

Your Stay at Lodge at Pine Cove

Helping to Relieve Coronavirus Fears

ACCOMMODATION;

All our accommodation at the lodge is in separate, detached cottages. There is no multi-unit accommodation at the lodge. When you stay with us, it is in your own self-contained cottage - you have everything you need to prepare food, sleep, shower, etc. All cottages are well spread apart. There is also a surplus of wonderful fresh air which is a great tonic when you need to relax and get away.....:)

HOUSEKEEPING;

Our cleaning systems are well systemized and have been rigidly adhered to by our Housekeeping staff (HK) for many years. Under the leadership of Courtney Loomis, who has been with HK for 11 years and who helped to shape our response to the virus, the HK team has an outstanding reputation for cleanliness, both with our cottages, the main lodge and our laundry. With this great base as our foundation for sanitation, here are the HK processes that will be in place for your stay;

- 1 All cottages will be surface cleaned, swept and mopped to our regular standard.
- 2 All cottages will then undergo a disinfectant process after a guest leaves and all surfaces normally used will be sprayed, wiped or mopped with a disinfectant solution. We use a hospital grade disinfectant that will kill a virus.
- 3 All door handles, window latches, light switches and other handles will be disinfected daily.
- 4 On request, HK staff will wear masks (we have plenty in stock) and disposable gloves (also in stock) when cleaning your cottage. Please arrange this with the HK. You may contact them with a two way radio from your cottage - we will provide you with a radio on request. If you wish to have HK do the daily tidy, when you are not in your cottage, this can also be arranged. Of course you can always decide not to have a tidy, just hang out the sign provided on your door.
- 5 If you do not want a tidy you may request to have the cottage supplies (Tea, coffee, toilet paper, towels, etc.) delivered to your cottage in a basket.

We will pick-up your used towels and garbage - all of which you may leave outside the cottage.

- 6 All linens, duvet covers, towels, face cloths and bath mats are very well laundered after every guest visit and a disinfectant is used in the laundry process. If you would feel more comfortable bringing your own bedding, please advise the Front Desk and arrange this well in advance, as we schedule all bed set ups ahead of time.
- 7 Main Lodge cleaning is conducted every morning by the HK staff and this season all door handles, light switches and other handles will be wiped with a disinfectant several times daily. The office staff will disinfect the telephones and electronic equipment daily.

Front Desk and Arrival;

Normal check-in will be available as usual.

In case you do not want to come to the Front Desk;
Please call us prior to your arrival and let us know if you will need (not need) assistance with your luggage. We will meet you in the parking lot, the driver of the buggy will have a face mask and disposable gloves. You will not need to come into the lodge and we will take your luggage to your cottage. Check-out can be arranged with the Front Desk by a sanitized two way radio (please request one in advance), from your cottage. We will repeat the process in reverse for you when you leave.

Any further charges you incur at the lodge during your stay we will process on your credit card that you have given us in advance - please make a note give us a credit card number if you paid your deposit by etransfer. We will email you your final invoice showing all the charges.

Food Service;

Food service will be take out, including liquor service and will continue at the lodge (the restaurant will be closed for the time being as per regulations) unless we notify you otherwise. Anyone not wanting food service, of any type, please advise the lodge in advance.

If you wish food delivered to your cottage, which we do as a regular service, here are the services available to you;

- A breakfast hamper is included with your stay, Charcuterie trays and BBQ hampers with an extensive menu of proteins can be ordered from the Front Desk and delivered to you.

- For special events or requests, we can deliver a full dinner to your cottage if arranged well in advance.

If you want to be totally self-contained, please bring a cooler(s) with your own foodstuffs purchased at near your home. During the virus outbreak, it is best you do not shop in the local village of Noelville - after it has receded we hope you do frequent Noelville again. The cottage has everything else you need.

Canoes/Kayaks;

If you wish a canoe or kayak for your stay, please let us know when you make a reservation. We will assign one to you specifically. It will have been thoroughly disinfected. As usual, please bring your own canoes, kayaks, paddles, life jackets, etc if you wish to.

Things You Can Do to Mitigate Virus Infections at Home and at the Lodge

- 1 Wash your hands frequently and well - 20 seconds of washing. There will be an independent, outside hand washing station for you to use upon your arrival.
- 2 Social Distance.
- 3 Cover your mouth and nose if you have to cough or sneeze.
- 4 Take your temperature if you feel slightly 'off' and do not leave your home if you are sick.
- 5 Follow our cleaning protocols above and you will reduce the chance of a virus infection in your home.
- 6 Travel directly from your home to the lodge and do not shop along the way. Take a picnic with you, it is fun, if the restaurants are still closed.

My own view of the disease is that it is here, we will have to learn to live with it and it will likely pass into the background. We should definitely not panic and above all we should follow health protocols and be brave. All the things that happen to us in our lives that seem unfair are often nothing to do with us - bad weather, disease, deaths, losing a job, etc. I always try to look for the good in whatever is happening. Now, with this virus, we can do this by not being afraid, by being prudent and by looking after others, including you, so that your vacation is a really good one - we are proud of our reputation for being a special place to relax in. My mother was a public health nurse in London before the war. She worked in difficult conditions through several epidemics (TB, Cholera and Polio,

to name three). They were part of life for her. Canadians have a great reputation for caring and now is the time for each of us to show this to the fullest through our daily actions towards others.

Alex Strachan

Owner, The Lodge at Pine Cove.