



# News from the Lodge



Spring, 2017

*All the News that's fit to Point. . . .*

...by Richard Hill

*We're Going to Have to Change the...*

## **EASTER WEEKEND SCHEDULE**

I brought up this topic in the last issue, but more of the people affected will be seeing the Spring version, so we'll go into more depth, here.

The problem is caused by two factors, first, the Easter celebration is tied to the lunar calendar (Easter is the first Monday, after the first full moon, after the Spring Equinox), so it can be on *any* of the Mondays, for up to *five weeks* after March 21st. The second factor is that we are not a big place, we're booked up every weekend and almost all the Mondays during that time of year. So when the three day Easter weekend jumps a month and lands on a different weekend, all the people that have the Monday following get their stays shortened, and some people have been trying to get those Mondays for a long time. That also leaves all the Mondays of the *previous* Easter empty, because Easter has moved away from that weekend.

Not to mention the *entire weekend* that is picked up and moved to make room for Easter. You can imagine the trouble this causes for people wanting to re-book and plan their stays when this situation is spread over a five week period. I won't go into detail about *all* the various problems that arise, because this is only a four page newsletter.

For years the office has been doing their best to accommodate the situation. I'm sure many of you reading this have had a stay moved or shortened by a day or been offered a Monday for '*this year only*' or warned about a move next year or some such thing. The office staff did a very good job of making the best of it, but now that we are busy almost all the time during the Spring, and after watching another seasons stressful discussions, I decided that we had to make a change so we're not negatively affecting so many guests.

Any change will affect some people, and there will have to be adjustments made, and some people may not be happy at the start, but we are going to have to stop the practice of giving the three day Easter weekend the special privilege of being able to move around and displace other guests.

We don't do it for other holidays or religious observances, so at the end of the day it's the fairest way to treat as many guests as possible.

(See 'Easter' pg. 3)

*Our Guest Always Seem to Enjoy the...*

## **UPGRADE UPDATE:**

*...or 'what are you changing around here now?'*

To start with, I think I'll follow up on last issues column, which contained a lot of guesswork on what we *hoped* to get done during the annual winter 'maintenance shutdown' week.

The baseboard heat and new carpet are both a very welcome addition to the Rumpus Room, the new thermostat valves are working great on the grill, the new 'vegetable box' is finished, (should be on the back steps by the time you read this) and the Rustic Beach cabins will have their new 'easy clean' floors and bonus ceramic tile hearths this season. Eve's cabin got brand new windows and vapour seal in the crawlspace, the lounge floor got a new coat of finish, the office hallway got 'trimmed out' and the desk got a new 'credenza' (more coming!). Something you'll feel but probably never see; the Hot Tub was completely re-plumbed and refurbished. Plus, with the addition of wheels and 'flex hoses' we can now get behind the big kitchen ranges to clean them more easily! (See photo)

So, pretty much everything we planned to do, in addition to the other mountain of routine stuff that keeps the Housekeeping, Kitchen and Dining Room crews hopping for that very busy week, got done!



This season, other than the 'Pool Valve' project, the focus is going to be mainly on reorganizing and streamlining our existing systems. We'll be getting the maintenance areas lean and specialized, with the tools and parts we need, where we need them and not underneath a bunch of old oil-fired water heater parts, that we don't even use here, anymore.

Keep your eyes peeled for little improvements, like kayak racks and lower pool ladders, but the main events will (*hopefully!*) be behind the scenes this season. This will result in faster and better responses to the little things that unavoidably need attention in a place like this.

As always, if there is something (*reasonable*) you'd really like to see improved here, please ask me.



## Glenn and Mary Anne... ...Say 'Hi' to Everyone!

Many of you will remember Glenn and Mary Anne Lamberton. MA, as she is lovingly know by the kitchen crew, worked there for 16 years and Glenn was the 'man of the evening' for 18 years.

