

IMPORTANT INFORMATION
PREPARING FOR YOUR STAY AT THE PINES 2023

We are looking forward to welcoming you to The Pines Cottage Resort for your upcoming stay. Please take a look through the following document as there are a few areas to take note before your arrival.

Please take a close look and what you can expect in the cabin and what you need to bring.

Payment

- Credit Cards will be the only form of payment we will be accepting going forward as we move to our online system permanently. We will reach out to you if your card is expired and provide you with instructions on how to update it. The card you provide us with is what will be charged on arrival.

Check in Procedure

- We are going to continue with our **check in time of 4pm**. This just gives us a little extra wiggle room to make sure your cabins are thoroughly cleaned before arrival. You are welcome to reach out to us or we will contact you if an early arrival is possible.
- Guests are to find a staff member before entering their cabin to confirm their arrival and complete Guest Registration Forms and Pet Waivers. We request all guests' names staying in the cabins so we can get to know you during the week and for emergency purposes.
- If you intend to have any friends or family visit with you for the day you need to have consent from the office before doing so.
- We will provide you with a quick tour outdoors if necessary and then show you to your cabin. Cars are to be parked down in the parking lot and the luggage carts can be used to bring your belongings to your cabin. An information pack and keys will be placed in the cabin.

Check Out Procedure

- **Check out time will remain at 10am or earlier.** Please return your cabin to the state in which you found it. There is a procedure posted on the fridge. Laundry bags are provided for you to bag up laundry and leave on your deck. Please notify a staff member once you have vacated your cabin. Please leave the key in your cabin and the door unlocked.
 - **Cabins that are not left in an acceptable condition will be subject to an additional \$200 damage deposit at check out.**

- If you are looking to rebook for next year please see management prior to your departure confirm your reservation. A \$350 deposit will be required at the time of booking to confirm weekly reservations and a 1 night deposit for shorter stays.
- **Please respect check in/out times, as we require this time to do a thorough cleaning between bookings.**

Blankets

- We are going to continue to ask our guests to bring their own blankets or sleeping bags. We are unable to launder blankets and quilts between each guest use from a cost and wear perspective and figure the best solution is for guest to bring their own. We will continue to provide the linens and bath towels outlined below.
- We will make exceptions for out of country guests and provide you with bedding during your stay.

Wifi Room

- Cabin #10 has been completely rebuilt and will have a small Wifi room that guests can access again for business use and checking in on emails. This room is no longer a social meeting spot and meant for brief internet access only as to not disturb guests staying in cabin 10. This room will be locked in the evening for the respect of guests occupying cabin 10.
- The Wifi can also be accessed outside the office on the chairs and benches provided.
- We are hoping to update our internet services for guests to have access in their cabins however are currently limited by what options are available. We are hoping that Fiber Optics will be here soon.

Campfires

- We are leaving our second campfire in place to allow more space for guests to gather and enjoy a camp fire together.
- We are asking that guests continue to bring their own roasting sticks.

Pets

- Our daily pet rate to \$25 per pet. Pets significantly prolong our cleaning routine. It is important that pets stay off the furniture to assist with effectively cleaning the cabins. Drop cloths are to be used on the furniture and will be made available, please ask if you'd like some. **Please note: we reserve the right to refuse your pet if you are not following our pet waiver protocol.**

Play Structure

- We are excited to share that are getting a new play structure in the Rhubarb Patch park for the kids to enjoy.

WHAT YOU WILL FIND IN THE CABINS

- **Linens & Towels:** sheets, mattress pads, pillows, pillow protectors and cases, bath, hand and kitchen towels, face and dish cloths and oven mitts. We will provide you with one set that is to last you for the duration of your stay. Please feel free to bring more towels if you require.
- **Dishware:** dinner plates, side plates, platter, bowls, cutlery, glasses, mugs, wine glasses.
- **Kitchenware and appliances:** pots, pans, cookie sheet, cake pan, cutting board, knives, ladle, wooden spoons, whisk, spatula, peeler, lighter, scissors, tongs, flipper, serving spoon, cork screw, can opener, milk jug, juice jug, measuring cups, mixing bowls, ice cube trays, fat can, kettle, strainer, grater, dish rack, stove, microwave, fridge/freezer, toaster, coffee maker, fly swatter, fan, recycling box, fire extinguisher, flashlight.
- **Cleaning Supplies:** hand soap, dish soap, all-purpose cleaner, glass cleaner, toilet bowl cleaner and garbage bags.
- **BBQs** and propane on each cabin porch.

WHAT WE REQUEST THAT YOU BRING

- **Your own blankets, comforter/quilt/duvets or sleeping bags.**
- As usual, guests are responsible for their **body soap, shampoo, toiletries and beach towels. We will be providing hand soap for the bathroom.**
- **Specialty kitchen items – blender, crock pot, food processor etc.**
- **Roasting sticks**
- **Groceries – don't forget saran wrap, tin foil, S&P, paper towel, scouring pads/ sponge**
- **Extra Fans:** We will provide one per cabin. Please note that none of the cabin are equipped with A/C but can cool off in the lake!
- **Games or outdoor gear (bikes, fishing rods, etc)**
- **Bug Protection.** We would suggest bug spray, jackets, AfterBite, Reactine etc depending on what season you are staying with us.
- Some guests have chosen to bring a stand along canopy or screened in tent to put on their deck to provide some shade or shelter from the rain.

If you have any questions or concerns about your stay before your arrival please feel free to contact us.

Looking forward to welcoming you.

Kind regards,

The Pines Cottage Resort