



Brown's Bay Resort

PO Box 285,
Campbell River, V9W 5B1, BC

RV & Accomodations.: 250-287-7108
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Welcome guests to Brown's Bay Resort,

The entire staff and ownership here at Brown's Bay Resort hopes that you and your family are doing well and staying safe during these difficult times.

Due to the Covid-19 Provincial Health Officers' recommendations and guidelines, we would appreciate if you could read through and follow our new regulations for the whole Resort Property and help us to continue to keep everyone safe at Brown's Bay Resort!

We have implemented the following changes to the rules and regulations for our Resort guests;

- **RV Office is now closed for the winter season.** Please contact the Marina office for assistance or press the call button on the box located next to the office door. Reservations can be done via email, phone or on the website by filling out the reservation request form.
- **Marina office winter hours (Monday-Friday 8am-5pm).** Moorage, Boat Launches and washroom building at the Marina are open. Parking and Boat Launch fees can be paid at the top of the boat ramp by filling out your information on the provided envelopes and dropping it into designated box.
- **Only registered guests are allowed in the Resort.** We ask our guests staying in the Accommodations to let their friends and family know that visitors are only allowed if office staff is made aware and are limited to **6 people max.**
- **Accomodations Check-in procedure.** Accomodations will be open **from 3pm** on day of check-in, the welcome information, key and other necessities will be left in your take home Covid-Survival Package on the table inside. Check-in with the office during office hours to finalize payments, if arriving after hours please make prior arrangements for **Self-Check-in Procedure.**
- **Accomodations Self-Check-out procedure.** On day of departure please leave the key and filled out comment card on the table. **Check out time 11am**

- **Garbage.** There are bins located behind the Clubhouse building, at the far end of the upper level RV sites and at the Marina parking lot, where you could deposit your garbage. If staying in the accommodations, we ask that you contact the marina office if you need garbage to be picked up during your stay.
- **Social distancing is very important and must be adhered to at all times.** When using the public areas around the Resort please practice social-distancing and stay 6 feet (2m) away from others, wash your hands frequently and limit the number of people in one given area. If visiting with neighbors or friends staying in the Resort **limit the groups to 6 people max.**
- **Limited interaction with Staff.** We thank everyone for keeping a safe social-distance (2m-6 feet) from our hard-working staff as we want to keep them all safe and healthy.
- **Most Resort amenities are closed for the winter.** RV Park, Glamping tents, Clubhouse building, hot tub, Restaurant and Fitness Room are closed. Clubhouse available for private functions only.
- **Other Resort amenities** A twice daily complete sanitation and deep clean will be done on all the open facilities including all marina bathrooms/showers and laundry facility. The offices and frequently touched surfaces will be disinfected on a regular basis including, but not limited to office countertops and splash shields, point of sale devices, fuel nozzles, door handles and light switches.
- **Complete fire ban is in effect.** This is to minimize the chances for social gatherings this might create at the communal fire pit. Portable propane firepits allowed, on the gravel at the front of the cabins only, small number of people (2-6 people max.)

We will continue to monitor the daily updates regarding COVID-19 guidelines and protocols and keep you updated as to how it will affect everyone in the Resort.

Please stay safe and healthy, so we can all enjoy The Bay for everything it has to offer!

Sincerely,

Brent and Esther Hollink
Directors of Operation Brown's Bay Resort