



Welcome to your Happy Place, Crystal Cove Beach Resort, I hope you are pleased with your accommodations. Our "Cabin Perfection Guarantee" ensures that your cabin has been fully inspected for cleanliness and you have everything you need to make your stay with us memorable. Should you require anything else, please let any of our team members know and we will do our best to fulfill your needs.

If you are looking for adventure during your stay there are many great local tour operators that offer our guests a discount on a wide variety of lessons, tours and trips tailored to your needs. From whale watching to surf lessons, bear watching, or a helicopter trip around the area, we have all your exciting excursions covered! Please ask one of our team members in the office for information and we will be happy to assist you.

If you require anything or have any comments or suggestions on how we can improve Crystal Cove for you and our future guests, it would be my pleasure to meet with you at any time.

Have an amazing stay.

J.J. Belanger
General Manager
Crystal Cove Beach Resort



GUEST INFORMATION

INTERNET

Each cabin has its own modem. The password is mycrystalcove. 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.

CHECK-IN / CHECK-OUT

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

OFFICE HOURS

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

WE ARE ALWAYS HERE TO HELP

You can always contact the office by text 236-361-8111 or call 250-725-4213 during office hours.

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 or call 911.
- Name tag and/or uniform identify resort employees. Please verify identity before admitting anyone to your cabin.
- If it is past 10pm and you need security, please call **250-726-6538**.

BEAN AT THE COFFEE BAR HOURS ARE:

Spring/Winter & Fall **8:30am to 1:00pm 7 days a week**
Summer **8:00am to 1:00pm 7 days a week**

Closed Christmas Day

HEATING

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



DOG OWNERS

Please refrain from using Crystal Cove's white bath towels to wipe off your pet; use blue towels. Extra blue pet towels are available from the office. Please keep your pets off the furniture and use our dog blanket to keep cabin hair free. Pets must be on a leash on resort property, 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.

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 gray marked bin and set it on the deck before 1:00pm. If you require extra toilet paper, paper towels, etc. please notify the office.

The white plastic bin outside the front door is provided for your recycling needs. A Green compost bucket is under your kitchen sink. See the reference sheet for a full list of recyclable and compostable items. Please put all other garbage outside, in the garbage can provided, before the pickup time of 3:00pm. Please do not leave garbage out after 3pm.

Upon departure, please make sure your dishes are clean and put away. There is a \$40 service fee for dirty dishes.

LAUNDRY

A coin-operated laundromat is located at the guest shower house building; washer and dryer each take 3 one-dollar coins per cycle. Soap, dryer sheets, and change are all available from the office. Unfortunately, we cannot do cash back.

MAIN GATE

The front gate closes nightly at 11:00pm and re-opens at 6:00am. Please contact the office if you do not have the gate code.

BUSINESS SERVICES

Photocopy and fax services are available at the office. Our fax number is 250-725-4219. Local faxes are complimentary; a service charge may apply to long distance and international faxes.

CREDIT PRIVILEGES

We honor the following credit cards: Mastercard, Visa and American Express

CURRENCY EXCHANGE (US Only)

We are pleased to offer an exchange on US dollars. Please contact our office for the exchange rate or for assistance finding local banks.



FIRST AID

First aid supplies are available at the office.

ENVIRONMENTAL CLEANING FEE

We are proud to offer a smoke free environment in our cabins. An environmental cleaning fee of \$250 will be applied to your credit card for any cabin requiring treatment due to smoking. There are ashtrays in the cabin, but please smoke only outside and be 6 meters away from neighboring cabins. Three cigarette butt containers are located throughout the property as part of the Surfrider Foundation's "Hold On To Your Butt" program

RUNNING WATER

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

FORGOT SOMETHING?

Please contact our office should you require any of the following: razors, shaving cream, toothpaste, toothbrush, or extras of any of our supplied items (shampoo, conditioner, lotion, soap, paper products).

AT THE OFFICE

The following complimentary items are at the office. Ice, Fire Starters, tea, coffee packs, sugar, splenda, powdered creamer, toilet paper, paper towel, tissues, aluminum foil, plastic wrap, books and beach chairs, bocce balls, games and DVD's. (First come first serve).

