

Upon arrival you will also find a **Guest Waiver and Pet Waiver (if applicable)** in your cabin. **You are to read and sign these immediately and return to the box outside the office.** The Guest Waiver will outline our policies while staying at The Pines. We also request all guests names staying in the cabins so we can get to know you during the week and for emergency purposes.

**The credit card on file will be charged upon check in** and an invoice will be sent to your email address. If you are looking to rebook for 2023 please see management prior to your departure confirm your reservation. A \$350 deposit will be required at the time of booking to confirm weekly reservations and a 1 night deposit for shorter stays.

If you intend to have any friends of family visit with you for the day you need to have consent from the office before doing so.

**Check out time is 10am or earlier.** Please return your cabin to the state in which you found it. There is a procedure posted on the fridge. Laundry bags are provided for you to bag up laundry and leave on your deck. Please notify a staff member once you have vacated your cabin. Please leave the key in your cabin and the door unlocked.

**Cabins that are not left in an acceptable condition will be subject to an additional \$200 damage deposit at check out.**

## WHAT YOU WILL FIND IN THE CABINS

- **Linens & Towels:** sheets, mattress pads, pillows, pillow protectors and cases, bath, hand and kitchen towels, face and dish cloths and oven mitts. We will provide you with one set that is to last you for the duration of your stay. Please feel free to bring more towels if you require.
- **Dishware:** dinner plates, side plates, platter, bowls, cutlery, glasses, mugs, wine glasses.
- **Kitchenware and appliances:** pots, pans, cookie sheet, cake pan, cutting board, knives, ladle, wooden spoons, whisk, spatula, peeler, lighter, scissors, tongs, flipper, serving spoon, cork screw, can opener, milk jug, juice jug, measuring cups, mixing bowls, ice cube trays, fat can, kettle, strainer, grater, dish rack, stove, microwave, fridge/freezer, toaster, coffee maker, fly swatter, fan, recycling box, fire extinguisher, flashlight.
- **Cleaning Supplies:** hand soap, dish soap, all-purpose cleaner, glass cleaner, toilet bowl cleaner and garbage bags.
- **BBQs** and propane on each cabin porch.

## WHAT WE REQUEST THAT YOU BRING

- **Your own blankets, comforter/quilt/duvets or sleeping bags.**
- As usual, guests are responsible for their **body soap, shampoo, toiletries and beach towels. We will be providing hand soap for the bathroom.**
- **Specialty kitchen items – blender, crock pot, food processor etc.**
- **Roasting sticks**
- **Groceries – don't forget saran wrap, tin foil, S&P, paper towel, scouring pads/sponge**
- **Extra Fans:** We will provide one per cabin. Please note that none of the cabin are equipped with A/C but can cool off in the lake!
- **Games or outdoor gear (bikes, fishing rods, etc)**
- **Bug Protection.** We would suggest bug spray, jackets, AfterBite, Reactine etc depending on what season you are staying with us.
- Some guests have chosen to bring a stand along canopy or screened in tent to put on their deck to provide some shade or shelter from the rain.

If you have any questions or concerns about your stay before your arrival please feel free to contact us.

Looking forward to welcoming you.

Kind regards,

The Pines Cottage Resort