Well, that obviously makes them experts in the hospitality field, so it's no wonder that they chose to come here for their anniversary. (*ha ha*)

They've visited us fairly regularly, individually, but it was nice to see them together, hanging out, having breakfast, etc. It was fun to watch the other guests asking Glenn when he was bringing the cookies out, etc.

There are all settled in, doing well, happy and healthy down Victoria way and promised me they won't be strangers.

Glenn approved of his successor, Kim Hansen, so all is well. We hope to see them again, soon.

*A few more details on the looming...*

## Destination Marketing Fee!

Also know as a 'Hotel Tax', also know as '*what the heck is this extra charge for??*'.

Basically, since you're in the Cowichan Region, we need to charge you extra, to pay somebody to let you know that you should go and visit the Cowichan Region. However, I suppose if we tried to charge people outside the region, so we could convince them to come *to* the region, they'd ask "where's that?"

A few more details have surfaced since the last issue. We now know that the tax won't be imposed until October, and it will probably be 2% of your accommodation bill.

That *most likely* won't result in a full 2% tax here, because the rate we charge is a combination of room and meals. Our present, provincial hotel tax is calculated this way, only the room itself is taxed.

I haven't got this finalized and cast in stone yet, but there is a provincial precedent set, so I would expect that we will end up charging less than 2%.

I'll ask if we can waive the tax if you all just phone a couple of friends and tell them to come here, but I wouldn't count on it.



## Breaking Band..

While he's pretty hip already, my friend John is having work done on his hip so I'm afraid the music schedule will be uncertain through the spring. Just ask the office about your weekend and they should have the info.

## Final Installment: THE GENERATOR SAGA:

*Part 8: Making New Friends,  
Stimulating the Economy.*



Jake and Pat place the new, final, last ever generator in place this Winter.

Regular readers of this newsletter, (*or, if you just picked one up a couple of years ago*) will know that we had more than an issue or two getting the proper emergency backup electrical generator in place for our needs. Well, I'd like to wrap this saga up by saying that the tests are in and the one we have in place now is more than up to the job.

We ran a full test this winter and am happy to report that when the power is out, while the ambiance in the lounge, dinning room and guest rooms will still be the same (*ie: dark*) we will have power to the following services: the septic pumps and walk in cooler, hallway lights, office computer, coffee machine and grinder, power bar and area lights for the kitchen, and, yes, the dishwasher and all important power hog, the *booster heater*.

We met a lot of nice new people during the course of this adventure, like the neighbour who bought the new/old generator, learned a lot of stuff and stimulated the local economy. All of which will probably guarantee that the power will never go out again. You can thank me later.



Hopefully obviously, this is the 'Don't' photo.

## WOOD BURNING STOVES: *Do's and Don'ts*

They basically boil down to this: we *do* want you to enjoy a cozy cabin and we *don't* want you to burn anything other than the wood and paper provided (*including the cabin*). This means intentionally, or *especially* accidentally. The 'do's' are all listed on the stove lighting instructions in your cabin, except for us asking you to please familiarize yourself with the fire extinguisher; the 'don'ts' include:

We've noticed some people stacking or storing things on top of the stoves, burning trash or plastic in the unit, drying wood out by putting it on top of the stove and then leaving the cabin, and probably the thing that we really *don't* want you to do most of all is leaving the cabin with the *stove door open!* I realize that sometimes the best way to get the fire 'really going' is to have the door open a bit, but please *don't ever* leave the cabin, for any length of time, with the stove like that. Just let us know if you're having problems with the stove or the wood and we'll fix it.



*A Little Background  
on Our*  
**Memorial  
Chair Program**

Whenever I get lots of questions on the same topic, I figure it's time for a little article on it.

The memorial chairs are an adaptation of the classic 'memorial bench' program, suggested by Cathy, in the office. Lots of our guests want to have their friends and family remembered, but the place was starting to look like English Bay.

We need lots of chairs, and our guests really like the big, oversized Adirondack style models that Lance produces.

