



**Crystal Cove**

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BEACH RESORT

**Guest Directory**

August 2020



## **COVID-19 GENERAL INFORMATION**

**At all times you must maintain a physical distance of two metres from others including guests, employees and dogs.**

COVID-19 is spread through large liquid droplets when a person infected with COVID-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed. COVID-19 is not transmitted through particles in the air and is not something that can enter the body through the skin.

The symptoms of COVID-19 are similar to other respiratory illnesses, including the flu and the common cold. These symptoms include cough, sneezing, fever, sore throat and difficulty breathing. People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

People who are contacts of a confirmed COVID-19 case, meaning they have been or could have been exposed to the virus, but do not have symptoms, are required to self-isolate. Self-isolation means staying home and avoiding situations where you could come in contact with others. Isolated individuals may NOT use any common areas or implements, including ice or pop machines, shared laundry facilities.

You must stay at home and self quarantine for 14 days if you are sick to avoid spreading illness to others.

Practice diligent hand hygiene at all times by washing with plain soap and water for at least 20 seconds.

Practice cough etiquette by coughing into your elbow or covering your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of used tissues and wash your hands.

Do not touch your eyes, nose or mouth with unwashed hands. Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.



## **GUEST INFORMATION**

The following items are available at the office upon request:

Maps, brochures for area services and activities, ice, laundry soap, firewood and logs, extra packages of coffee, tea and toiletry items. Some items may require a deposit or charge. We also have a list of kitchen items (list posted inside your rental unit) that can be picked up from the office, subject to availability.

### **BEAN AT THE COVE COFFEE BAR HOURS ARE:**

September to June: 8:30am to 1:00pm 7 days a week

July and August: 8:00am to 1:00pm 7 days a week

### **CHECK-IN / CHECK-OUT**

Office hours: September to June 8:30am to 10:00pm

July and August 8:00am to 10:00pm

Check-in time begins at 4:00pm and check-out time is 10:00am. Sorry, we are unable to accommodate late check-outs or early check-ins.

### **MAIN GATE**

The front gate closes nightly at 11:00pm. It automatically opens when exiting the property and the code to re-enter is provided on check-in. Please contact the office if you do not have the gate code.

### **HOUSEKEEPING**

We offer a modified housekeeping service to allow for your uninterrupted privacy.

If you require fresh towels or linens, place the items in the marked bin and set it on the deck before 1:00pm. If you require, extra toilet paper & paper towels are under kitchen and bathroom sink. Place the empty tubes, wrappers or a note in the bin to have extras delivered.

### **HEATING**

All cabins have a thermostat on the wall of each room that can be adjusted. Cabin 1 to 24 and 50 to 52 have in-floor heating which can be adjusted by pressing the up and down arrows on the thermostat; changes take several hours to be noticeable.

### **TELEVISION OPTIONS**

Turn the TV on by pressing the power button on the small remote. For cable, press 'input' or 'source' and choose 'HMD1, HMD2 or HMD3'. To move through channels, use the long remote and press 'guide'. The DVD player is located inside your TV. Use the small remote, press 'input' or 'source' and choose 'DVD'.

### **INTERNET**

We are fully wireless throughout the resort; each cabin has its own network. The password is on the back of your cabin key. Please be aware that due to our remote location, the internet may at times be slower than what you are used to, especially during peak times.



## **GUEST INFORMATION continued**

### **RECYCLING**

The white plastic bin outside the front door is provided for your recycling needs. See the reference sheet for a full list of recyclable items. Please put all other garbage outside, in the garbage can provided, before the pickup time of 3:00pm.

### **CLEANING CHARGE**

Please ensure that you leave the kitchen in the same state as when you arrived by washing and drying all items for the next guests use. Should you leave the kitchen cleaning up to us, a minimum cleaning charge of \$40.00 will be posted to your account.

### **RUNNING WATER**

In Tofino, we are privileged to have access to the purest waters on Vancouver Island, coming from Meares Island. So, yes, the water is drinkable out of the tap.

### **QUIET TIME**

We have a reputation for being a tranquil resort. Therefore, we strictly enforce a quiet time of 11:00pm throughout the entire resort for the benefit of all guests. During the day, please be considerate of your neighbors; the CD players are meant for indoor use.

### **HIGH CHAIRS / PLAYPENS**

Highchairs and playpens are provided free of charge and are available from the office.

### **ACCESSIBILITY INFO - MOBILITY NEEDS**

Grab bars for bathrooms are available upon request at the office. Ramps are available for the following cabins: 1, 4, 5, 6, 12, 13, 14, 15, 16, 17, 18 and 19. Please contact the office for recommendations on accessible trails, tours and restaurants.

