



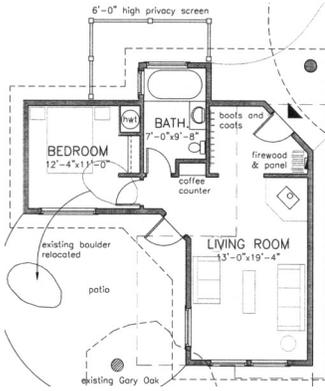
# News from the Lodge



Autumn 2019

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

...by Richard Hill



## It's Time for A... NEW CABIN UPDATE:

You saw the little floor plan at left in the last issue. We now have working drawings that won't look too interesting in a newsletter, but I did pull out one of the

'elevations' or 'artist conceptions' to add to this issue.

It may appear a little flat and boring in the diagram to the right, but please

picture the flat room with all kinds of lovely native vegetation growing from it. We

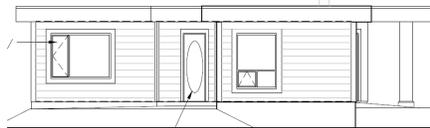
are going to feature 'green roofs' on the new units that will really help them blend into the environment while sequestering harmful CO<sub>2</sub> and providing life giving oxygen to all the little woodland creatures.

The 'elevation' looks like a rectangle, but please have a look at the floorplan at the top of the page, the front door opens up onto a little patio that will be flanked by the living and bed rooms on either side.

As of press time, the existing 'Millie's' cabin was mostly down and being dismantled in pieces to preserve and re-use as much of the material as possible and also avoiding the traumatic and noisy apparition of a big excavator crushing and smashing a quaint landmark that has been here since most of *you* have been. It was built in the mid-60's for the then head cook, Millie Hogg to live in, which she did, for nearly 50 years.

The project will be a bit more extensive that it may first appear since the power, water and drainage systems, all the way up to and including Three Oaks have to be either upgraded or installed as new.

Since it's early on, I'm not going to hazard a guess at the completion date. There are still third parties that can influence the calendar. However, with Lance on the project, it'll be as on time and budget as possible. Our first 'new' accommodation since 1998.



Why are we so 'particular' about...

## Exceptions to Our Policies?

I'm sure that some of you have been in the position of having a schedule conflict with your reservation, a friend coming from out of town who would like to visit or something you would like us to do that is a bit outside of our rules, and we've said no.

It may have seemed to you that we were being unreasonable, not considering how long you've been coming here or being 'intransigent' when it would be easy to make *one little* exception.

The difficulty arises because we are actually not that big of an operation, have very little vacancy and a lot of people asking for exceptions.

With our small size and large number of guests, we simply must have certain guidelines and, like it or not, rules that we need to ask the office to follow in order to keep things as fair as possible for everybody.

There are a lot of people who have had their name in for an upgrade, an extension to their stay or an extra room for someone, for a long time. If I get a request to allow someone to send substitutes, miss a year and re-book or anything that is outside our guidelines, it is unfair to the many others who have been waiting patiently for their upgrade or extension.

Basically, if we have a rule and have asked *some people* to follow it, we have to ask *everybody* to follow it.

Imagine this scenario; on one hand, you are the person who wants to miss two years in a row and keep your spot, no big deal, right? However, what if you are the person who has been waiting for an extension or extra room for years and we come along and let someone bump in front of you in line for no apparent good reason? You would rightfully, not be too happy.

Some people appeal to me with a statement like "*But we've been coming for 15 years*" well, more than likely, the people who will be put out by the exception have been coming for that long, or longer.

Sorry if we sometimes seem stuffy about the rules, but the only way to be as fair as possible to everyone is if we all play by the same ones.



*Let's get this over with quickly....*

## Rate Increase Reminder

I know this topic was presented in the last issue but it is significant and I don't want anyone to be surprised, since we're not able to give our 'one year notice' this time.

So in a nutshell, due to the transfer of medical insurance premiums to employers, fairly frequent and rapid increases in the minimum wage and, increased staff cost from these two factors and the extra work required after the big December storm, our room rates will be increasing on:

**January 2nd, 2020 by Five Dollars (\$5.00) Canadian, per person, per night.**

I realize that we just had an increase in 2018, but food is up too and we don't want to cut back on that now do we? I hope that most of you feel the same way that a lot of our guests who discuss this with me do, which is that with what is included, the lodge is still a pretty good value for your hard earned vacation dollar.

Thank you in advance for your understanding, please realize that we do not take this lightly at all.

*Let's Have all the Bad News in the Left Hand Page....*

## LIABILITY WAIVERS COMING!

It was over a year ago (*Summer, 2018*) that I mentioned in this newsletter that the insurance company's 'loss prevention people' were coming for a look around. Well they didn't find much to worry about. 1) "Move that box from in front of the electrical panel" (*done*), 2) "Put a fire extinguisher in the gym" (*no woodstove, that's why we didn't have one, but okay*) and, here's the problem one, 3) "We need to have your guests sign waivers if they are going to be using any of your stuff." (*yikes, how do we make this not ridiculous and onerous?*)

After consultation with our attorney, (*Brenda, a guest*), we came up with a 'mini-waiver' that will fit on the back of the guest folio you sign when you check in. So, now, thanks to the big mean world catching up with us, when you check in and sign the front of your folio, we will be asking you to flip it over and sign the back, after reading the four point font, that we used to refer to as micro-film.

I know it raises the specter of the nasty, litigious 'modern world' finding us and making us jump through all their black hoops as if people here were a huge irresponsible risk, but we have to have insurance and they say we have to have waivers before they'll give it to us.