So, if you have someone you'd like remembered, the 'no-markup' cost for a finished chair with a 2" x 7" cast (not 'engraved') bronze plaque is \$450, installed. (this is for your info, not a sales pitch)

Leave a message for me at the office, and I'll contact you. You can actually fit quite a bit of text on the plaque and the resulting piece is a nice chair, that our guests really enjoy, with a subtle and tasteful memorial on the back brace.

(**'Easter'** cont. from page 1)

My proposal to the office was to have Easter on the actual Easter weekend this year, (*April 14th, 2017*) and do the regular 'move' to the actual Easter weekend *next year (March 30, 2018)*. It would then stay there for 2019 and *from then on*.

We know there will be problems making this adjustment for some or our guests. There will be those who want to be *here* on Easter but its *not* their weekend and with people who want to be *home* on Easter but it *is* their weekend, some folks that could only come on the Monday because it was a holiday and things like that. I certainly don't feel good about any of this and am apologizing for an difficulties this is going to cause.

However, with two years to get things straightened out for what will boil down to **one** weekends worth of adjustments, that will then be *finished*, I had to make the call that that I felt would be *less trouble for fewer people* than trying to make the same adjustments, over a **five** week period on an ongoing basis.

Please don't think this was a 'snap' decision, as we have been agonizing over this for quite some time. The office will be able to explain things to you, but if you have any problems or would like to register a complaint, please do it with me, directly, as it was my decision that I felt was in the best interest of most guests.

*What's the Deal with...*

## THE FREIGHTERS IN THE CHANNEL?



Hopefully, by the time you read this, you'll be asking "what freighters", but all Winter there have been anywhere from one to six big boats anchored in Trincomali Channel, over by Valdes Island. This has been going on for years, but has been worse, this year. The spots are designated overflow anchorages for Vancouver Harbour and Roberts Bank. Our theory is that with the bankruptcy of Hanjin in 2016, there are fewer spots available, so the 'overflows' get filled up sooner. They aren't noisy or anything, but don't really 'fit in'. They shouldn't be here forever, and are hopefully gone now.

**YELLOW  
POINT LODGE**

- \* Tranquil atmosphere
- \* Salt water pool (100 x 200 ft.)
- \* Lodge rooms and Rustic cabins
- \* 2 mile sea front
- \* Country style meals (American Plan)
- \* Many activities to choose from
- \* 175 acres of undisturbed forest
- \* Spacious lounge

**Ladysmith**  
**245-4252**  
75 miles north of Victoria

*I've Started Running  
Advertisements because...*  
**I Can't Think of  
Anything Else!**

So, what does that mean? I suppose that without going into the really tiny details of the operation, like, we're trying new sausages for breakfast, or the Housekeeping golf carts are going to have their canvas walls repaired (*both true!*), at the moment, thankfully and 'touch wood' we aren't dealing with a lot of ground breaking change and turmoil that I have to keep you informed about, at least not as of press time.

I'm not *really* running the advertisement at the left, because you're already here. (*please see related article on 'Hotel Tax'*) But if we're talking about change, or the lack of it, the ad, which actually ran in the 1960's speaks to the fact that we take a bit of pride in not changing things too much. Most of the features are the same as they are today, except for the phone number and 'Imperial' measurements.

The guests that have been coming here for years obviously are okay with the way things are done, and most of the new people are happy with the 'old school' approach as well.

So for years our philosophy has been, and will continue, to be along the lines of: "This place isn't for everybody, but the people that like it, *really* like it, so we'll look after them. If it's not for you, that's fine, you're free to go and pay too much, somewhere else."

Please interpret this as meaning we really enjoy and have come to love our guests so we wouldn't want to do anything that would make them want to go somewhere else. Regular guests are why I have a place to live and a job.

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## New Guest Information:

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### ...on reserving and re-booking.

**Re-Booking Your Room:** In order to support as many of our guests who wish to be regular guests as possible, our reservation system only works for a period of **one year** in advance of today's date. So if you want to come at the same time, year to year (*for whatever reason, and we hope you do*) you can, because nobody can book 14 months ahead, and take your spot.