### **LAUNDRY**

A coin-operated laundromat is located at the guest shower house; washers and dryers each take 3 one-dollar coins per cycle. Soap, dryer sheets, and change (for cash) are all available from the office.

### **DOG OWNERS**

Please refrain from using Crystal Cove's white bath towels to wipe off your pet; extra pet towels are available from the office. Please keep your pets off the furniture and use our dog blanket to keep cabins hair free. Please keep your pets on a leash, pick up after them, and do not leave them unattended at any time. A fresh water dog wash is available at the beach access between Cabins 1 and 10. Dog poop bags are available at each garbage station.

### **MESSAGES**

There are no phones in the cabins, but you can always contact us through our 'virtual concierge' with any questions or requests that you may have. Just send us a text to 236-361-8111 and we will be happy to assist you.



## **GUEST INFORMATION continued**

### **FIRST AID**

First aid supplies are available at the office. In case of emergency please call 9-1-1.

### **POP MACHINE / ICE**

There is a pop machine outside the office and complimentary bags of ice are available outside the office.

### **ENVIRONMENTAL CLEANING FEE**

We are proud to offer a smoke free environment. An environmental cleaning fee of \$250 will be applied to your credit card for any cabin requiring treatment due to smoking. Three cigarette butt containers are located throughout the property as part of the Surfrider Foundation's "Hold On To Your Butt" program. (1 by the playground and 2 by the beach access)

### **FORGOT SOMETHING?**

Please contact our office should you require any of the following: razors, shaving cream, toothpaste, toothbrush.

### **GIFT ITEMS**

We carry a small selection of gift items such as logoware, magnets, hats, glassware, and mini log cabins. For these and other requests please visit the office.

### **LOST AND FOUND**

If you require assistance, please contact the office. After hours, please leave a message and we will return your call. Lost and found items are being kept for 30 days and can be sent through Purolator.

### **PARKING**

Parking for 1 vehicle is available at your cabin. Please park additional vehicles near the office or shower house to allow access for emergency vehicles.

### **RESORT EMPLOYEES**

Resort employees, while on duty, will be identified by uniform, or nametag.

### **SECURITY INSTRUCTIONS**

Do not leave valuables inside parked vehicles — lock your vehicle.

Do not reveal your name or cabin number to strangers.

Never discuss plans for staying away from the resort in front of strangers.

If you notice anything of a suspicious or alarming nature, please contact the office immediately.

Name tag and/or uniform identify resort employees. Please verify identity before admitting anyone to your cabin.



## **BBQ & FIREPLACE INFORMATION**

BBQ utensils are in the kitchen, BBQ brush is inside the BBQ, and the lighter is in the utensil drawer. If you run out of propane, please notify the office; we have full propane tanks and will deliver another tank to your cabin.

### **BBQ LIGHTING INSTRUCTIONS**

- Open lid before lighting & remove BBQ brush.
- Set control knobs to “OFF” and turn on the gas supply (cylinder valve).
- To light burner with a match or BBQ lighter (in utensil drawer):
- To light BBQ lighter, push top button forward and pull trigger (or use lit match).
- Insert BBQ lighter through lighting hole located at the bottom right of the grill housing.
- Push and turn right control knob to “HIGH”. Burner should ignite within 5 seconds.
- After the right burner is lit, push and turn left control knob to “HIGH”. Left burner will ignite automatically. After cooking, turn BBQ on high for a few minutes to burn off debris.
- TO SHUT DOWN:
- Turn off cylinder valve. Turn control knobs to “OFF”. Please put cover back on after it is cool.

### **FIREPLACE INSTRUCTIONS**

- Chop several pieces of wood into kindling (small section of approximately 2” in diameter). A hatchet is supplied in the wood box on the deck; please chop wood outside.
- Open a window to create an air draft. Ensure the grate in the fireplace is set as far back as possible. If there isn’t a grate, your fireplace doesn’t require one.
- Crumple up some newspaper and place on the grate in the fireplace.
- Use kindling to build a small log house six or eight pieces high on top of the newspaper.
- Take another piece of crumpled newspaper, light it and hold it up into the flue. This will tell you if the flue is open as well as heat the flue, which will create a draft.
- Light opposite ends of the crumpled paper on the grate.
- Once the kindling is burning rapidly, continue to place some of the smaller wood that you initially chopped in a crisscross fashion, allowing separation between the pieces of wood.
- As very hot coals develop, more wood can be placed on the fire; however, it is very important that the wood remains chopped in small pieces.
- If you are using a fire log and wish to place wood on top, wait until the log has flames and is burning efficiently then proceed to place small chopped pieces of wood on top.
- When retiring for the evening or going out, please take larger pieces of wood off the fire and push to the sides or back, away from the heat and flames.

