



Welcome Back to your Happy Place!

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

As we welcome you back to the 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 exceed the BCCDC 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 8:00am to 10:00pm. 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 8:00am 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 is open. This area is use at your own risk as we cannot sanitize the equipment. Signs are up reminding you of social distancing and to wash your hands before and after use. There is also a hand sanitizer dispenser at the garbage can.
- Our newly renovated showerhouse and washroom are now open and being cleaned and sanitized 3 times daily. We cannot clean it overnight so use is at your own risk.
- Our guest laundry is now open and cleaned 3 times daily. Inside you'll find a spray bottle of sanitizer. We ask the you wipe your touchpoints before and after use and use at own risk.
- Please bring your own DVD's, books, games, beach toys, or beach chairs, as our communal amenities and retail items are currently unavailable.
- 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 our entire closure to ensure the resort is in pristine condition for when you come back.

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

Sincerely.

J.J. Belanger
The Big Kahuna