**Getting Your Own Reservation:** We have tried, and it is nearly impossible to maintain a regular 'Waiting List' because there are too many different dates and accommodation types.

If you're in someone else's spot (ie: *holding a friend's reservation for them*) we will be re-booking the spot for them, but you can ask them to put a '*would like another reservation*' request on their reservation, so if we get a cancellation we call them and can get you in.

If you call the office and we don't have the room you'd like, it's suggested that you book whatever we have and ask that a '*would like upgrade*' be noted. If a better room comes available, you'll have a chance at it, depending on who requested an upgrade first.

Try calling us two weeks ahead of your preferred date, that is when lots of people cancel because they can still get their deposits refunded if they give us that much notice.

Don't forget to check the website for our 'post it note' vacancy page, at [yellowpointlodge.com](http://yellowpointlodge.com) and keep your eye on our Facebook page, as well.

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### ...and on more general policies.

**Cellphones and Laptops:** are fine anywhere *except*, at the request of a lot of guests, in **the main lounge and dining room**. The lobby is fine, and the downstairs lounge is encouraged. However 'E-readers' and 'tablets' are okay in the big, main room (*they're more discrete*). We don't have wi-fi, and probably never will.

**Drinking in the Hot Tub:** is a big health and safety risk, and, I'm afraid has to be on our 'strictly prohibited' list. This is for everyone's well being. Please enjoy beverages before or after, but not *during* your visit to the hot tub.

**Really general policies:** are probably defined as 'the Golden Rule'. We don't have a ton of specific rules around here, (*exception: above*) and since we seem to attract a fairly well behaved, top quality group of guests, rules and regulations are seldom an issue. We like people to have all the fun they want (*hence the sprung dance floor*) but not at the expense of the other guests ability to relax and enjoy themselves.

## F.A.Q.

### ...frequently avoided questions

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#### How come I can't bring my own wine into the lounge or dining room?

Basically, it's because we have a liquor licence. We are permitted to sell alcoholic beverages to our guests for their enjoyment in our public areas, but if you wish to furnish your own drinks, they'll have to be enjoyed in the comfort, or Spartan surroundings, of your room or cabin. We are not participating in the 'corkage' program, due to the difficulty of monitoring and the fact that our liquor pricing 'mark-up' policy is very modest.

#### Why are you so particular about what my special diet is?

Firstly, if you have a serious allergy or medical condition, we want to make absolutely certain that we get it right. Secondly, one way that we maintain our fairly reasonable rates is by serving our meals 'banquet' or 'boy scout camp' style. If you have a serious dietary condition or are a committed vegetarian, for example, our staff will do everything possible to accommodate you. On the other hand, if your diet is optional, or a preference it makes it a lot harder on the kitchen. The bottom line is: if you've told us you don't eat pork, then order bacon, we will gently ask you to reconsider your dietary request.

#### What's the deal with live music here?

The owner of the lodge, Richard Hill (*me*) played a lot of music earlier in life and has some talented neighbourhood friends. On most Friday nights there is an informal 'acoustic jam' in the lobby and, on Saturdays at 9:00 a swinging, vintage styled, rock 'n' roll dance party (*complete with trophy*) in the main lounge (*always done by 11:00*). However, sometimes my friends have an 'off site' gig with their Beatles tribute band, the Deafaid, so I can't guarantee music every weekend.

On any day of the week, any guest who entertains the other guests with any form of musical talent, will receive at least one complimentary beverage. I always said "*If I ever get to be the boss, I'm going to give the band free drinks!*"

#### Do you mind if I feed the dogs?

Since three out of the four dogs are so tiny, and the fourth one is a junior, we kindly request that, no matter how 'persuasive' (*ie: mooch-happy little bums*) they are, please don't ever feed the dogs even the tiniest little bite. They really add up (*one little bite X 95 guests = puppy cardiac*) and most of the snacks that they would mooch off of you are not healthy for them, at all. They get fed plenty at home, no matter what they tell you.

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