



THE

LODGE

• AT PINE COVE •

**Important Information
About the Lodge**

Making your Reservation

DEPOSIT/CANCELLATION POLICY FOR COTTAGES

We take reservations on a **first-come, first served basis**. Please note that a booking is **not confirmed** until a deposit has been paid. Once your deposit information has been received **AND** processed you will receive a confirmation email. We must ensure this policy is strictly followed to be fair to all our guests

To confirm your reservation, a 50% deposit is required within 48 hours of making the reservation. Failure to submit the deposit within this timeframe will result in the reservation **not being confirmed**. The remaining balance of the reservation amount will be automatically processed **45 days prior to your arrival**. Cancellations made 45 days before the arrival date will incur a \$245.00 fee per cottage, with the balance of your deposit becoming a credit for a future stay within the current or next season. If you cancel less than 45 days before your arrival date, the deposit is non-refundable. Cancellations made less than 45 days before the arrival date are non-refundable. Please note that no refunds will be given for any unused nights in the event of an early departure. We recommend considering travel insurance to protect against unexpected circumstances that may interfere with your plans.

CHANGING CONFIRMED RESERVATION DATES

Please ensure that you are certain of the dates you are reserving. If you request a change in your booking dates, any difference in rate price plus a fee of \$50.00+HST per cottage change will be applied to cover our costs. Please note that this change is only available with a minimum of 45 days' advance notice.

DOUBLE BOOKINGS

To avoid any potential conflicts, we require a deposit to complete your booking within 48 hours of confirming that you intend to reserve at the quoted price. Kindly provide us with your phone number so that we may contact you for a credit card number. If you do not provide payment within 48 hours then the cottage(s) will become available for others to reserve. This practice helps us prevent conflicts when multiple parties inquire about the same cottage. Please be aware that in the event of two or more parties expressing interest, reservations will be made on a first-come, first-served basis.

EXTRA PERSONS

Cottages cannot exceed their maximum capacity (please ask our reservation staff). Any additional persons brought without our express consent, as reflected in your confirmation email, will **not be accommodated**. This includes adults, children, and pets. This also helps in getting the most accurate quote for you.

House Rules at The Lodge

NOISE AND MUSIC

We strive to maintain a peaceful atmosphere in our beautiful surroundings, as it is highly valued by our guests. We kindly request that all guests refrain from creating excessive noise. Please be mindful that noise carries easily, especially near the water and during nighttime hours. Although your deck provides a private space, we encourage you to enjoy your music within your cottage. Your understanding and cooperation are greatly appreciated.

SMOKING

All our cottages are designated non-smoking areas, including the screened-in porch. If you wish to smoke, appropriate smoking trays are available around the lodge for your convenience.

LIGHTS

While we encourage guests to leave their porch lights on in the evening to guide them back to their cottages after dinner, we kindly request that you switch off the lights once you return. This small gesture not only considers the comfort of your neighbors but also allows everyone to enjoy the beauty of the starry sky.

CHECK IN / CHECK OUT

Check-in time is 4pm, although you are welcome to arrive earlier if your cottage is available. In case your cottage is not ready, you can relax, enjoy a beverage, and make use of our screened-in porch, deck, library, or engage in paddling on the river while waiting. Check-out time is 11am.

LATE ARRIVAL TIME

For guests requiring assistance with their baggage, we kindly ask that you arrive by 9pm. If you plan to arrive later. If you intend to arrive later, please call us and pack a night bag that is easy to carry, and we will arrange for your other baggage to be delivered after 9am the next morning. than 9pm, please contact us in advance.

We recommend packing a night bag that is easy to carry, and we will arrange for your remaining baggage to be delivered to your cottage after 9am the following morning. Unless in case of emergencies, we kindly request that guests do not plan to arrive at the lodge after 11pm.

EARLY DEPARTURE

If you anticipate checking out before 9:30 am, please inform us in advance. We will make arrangements to assist you with your heavy bags the night before and facilitate the rest of your luggage during the morning of departure. This consideration ensures a peaceful atmosphere for our guests and avoids disturbances caused by our luggage buggy in the early morning.

MARIJUANA

If you wish to smoke marijuana during your stay at the lodge, we kindly request that you do so off the property. When smoking off-site, please exercise caution when lighting and extinguishing, as you will be in a forested area. While we understand that cannabis is legal, the strong odor often bothers other guests. The Canadian Shield surrounding the lodge offers plenty of beautiful space for those who wish to partake. As innkeepers, we strive to find a balance that works for everyone.

Restaurants and Meals

Our in-house Brûlé restaurant is open 3 nights per week: Monday, Wednesday and Saturday. On other nights we offer a delivered hamper from our BBQ menu, which is quite delicious. Alternatively, all our cottages are equipped with excellent kitchens if you want to cook for yourselves. Additionally, we offer a complimentary hamper breakfast that is included in the rate. For lunch, we provide picnics options upon request and deliver charcuterie trays to cottages. Please note that lunch is not served in the lodge.

