



## Welcome Back to your Happy Place...Soon!

We are re-opening the Resort on June 1<sup>st</sup> with strict safety protocols in place. Thank you for your support, patience, and flexibility as we adapt to an ever-evolving situation.

As we prepare to re-open our resort, the health of our staff, guests, and community remains a top priority. We're taking steps to avoid any transmission risks associated with COVID-19 as we take all necessary safety precautions that adhere to the B.C. Government cleaning recommendations and WorkSafe B.C. protocols. We want to ensure that your Crystal Cove experience is a safe and memorable one when you come back to your Happy Place!

### New safety measures at the cove

- The office is open daily from 8:30am to 8:00pm. You can reach us by calling 250-725-4213, or by using our text messaging system.
- Experience our new virtual check-in and check out services. Or, you can check in and out at the office if you prefer (more information provided with your booking confirmation).
- Only 2 guests are allowed in the office area at a time. We ask that only 1 family member represent your party unless you have small children in your care. Please stand directly in front of the plexiglass barriers. Also, no pets are allowed in the office at this time.
- The Coffee Bar is open for Starbucks Speciality Drinks, Frappuccinos and baked goods daily from 8:30am to 1:00pm. Only 2 guests are allowed in the Coffee Bar area at a time. We ask that only 1 family member represent your party unless you have small children with you. Please stand directly in front of the plexiglass barriers and on the tape marks on the floor to maintain the proper distance. Unfortunately, due to Covid-19 we cannot offer our complimentary guest coffee station at this time.

- Our Kids play park, RV guest showerhouse, washrooms and laundry facilities are temporarily closed until further notice.
- Your RV needs to be fully self contained with a functioning washroom.
- Please bring your own DVD's, books, games, beach toys, or beach chairs, as our communal amenities and retail items are currently unavailable.
- Our main gate will remain closed 24/7. Only registered guests will have the gate code for access to the resort.
- To minimize contact with our cabin guests, we will continue to use our linen and towels exchange program. Firewood delivery and garbage pick-up will be done twice daily. We will not enter your cabin unless it is an emergency.
- Firewood and Ice is available for purchase and can be billed to the credit card on file at the office.
- Many Tofino businesses have adapted their services in light of COVID-19. To support local, find operating hours and shopping procedures online:

<https://tourismtofino.com/news/2020/03/17/covid-19-tofino-business-modifications-closures/>

- Check-out is safe and convenient! Just call us 250-725-4213, or text us using our text messaging system. Simply leave your keys behind and we will email your receipt!

**Thank you for helping us to keep the Covid curve flat here on the west coast!**

I would also like to thank our crew members that stayed on with us and worked very hard through this entire closure to ensure the resort is in pristine condition for when you come back.

We very much missed you our loyal guests and we truly cannot wait for you to return to your "Happy Place" this summer.

Sincerely.

J.J. Belanger  
The Big Kahuna