One complimentary firewood bundle will be delivered twice daily to your cabin at 9am and 3pm, as long as there is not a bundle in the wood box. If you are staying in one of our Rainforest cabins (30-36), you can collect your two complimentary bundles daily at the office.

Please note we are in a temperate rain forest and the wood may be damp. If you are planning to have a fire please bring some wood inside to dry.



## RECYCLING INFORMATION

Please place recycling in the bin provided on the outside deck. Newspapers, mixed paper, & cardboard can be bundled separately inside the bin for pick up.

	YES	NO
<b>HOUSEHOLD</b> -Mixed paper, newspaper -Envelopes, brochures, paper bags, fiber egg cartons, household cardboard	Make sure paper is clean & dry	Soiled newspaper, books, paper laminated with foil
<b>BOXES</b> -Cardboard packing boxes, liquor boxes, shipment boxes, etc.	Make sure it is clean and dry with staples removed	Plastic/Styro, waxed or coated boxes, tape, staples, or cardboard, soiled pizza boxes, paper contaminated with food
<b>RIGID PLASTICS</b> -Milk jugs, product packaging, etc.	Clean, free of any food waste or residue, dry. Flatten if possible. No plastic from hazardous materials or products	No Styrofoam. Must not have paper, cardboard or cardboard attached. No take-out food lids
<b>MILK &amp; JUICE CARTONS</b> -Coated paper type	Empty, rinse, flatten	
<b>METALS</b> -Household metals, tin cans, etc.	Clean, remove labels, free of any food waste or residue, dry	No metal pots, foil, butter or cigarette wrappings, foil yogurt lids or other metal products
<b>GLASS</b> -Juice, liquor, pop, food jar	Clean or rinse, empty, lids off	Glass other than drink bottles is not part of the recycling program in Tofino. No food jars.
<b>TETRA PACKS</b> -Juice, milk, soy & rice milk	Empty, rinse, flatten	



## LOCAL NUMBERS

### AIRLINES

- Pacific Coastal ..... 1-800-663-2872
- Harbour Air ..... 1-800-665-0212
- Tofino Air ..... 1-250-725-4454
- Atleo River Air ..... 1-250-725-2205

### BANKS & BANKING MACHINES

- CIBC ..... 250-725-3321
- Coastal Community Credit Union ..... 250-725-2399
- ATM Machines - Live to Surf, Coop Grocery, Coop Gas

### BUS DEPOT

- Vancouver Island Connector ..... 1-866-986-3466

### FIRE / POLICE / AMBULANCE ..... 911

- RCMP Tofino ..... 250-725-3242
- Bylaw Enforcement ..... 250-266-1674

### HOSPITALS + MEDICAL CLINIC

- Tonquin Medical Clinic ..... 250-725-3282
- Tofino General Hospital ..... 250-725-4010

### HOUSES OF WORSHIP

- St. Columba (Anglican/United) ..... 250-725-3635
- St. Francis of Assisi (Catholic) ..... 250-726-4225
- Tofino Bible Fellowship (Non-Denominational) ..... 250-725-2412

### MISCELLANEOUS

- Tofino Chamber of Commerce ..... 250-725-3153
- Tourism Tofino ..... 250-725-3414
- Drive BC Road Conditions ..... 1-800-550-4997

### TAXI/RIDE SHARE/LIMOUSINE

- Tofino Taxi ..... 250-725-3333
- Whistle Rideshare ..... 778-770-1110
- Pacific Rim Navigators ..... 250-725-8393





## THINGS TO DO

### FISHING LICENSES

Freshwater licenses: online at [www.fishing.gov.bc.ca](http://www.fishing.gov.bc.ca)

Saltwater licenses: <https://recfish-pechesportive.dfo-mpo.gc.ca/nrls-sndpp/index-eng.cfm>

Method Marine

380 Main Street ..... 250-725-3251

Clayoquot Ventures Tofino Fishing

561 Campbell Street ..... 250-725-2700

### HIKING / WALKING TRAILS

There are a number of trails in Tofino, Ucluelet, and the Pacific Rim National Park. Please ask at the office for a map of trails in the area.

There is a multi-use path beside the highway, running from the Cox Bay Visitor Info Centre all the way into Tofino, that is pedestrian / bicycle friendly.

For local activities please see the Tofino Time magazine or go to [www.tourismtofino.com](http://www.tourismtofino.com).