We typically send the dinner menu to our guests within the breakfast basket in the morning before the meal. Reservations are required for dinner in the lodge, as well as for our BBQ hamper, and should be made by 2pm on the same day you wish to dine. If you are arriving on the same day of your reservation, then you will need to make your order in advance. The latest menu is available at our Front Desk during your stay. For a sample menu with pricing, please visit our website.

BBQ DINNER

We deliver a 'ready to grill' dinner to your cottage, based on a menu from which you can choose various meats, pre-cooked meals, salads, sides, and deserts. We also have a number of take-away options available to warm-up at your cottage.

LUNCH AND CHARCUTERIE

We can provide a luxury picnic lunch in a cooler basket. We ask that guests order picnic lunches at least 24 hours in advance. Charcuterie trays are available with 1 hour notice 11am to 5pm every day.

COCKTAIL PARTY

We usually arrange a cocktail party on Saturdays. During the event, complimentary hors d'oeuvres are served with the cocktails

OTHER RESTAURANTS

There are a couple of basic but quite acceptable restaurants within 20 to 30 minutes' drive from the lodge.

DIETARY RESTRICTIONS

If you have a severe allergy or a special condition, please let us know what you can and cannot eat, precisely - thank you.

We will not be able to serve food to any guests who have a life-threatening allergy.

Activities

CANOES/KAYAKS

We have canoes and kayaks available for guests staying at the Lodge at no charge on a first-come, first served basis. There are numerous day trips you can take, exploring islands, back bays, and serene landscapes. We can assist you in planning your daily excursions upon request and offer picnic baskets from our restaurant. There is the opportunity to swim, swim, fish, hike on islands and back bays with nobody else around in a wonderful landscape. If you plan to do an overnight trip before or after your stay, the rental rate is \$40/canoe/day plus HST.

HIKING

We have plenty of hiking trails in and around the cove. Please contact our Front Desk for a map of our hiking trails and of other hiking options nearby.

DOCKAGE

For guests who bring their own boats, we offer docking facilities at a daily fee of \$12.00, plus taxes. If you plan to bring a boat, please inform us in advance. It's important to note that our docking facilities can only accommodate boats up to 18' in length. If your boat has a large superstructure and the water levels are high, it may not fit under the bridge connecting the Cove to the main waterway. However, if this is the case, there is no need to worry. You can launch your boat at the top of Wolseley Bay, which is just a 10-minute drive from the Lodge. Please keep in mind that access to the boat launch site at the Lodge is only permitted between 10am and 4:30pm.

FISHING GUIDE

If you're interested in hiring a fishing guide, please make arrangements well in advance of your visit by contacting our Front Desk. The French offers excellent fishing opportunities, with Bass, Pike, Pickerel (Walleye), and Muskie being some of the popular catches.

SWIMMING

The French area provides numerous spots for swimming, with warm enough water for a refreshing dip from mid-June (sometimes as early as mid-May). You'll find comfortably sandy beaches with shallow entries, making it enjoyable for everyone.

GOLF

Within a twenty to thirty-minute drive from the lodge, you'll discover several golf courses. They offer scenic surroundings and provide an excellent opportunity for a round of golf.

MOUNTAIN AND ROAD BIKING

We have many forestry trails near the lodge, perfect for the intrepid mountain biker. Additionally, there are winding paved roads suitable for road cyclists, providing diverse options for biking enthusiasts.

Other Information

INTERNET

Wireless internet is available at the main Lodge only and at no charge. We purchase satellite time and ask that guests do not use the internet for streaming as this will limit bandwidth for other users.

DIRECTIONS

Our address is 1013 ON-528, Noëlville, ON P0M 2N0 and we can be found with a quick search on Google Maps. You can also find a link to our location under the 'Contact Us' page of our website.

EMERGENCY SERVICES

In case of any emergencies, there is an ambulance station with paramedics located in Noëlville, which is approximately a 20-minute drive away. For comprehensive medical services, there is a full-service hospital in Sturgeon Falls, reachable within a 50-minute drive.

WHEELCHAIR ACCESSIBILITY

For guests with limited mobility, we do have a few cottages that may be suitable, provided you can manage a few steps. Please note that due to the rugged nature of the Canadian Shield terrain, our accommodations are built into the pure rock landscape, featuring hilly areas. However, if you're able to walk to some extent, we are more than happy to assist you in getting to and from your cottage using a buggy. We frequently provide this service. Additionally, we will provide you with a walkie-talkie to communicate with the front desk when you wish to travel to the main lodge. The main lodge itself is wheelchair accessible, situated on one level, and we have a wheelchair-accessible washroom available.