We will be doing our best to make the process as unobtrusive as possible, and I don't see too much else changing, at least on that front, for awhile. Sorry!

## Okay, Still Bad News, But Not as Bad... Massage Rates Increasing Slightly

Isn't this just the funnest newsletter you've read lately? I didn't think so. Anyway, our rates for a one-hour massage are currently \$80.00, well below the industry average. Since we don't charge as much commission as your usual resort (*since we're not*) our practitioners have been roughly on the same playing field as their colleagues.

However, the average has gone up a bit and in order to keep providing the same top-quality service that you've become accustomed to, we need to make sure that our people are at least doing as well as they could elsewhere.

So, instead of \$110 and up, like most places, our rate for a full, one-hour massage, provided by a Registered Massage Therapist (R.M.T.) will be increasing by \$10.00 to \$90.00, starting on October 1st.

Hopefully, the outside world will leave us alone for awhile, after the next article.....



*Long time guests and FOYPS Ed and Anne Nelson, purchase the first McEwans after their return to the shelves.*

*There's Only a Little Bad News With This Article, Then We're Done!....*

## Liquor Situation Resolution In The Works!

Why am I referring to 'bad news' in an article about the resolution of the on-going 'kerfuffle' we've been having with the liquor license?

Well, in order to resolve the situation, there has to be a couple of changes.

We were originally granted a 'Food Primary' license in 1984, because the meals were included and everybody was eating, so that license was okay. However, now they say that since we don't have food available during our entire 'liquor available' time period (*the fruit bowl doesn't count, apparently*) we need to have a new, 'Liquor Primary' license, so we can sell you a glass of house wine after dinner, which I am in the process of applying for.

The upside of this is that the Rumpus Room, Lobby and seating and eating areas will all be fully licensed at all times of the day.

Here's the bad news: the downside is that anybody under 19 must leave these licensed areas after 10:00 P.M. (*probably not a huge ordeal*) and, this is the big one, we will no longer be permitted to allow guests to store their alcoholic beverages in the common area 'guest fridge' in the hallway. I know, I know.....it has caused *so* much trouble.

I'm not sure what, if any, mitigating situation we can put in place for your convenience, the rules with these people are very cut and dried, but stay tuned and I'll keep you informed of *every* and *anything* we can do.



Okay, the Right Hand Page can be a  
Little Happier....

## Storm Cleanup Update



As most of you know, Thursday, December 20th, 2018 is not a date that we will be forgetting around here anytime

soon. Anyone who's been for a walk has seen the extent of the damage. While a lot has been done to clean up, our very hot and dry Spring season caused us to have to call off the concentrated effort early, hence the large amount of work that still needs to be done.

All the logs that we were going to sell 'off site' are already gone (*see photo*) and once the weather gets a little wetter, we'll get back to business picking up the shorter and smaller logs that you see lying around, mainly on the driveway, that will be milled down by our friend, Bill, and used as lovely feature timbers in the new cabins we are building over by the Boathouse. (*see article, page 1*)



In addition to cleaning up and utilizing the remaining logs, we will also be focusing on removing and mulching a large portion of the branches and twigs that are littering the grounds and only really serve as a fire hazard and are referred to in the business as the 'fuel load' of a given forest.

We had an extra young man on with the maintenance crew this last Spring (*Ben, whose Mom, Tanya, worked here as a teenager in the old dining pavilion during the 1986 re-build*), and he will be returning next season to really add to the effort of getting everything looking better and being safer. He's a big fella.

There will be a bit of wood brought in for use in the fireplaces and woodstoves and anything else that is punky, or not accessible will be left in the forest to decay back as a 'nurse log' and provide nourishment for the future generation of trees that now have a chance to flourish.

These efforts, along with the natural re-growth and in-filling that will occur in the coming months should provide a much more picturesque and relaxing landscape for you next year!



## Short and Snappy News Tidbit Turbo Thrillride!™



### New Van Driving Accountant....



Tom may not look too thrilled about obtaining his 'Class 4' license, so he can drive our shuttle van, but he's actually almost having as much fun picking up and dropping off our guests as he is navigating our exciting accounting system. Another new face to watch for at your local terminal soon, will be Blake, the new fellow in the maintenance department. They're both nice guys and not strangers anymore, so it's okay to get in the van with them.

### New Home for 'Bubble Toes'...

Jenni looks pretty happy upstairs in the Crow's Nest where she presently performs her Manicure and Pedicure service, but she's usually pretty happy wherever she is. That's why Tom's idea of moving our Accounting / World Corporate Headquarters office from the existing massage cabin ('Meditation Cottage, beside Madrona) and converting the existing office into the 'Spa Central', with ocean views for both the mani/pedi and massage patrons, was okay with her. This might wait until the new cabins are finished, but stay tuned, we may perform this move in stages.



### Pickle-Ball Has Arrived...



...and without the civil unrest that I feared. In fact, the two tribes have been cooperating side by side. There has even been a convert from a tennis club (*to remain nameless*). Bring your paddles or sign ours out! But bring them back, or else, Cha-ching!

### Why This Picture...

...of a boring couch and cushion? Because I took it to our new upholstery guy to match fabrics as we begin to re-furbish some of the pieces in the lounge that are starting to look a little care worn. Whooo!



### What the heck....



...is this contraption? It's destined to soon become the sweet new heat exchanger for the main fireplace that will hopefully recover some of the heat that the (*dumb*) doors block. Fewer trees going up the chimney sounds good to me.

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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 two out of the three dogs are so tiny, and the fourth one is a muffin hunter, 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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