Available to purchase, laundry soap, and firewood,

Available to rent. Beach Fire platforms. Text or call us during office hours for information.

GIFT ITEMS & SNACKS

We carry a selection of gift items such as post cards, hats, shirts, glassware, and mini log cabins. If you have a sweet tooth, we also have Rock Coast chocolates and Ice Cream treats and popsicles available during Office hours.

CABIN STOCKING PROGRAM

Next time you visit Crystal Cove Beach Resort, let us stock the cabin with the food and drinks you love! Give us 72 hours notice, send us a list, and we can take care of what you need based on availability. Contact the Office for more details.



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.

HIGH CHAIRS/ PLAYPENS

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

LOST AND FOUND

If you require assistance, please contact the office from 8:30am to 10:00pm each day. After hours, please leave a message and we will return your call.

MAIL AND PACKAGES

Outgoing mail can be left at the office provided it is already stamped.

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.

POP MACHINE / ICE

There is a pop machine outside the office and ice is available at the office.

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; no loud music at any time.

RESORT EMPLOYEES

Resort employees, while on duty, will be identified by name tag and uniform.

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'.

For Cabins 1,2 & 3, there is a separate DVD player and remote.

WATER CONSUMPTION

Please keep water conservation in mind during the summer months.



LOCAL NUMBERS

AIRLINES

- Pacific Coastal 1-800-663-2872
- Harbour Air 1 866-975-5290
- Tofino Air 250 725 4454

BANKS & BANKING MACHINES

- CIBC
301 Campbell Street 250-725-3321
- Coastal Community Credit Union
390 Main Street 250-725-2399
- ATM Machine - Live to Surf
1184 Pacific Rim Highway

BUS STATION DEPOT

- Tofino Bus (All Island Express)
346 Campbell Street 250-725-2871

FIRE / POLICE / AMBULANCE **911**

- RCMP Tofino
400 Campbell St 250-725-3242

HOSPITALS

- Tofino General
261 Neill Street 250-725-4010

HOUSES OF WORSHIP

- St. Columba (Anglican/United)
110 2nd Street 250-725-3635
- St. Francis of Assisi (Catholic)
441 Main Street 250-726-4225
- Tofino Bible Fellowship (Non-Denominational) 250-725-2412

MISCELLANEOUS

- Tofino Chamber of Commerce 250-725-3153
- Tourism Tofino 1-888-720-3414
- Drive BC Road Conditions 1-800-550-4997

TAXI

- Tofino Taxi 250-725-3333
- Tofino Whistle – download the Whistle app at www.whistle.ca



BBQ INFORMATION

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

BBQ LIGHTING INSTRUCTIONS

- Open lid before lighting & remove BBQ brush if necessary.
- 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 any remaining debris.

TO SHUT DOWN

- Turn off cylinder valve, turn control knobs to "OFF", when the BBQ is cool replace cover.

FIREPLACE INFORMATION

TIPS FOR A SUCCESSFUL FIRE

- Place small wooden fire starter on the grate at the back of the fireplace. Light both ends. Place a log on both sides of fire starter. Once burning, place a log over top of fire starter. Wait until the logs have flames and are properly burning. Add more wood.
- If using a Starter Fire log wrapped in paper, place the starter log on the grate at the very back of the fireplace. Light the paper on the fire log. Wait until the log has flames and is burning efficiently then proceed to place small chopped pieces of wood on top.
- For Proper Ventilation, open *only* the kitchen window.
- 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. Please make sure the wood bin is empty at delivery time as we cannot fit two bundles in the box. If you are staying in a Rainforest cabin (30-36), you can collect your two complimentary bundles daily at the office.



FIRES ON THE BEACH

Fires are allowed on the beach on a fire platform, unless there is a fire ban in place. Please check with the Office to see if fires are allowed. You must use a fire platform, which are available to rent or purchase at the office on a first come, first serve basis. Please note the By-Law Officer do patrol the beach. Fines for fires on the ground are \$200.00.