### GROCERIES/LIQUOR

- Tofino Co-op Food Store  
140 1st Street ..... 250-725-3226
- Gaia Grocery  
150 4th Street ..... 250-725-0237
- Beaches Grocery  
1180 Highway 4 ..... 250-725-2237
- L.A. Grocery  
131 1st Street ..... 250-725-4251
- BC Liquor Store  
328 Neill Street ..... 250-725-3722
- The Maq Cold Beer, Wine & Spirits  
120 1st Street ..... 800-665-3199
- Tofino Brewing Co.  
691 Industrial Way ..... 250-725-2899
- Tofino Craft Distillery  
681G Industrial Way ..... 250-725-2182



### EMERGENCY CONTACT NUMBERS

- In case of emergency please call **911** for fire, police, or ambulance.
- The Tofino General Hospital is at 261 Neill Street. Go to the highway, turn left and go into town. Turn left on 1st Street. Go up 1 block and turn right on Neill Street.

Search and Rescue (Coast Guard) ..... 1-800-567-5111  
 Tsunami, earthquake, flood, dangerous goods spill ..... 1-800-663-3456  
 Poison control ..... 1-800-567-8911

Non-emergency numbers:	Tofino:	Ucluelet:
Police	250-725-3242	250-726-7773
Ambulance	250-725-2252	250-725-2252
Hospital	250-725-4010	
Medical Clinic	250-725-3282	250-726-4443
Pharmacy	250-725-3101	250-726-2733
District of Tofino By-Law	250-266-1674	
Taxi	250-725-3333	
BC Ferries	1-888-223-3779	
Pacific Rim National Park	250-726-4212	
DFO Pacific Region Tofino office	250-725-3500	

- For red tide warnings or closures (Region 1) please contact the DFO Pacific Region Office at 270 Main Street, or visit [www.dfo-mpo.gc.ca](http://www.dfo-mpo.gc.ca)
- For national and world news please tune in to CBC radio 1 at 91.5FM or [www.cbc.ca](http://www.cbc.ca)
- For provincial road conditions and weather updates visit [www.drivebc.ca](http://www.drivebc.ca)



## EMERGENCY PROCEDURES

### EARTHQUAKE:

- If you are inside, stay inside.
- Take cover under a heavy table, desk or any solid furniture and hold on.
- If you can't get under something strong, or if you are in a hallway, flatten yourself or crouch against an interior wall. Avoid doorways; doors may slam shut and cause injuries.
- Stay away from windows, glass partitions, mirrors, fireplaces, bookcases, tall furniture and light fixtures. In an earthquake you could be hurt by shattered glass or heavy objects thrown around by the shaking.
- If you are outside, stay outside.
- Go to an open area away from buildings.
- Stay away from windows, buildings (or any other structure that could collapse), overhead wires, downed electrical wires, power lines, and telephone poles.
- Remember that broken gas mains and fallen chimneys can cause fires. Downed power lines and broken water mains can also cause problems. Stay at least 10 meters away from downed power lines.

### TSUNAMI ALERT:

- Tsunami watch: prepare for a possible evacuation from low-lying areas
- Tsunami **warning or advisory**: immediately evacuate from coastal areas and get to higher ground.

**IF THERE IS A LARGE, STRONG EARTHQUAKE, THAT IS THE WARNING.  
DON'T WAIT FOR ANY OTHER ALERT, HEAD TO TOFINO COMMUNITY CENTRE.**

Tsunami information: 1-800-663-3546

West Coast Tsunami warning center: <https://ptwc.weather.gov/>

**The District of Tofino conducts monthly testing of the Cox Bay and North and Mid-Chesterman Beach outdoor warning sirens (a.k.a. tsunami sirens) on the first Friday of each month at 11:00 am.**



## EVACUATION ROUTE

- **HEAD EAST** ON CEDARWOOD PL. TOWARD HELLESEN DR. 500m
- **TURN RIGHT** ON HELLESEN DR. 120m
- **TURN LEFT** ONTO PACIFIC RIM HWY (BC-4 W) 3.4km
- **TURN LEFT** ONTO 1<sup>st</sup> ST. 350m
- **TURN LEFT** ONTO ARNET RD. 160m
- **DESTINATION = TOFINO COMMUNITY CENTRE**

### Crystal Cove Safety Information



Please report emergencies to the Office at 250-725-4213. Call 911 for Police, Fire or Ambulance.



After-hours Security can be contacted at 250-726-6538. During the daytime, please contact the Office.



First Aid supplies and a defibrillator are located in the Office. Please notify Crystal Cove staff of any medical emergency.



