



For The Time Being...



Summer, 2020

Special Rules and Procedures During our 'Covid' Phase...

Vol. I, Issue *hopefully* 1

Welcome Back!

With all the changes, cancellations and extra expenses that are going to be featured in this unfortunately necessary publication, I felt it was important to say 'Welcome Back!', first, with real, heartfelt appreciation! You have no idea how strange it feels to be here without any people around.

Our guests are our reason for being and our guests are the only things that are going to keep us here in the future. We have always believed this, but the last few months have made it even more clear.

Please understand that any changes to service or hospitality that are outlined here were considered very carefully with the ultimate aim being for us to be able to re-open as safely and simply as possible in order to break even, at a minimum, so we can carry on. Once a little time has passed and we have gotten our footing, more of what you have come to expect here will be re-introduced, with the goal being to return to what we called 'normal' and makes so many of you nice people want to come and stay here.

Again, our sincere welcome to you on your return, our thanks for putting your trust in our ability, and your cooperation with our goal, which is to keep you as safe as possible, so we can welcome you back, again!

Let's Get This Over With First...

COVID PUT THE RATES UP

Most of you will know that the rates were scheduled to go up modestly on January 1st, 2021. It probably goes without saying that this pandemic has thrown a lot of our plans out the window. After being closed for over three months, with a whole bunch of new protocols in place and only being allowed to run half full, we have no choice but to increase our rates to a point where we can be viable and still hopefully provide some holiday value. So, unfortunately....

Effective Immediately:

All room rates have been increased by \$7.00 CA, (seven dollars) per person, per night.

I hope you all know that I don't like doing this, it is simply a function of the harsh new reality we face in order to be here for you, next time. Sorry.

While We're Still Being Serious...

Some Important Safety Considerations:

Let's face it, a lot of our guests are not kids. While this can make for interesting crowds with lots of life experience, it also puts a lot of us in the 'high risk' category for the more serious complications of Covid-19.

Therefore, in the early stages of re-opening, we are going to treat this in a way that might appear overly serious and restrictive. While last year the lodge might have looked like a going concern, without a care, we are *now* in the business of getting high risk people to travel and gather, which has to be done very carefully, to say the least.

So, Please observe the following guidelines:

Maintain Your Distance: This has proven to be the most effective measure we can take to prevent the spread. If a fellow guest is not in your 'bubble' of personal contacts, please keep the standard *two meter* distance from them. If this distance must be reduced, please *wear a mask*.

Don't move the furniture around to get closer, it has all been carefully spaced. We are also not able to offer books, games or puzzles now, so, please bring your own.

No one is permitted, to go directly to their room or cabin before checking in at the office. *Arrival time* is now **4:00**. These days, our Housekeepers have a lot more to do.

If you appear unwell, we will request that you permit a temperature check. If you are not well, you shouldn't be traveling and going out in public in the first place. If this is a cause for concern for staff or fellow guests, you should expect to be politely *asked to return home* until you are better. This might seem extreme. However, in addition to the physical safety of everyone, it is very important to maintain the confidence of our guests and staff that we are taking all reasonable precautions to keep them healthy.

Please Don't Be Upset, that some of our facilities and services are not available at this time. With the restrictions on the number of people in a 'gathering' we need the Rumpus Room for furniture storage as well as staff isolation, washrooms and daily temperature checks.

Table tennis and 'public access' puzzles are not good activities these days anyway, the Shuttle van would be too crowded, our gym is very small and the Hot Tub isn't two meters across either. These are not available.

We will be bringing all these features back, as well as Cutter trips, as safety permits. In the meantime, there's still tennis, pickle ball, bikes, kayaks, hiking...and wine!



Let's Go Over Some...

Office Procedure Concerns:

This 'newsletter' will be available online, so just because you're reading it doesn't automatically mean that you're at the lodge and got one when you checked in.

Incidentally, when you do check in and receive one of these, we're asking you to check a little box on your folio that says you received, and will read and follow it. That's how important your safety is to us.

So, if you're here, you probably know this stuff, but don't skip it, because you checked the box that said you'd read it, but it's mainly to do with reservation details before you arrive. Anyway, here goes:

Please confirm your numbers. Because of our meal service, they are considered 'events' and we have to stick to 50 people, maximum. It is important for our viability that we don't go much below this number and it is important for regulatory and safety concerns that we don't go *above* this number. *Number = important.*

Therefore, when you are speaking to our office and confirming your arrival, you need to arrive with the same number of guests that you confirmed. If you show up with fewer people, that is bad for us, and if you show up with more, that could be bad for everybody.

If you missed your stay on account of we were closed, your reservation, along with your deposit, has been transferred ahead to 2021. Just by the luck of the calendar, next years dates are a bit different (*later*) than usual, so please check your confirmation when it arrives.

Due to the way things are, we are not going to be offering deductions for missed meals, '*for the time being*'. We are running very close to the wire, financially, and the daily rate is for everything we offer, paid up property tax included. The local restaurants are running at limited capacity at the moment, anyway. Sorry for this.

The Rustic Cabins are closed, for several reasons.

1) We are restricted to a lower number of guests and, in plain terms, we couldn't break even if most of our guests were in our lowest priced accommodation. 2) Due to the capacity limit imposed on us, we had to find a way to decide who would be invited and who wouldn't, that was fair and didn't involve 'choosing' or anything arbitrary. 3) The shared washrooms make any kind of 'social distancing' difficult, if not impossible. We are also required to provide a place for staff to be able to shower and change clothes, to be compliant with Worksafe BC. 4) The private and 'stand alone' accommodation provides much better opportunities for guests to relax, read and socialize within their bubbles, without pushing the distancing limits of our newly restricted public areas. I know some people would spend a day in a Field Cabin, but by the end of the week the novelty would be gone.

But Wait! There's...

More Stupid Changes!

Hey, we're not done yet! However, on the bright side, this is only a one page newsletter.

Worksafe BC guidelines don't permit our Housekeeping staff to go into your room during your stay. If you require anything like new towels or a bed change we will have to ask you to request it from the office. You can call us at (250) 245 -7422.

Our maintenance crew has the same restrictions, so the firewood box on your deck will be filled up, but not the one that's inside your cabin. Sorry; rules. Likewise, if you have any maintenance issues, we will have to ask you to report them to the office and we will have to coordinate with you as to when the repair can be done. You'll have to vacate the place for an hour before we are even permitted to go in. Not convenient, I know.

I've always maintained, and this proves, that the symptoms of Covid-19 include a dry cough, nausea, headache and a *huge pain in the rear end.*

...And Finally,

On Check-Out Day.

We will need you to have vacated your room by **11:00 AM.** As previously mentioned, the rules and regulations around housekeeping procedures are a lot more comprehensive, for the time being.

Please leave your door and a window open. This turns the air in the room over much faster and assists greatly with our interpretation of one of the guidelines. When you leave, don't close the door, thanks.

Place your towels and facecloths in the pillow case provided. If you're feeling really helpful, you could put your sheets and pillow slips in there, too, but we're not officially asking people to do that.

Don't forget your pillow, that we asked you to bring when we confirmed your reservation. It means we don't have to store them separately for days between use and saves a lot of time and effort, thanks again, and **Thanks for Everything!** This situation has not been fun or easy for anyone and we really appreciate all the help and cooperation that I feel safe in predicting we will receive from you, our guests, who constantly prove to me what nice people you are. It is great to be back doing what we're used to doing. **Welcome back!**

Note: Because Burt Brooks is from Seattle and not able to attend this year, his 'consecutive attendance' record, started in 1954 *still stands.* We're just going to pretend this year didn't happen.