PROPANE FIRE RINGS

Propane fire rings can be used on the beach. Please note propane fire rings are not allowed on cabin decks, driveways or green spaces.

HOT TUB INSTRUCTIONS

Hot tub instructions and rules are in the back of this binder.



INNER CHEF PROGRAM

Your kitchen has been fully stocked with all of the supplies you need to create memorable meals during your stay.

Should there be an item missing that you need, we have the following *limited* kitchen supplies in our inventory.

The following are available for your stay, just contact the office.

Apple slicer/corer

Bundt pan

Chef knives

Citrus press

Coffee grinder

Crab forks

French press

Rotary Grater

Salad Spinner

Placemats

Slow Cooker

Hand blender

Champagne bucket

Ice cream scoop

Immersion blender

Knife sharpener

Large wok

Measuring cups – dry

Measuring spoons

Blenders

Champagne flutes

Ounce Shot Glass

Oyster Shucker Knife

Pizza Cutter

Rice Cooker

Roasting Pan

Garlic press

Sifter

Fabric Pot Holders

Rolling Pin

Spiralizer

Splatter Screen

Tea Infuser

Microwave Cover

Veggie Steamer

Zester

Meat Thermometer

Muffin Tins



RECYCLING

Please take a few minutes to read over our guidelines

RECYCLING ETIQUETTE

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 |
|--|---|--|
| -Household -Mixed paper including junk mail, - Envelopes, brochures, paper bags, fiber egg cartons, household boxboard | Make sure paper is clean & dry | Sun burnt or soiled newspaper, books, paper laminated with foil |
| -Boxes -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 boxboard, soiled pizza boxes, paper contaminated with food |
| -Rigid Plastics -Milk containers (#2), 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, boxboard or cardboard attached. No take-out food lids |
| -Milk & juice cartons -Coated paper type | Empty, rinse, flatten | |
| -Metals -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 |
| -Glass -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. |
| -Tetra Packs -Juice, milk, soy & rice milk | Empty, rinse, flatten | |



COMPOSTING

When your composting container is full, please close & place it in your recycling bin on the outside deck before 3:00pm for pickup.

| | Yes | No |
|--------------|--|--|
| Vegetables | All raw vegetables & peelings | Cooked vegetables, mashed potatoes, veggie dips or salad dressings |
| Fruits | Raw fruits & peelings | Cooked fruits, pies, or jams, Citrus or citrus peels |
| Coffee / Tea | Coffee grounds & paper filters Tea & tea bags | Synthetic tea bags |
| Meats | None | Cooked or raw meat or bones |
| Fish | None | Cooked or raw fish, skin or carcass |
| Grains | None | Cooked or uncooked grains bread, rice, porridge |
| Eggs | Eggshells | Cooked or raw eggs |

In an effort to turn our gardens into a safer and healthier place for everyone, we have transitioned from using chemical fertilizer to using organic material to treat our soil. Your assistance in composting refuse we can use to build soil is greatly appreciated.



THINGS TO DO

FISHING LICENSES

Freshwater licenses: online at www.fishing.gov.bc.ca

Saltwater licenses: <https://www-ops2.pac.dfo-mpo.gc.ca/nrls-sndpp/index-eng.cfm>

Method Marine

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

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 Pacific Rim National Park all the way into Tofino, that is pedestrian / bicycle friendly.

FESTIVAL AND EVENTS

For more information on these (and other) events please visit www.tourismtofino.com

For local activities please see the Tofino Time magazine or speak to our Office staff.

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.



IF THERE IS A 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 (see map in back pocket).

If there is a large, strong earthquake, that is the warning. Don't wait for any other alert.

Tsunami information: 1-800-663-3546

West Coast Tsunami warning center: wcatwc.arh.noaa.gov



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 |
| 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.pac.dfo-mpo.be.ca

For national and world news please tune in to CBC radio 1 at 91.5FM or www.cbc.ca For provincial road conditions and weather updates visit www.drivebc.ca



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

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 honor 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.