If you feel the ground shaking, DROP, COVER & HOLD ON. Seek shelter under sturdy furniture or near an interior wall. Only move outside once the shaking has stopped. Once outdoors, avoid tall structures such as buildings, trees and power lines. Do not re-enter buildings. Always assume a tsunami will follow an earthquake.



In the event of a tsunami, staff will notify all guests. You may hear the tsunami warning sirens, located on the beaches of Tofino. Please follow instructions from staff; they will direct you to the Reception Centre located at Community Hall (directions on the reverse side).



Please report any wildlife activity to the Office. Tips on avoiding interactions with local wildlife are on the left-hand side. Please remember we share this area with many other animals.



Guests with disabilities are encouraged to inform the Office should they require special help during an emergency.



Please contact the Office should you have any questions about safety at the Cove. We will be happy to address any concerns to make your stay with us relaxing and enjoyable.



## **INNKEEPERS ACT**

### HOTEL KEEPERS ACT

Extract from R.S.B.C 2003, Chapter 7

#### LIMITATION OF LIABILITY FOR PROPERTY OF GUEST

- 3.(1) No innkeeper is liable to make good to a guest loss of or injury to goods or property brought to the inn, except if the goods or property have been
- (a) stolen, lost or injured through the willful act, default or neglect of the innkeeper or the innkeeper's servant or
  - (b) deposited expressly for safe custody with the innkeeper, except that in case of the deposit the innkeeper may require as a condition of liability that the goods or property be deposited in a box or other receptacle, fastened and sealed by the person depositing the goods or property.
- (2) If the vehicle of a guest has been delivered to the custody of the innkeeper or the innkeeper's servant expressly for storage or parking in a place specifically reserved and designated by the innkeeper for the storing or parking of vehicles, the liability of the innkeeper is that of a bailee for reward.

#### NOTICE OF LAW TO BE CONSPICUOUSLY POSTED IN ROOMS OF INN

- 5.(1) Every innkeeper must keep conspicuously posted in the office and public rooms and in every bedroom in the inn a copy of section 3, printed in plain type.
- (2) An innkeeper is entitled to the benefit of section 3 for the goods or property brought to the inn only while the copies are posted.

#### EXPULSION OF UNDESIRABLES

- 6.(1) In this section, "disturbance" means a disturbance of the peace of an occupant of an inn by fighting, screaming, shouting, singing, or otherwise causing loud noise in the inn.
- (2) An innkeeper or an innkeeper's representative, must request that a person who is causing a disturbance
- (a) desist, and
  - (b) if the person fails to desist or again causes a disturbance, leave the inn immediately unless the innkeeper or the innkeeper's representative believes on reasonable grounds that there is a risk of harm to the innkeeper or the innkeeper's representative by making the request.
- (3) If an innkeeper or an innkeeper's representative believes on reasonable grounds that there is a risk of harm to the innkeeper or innkeeper's representative by making the request under subsection (2), the innkeeper or innkeeper's representative must request that a peace officer make the request under that subsection.
- (4) A person who fails to comply with a request under subsection (2) commits an offence and is liable on conviction to a fine of not more than \$2,000.
- (5) An innkeeper or an innkeeper's representative who fails to make a request required under subsection (2) or (3), as applicable, commits an offence and is liable on conviction to a fine of not more than 2,000.



## **INNKEEPERS ACT continued**

### CRIMINAL CODE OF CANADA:

FRAUDULENTLY OBTAINING FOOD, BEVERAGE OR ACCOMMODATION/Presumption/  
Definition of “cheque”

- 364.(1) Everyone who fraudulently obtains food, a beverage or accommodation at any place that is in the business of providing those things is guilty of an offence punishable on summary conviction
- (2) In proceedings under this section, evidence that an accuse obtained food, a beverage or accommodation at a place that is in the business of providing those things and did not pay for it and
- (a) made a false or fictitious show or pretense of having baggage,
  - (b) had any false or pretended baggage,
  - (c) surreptitiously removed or attempted to remove his baggage or any material part of it,
  - (d) absconded or surreptitiously left the premises,
  - (e) knowingly made a false statement to obtain credit or time for payment, or
  - (f) offered a worthless cheque, draft or security in payment for the food, beverage or accommodation, is, in the absence of any evidence to the contrary proof of fraud.
- (3) In this section, “cheque” includes, in addition to its ordinary meaning, a bill of exchange drawn on any institution that makes it a business practice to honour bills of exchange or any particular kind thereof drawn on it by depositors.

R.S., c. C-34, s. 322; 1994, c. 44, s.23.