

COVID - 19 FOR WOODS ON PENDER GUESTS

NOTE:

Pender Taxi is no longer in business and the Car Stops don't really work with Covid issues. Don't arrive on Pender Island without a car or another form of transportation to get yourself to and from the Ferry to WOODS. We can't pick you up and other than a long walk there won't be a public transportation mode available.

HEALTH GUIDELINES:

WOODS on Pender follows the guidelines set by BC CDC, the Provincial Government, and the CRD, in conjunction with Vancouver Island Health Association (VIHA). We also monitor the BC Hotel Association provided protocols and WorkSAFE BC guidelines for our employees safety.

WOODS on Pender, Coffee + Kitchen, CAMP Truck and WOODS Massage have all been reopened. All are operating under these updated Covid-19 Terms & Conditions.

All guests must be registered and no un-registered guests are allowed on private sites or the WOODS Motel common areas.

Please wash your hands frequently and/or sanitize when in and around your units and in public areas around the Resort. Keep a 6 foot distance where possible. Wear a mask if that is not possible.

COVID-19 Positive Guests:

We ask that anyone that is positive or showing any Covid-19 symptoms to stay at home and don't come to WOODS. If you test positive after you make a booking we can cancel and refund your booking with no charge.

PENDER ISLAND:

As a small island with an aged population we and our guests must always respect the islands residents that may have reservations about visitors and tourists during this current situation. Social distancing is required at least until the BC CDC lifts that requirement. There are lots of open spaces around Pender. Please make sure you bring food to cook if you are cooking. All food venues are open and most do take out.

Masks are required in most retail outlets and at the Saturday market. Please respect each venues requirements that are posted.

PROTOCOLS:

Guest Checkins (By Text):

Checkin time will be extended to 4pm to accommodate extra cleaning times. We will try to accommodate earlier checkins when available. Please text us the day of arrival to see if this is available.

Text us when you arrive or land at the Ferry. We will not be doing check ins within Coffee + Kitchen like we usually do until further notice. We will adjust as the BC CDC requirements are updated. Text us on the Resort Phone 250-629-3353 when you are arriving and we will meet you in the parking area outside Coffee + Kitchen. Airstreams and Cabins we will be doing a detail check in with one person from each booking. WOODS Motel guests we will meet you in the parking lot and then send you up to your room.

Staff interaction:

Once they are cleaned and the guest arrives for check in standard BC social distancing guidelines will be in place. We will be cleaning with disposable gloves and once you are checked in you will be on your own and no staff will enter your unit unless in a case of emergency or a problem with the unit. We will be doing check-ins digitally and orientations will be done with social distancing at the unit once you arrive with ONE person from your group.

Cleaning:

All units will be cleaned in between guests with disinfectants wiping down all obvious touch points. Please continue to wash your hands, not touch your face and avoid too much contact with common touch points when possible. We assume all guests are using this type of practice while at WOODS. Guest are expected to adhere to the BC CDC guidelines of social distancing which will be updated as we know more. If a guest ignores this guidance they will be asked to leave.

Pets must be on leash while on the Resort at all times. All guests are responsible for clean up after their pets.

Coffee + Kitchen:

Coffee + Kitchen reopened June 5th for take out only, We do Coffee Bar in the mornings 9am to 11am Thursday to Monday and Dinners on the weekends 5pm to 7pm all through the take out window. You can sit on the seating on the restaurant deck or on the lawn. All alcoholic beverages should be consumed on the deck of the restaurant. No outside liquor allowed on the deck or in public areas. All guests are responsible to take their take out containers and deposit in the bins provided.

CAMP Truck:

CAMP Truck reopened June 4th. Menus are posted on the [CAMP Truck Facebook Page](#) and on the [CAMP Truck Instagram page](#). Hours are Thursday to Monday 11am to 2pm.

All Food & Beverage hours are updated on the WOODS Food & Drink Page. <https://woodsonpender.com/food-drink/>

WOODS Massage:

WOODS Massage reopened June 25th. Here its he link to their booking page:

<https://woodsonpender.com/woods-massage/>

Airstreams and Cabins:

They are all separated and qualify for social distancing requirements. They are also mostly outdoors and from a risk point of view are very low for virus transmission and/or residual touch points. The Hot Tubs are treated and tested with Bromine and are at 104 degrees. The Virus, based on the BC CDC ADVICE cannot survive with Bromine and the 104 degree temperature. The use of the private hot tubs will be at the own risk of the guests. They can chose to use them or not based on their own level of comfort but they will be wiped with alcohol and sprayed on the outside and the water tested and changed between each guest.

Here is a link with information about Water and Hot Tubs for Covid-19 ([Link](#))

WOODS Motel:

All the rooms have outdoor entrances and all common areas are outdoors which is much lower risk than indoor common areas. The Hot Tub will be closed off until further notice. It is governed by VIHA and is mandated to be shut down because it is for common use. Staff cleaning will NOT be done each day only before and in between guest stays. if you need something while you are onsite, text us on the resort phone and we can drop off to you outside.

Make sure in all common areas social distancing adhered to and no un-registered guests are invited to join you. For any non-registered guests they must meet you down in the public areas by CAMP Truck but not on the deck of WOODS Motel.

BC Ferries:

We recommend making a reservation and remaining in your vehicle when on the ferry. it is respectful to staff and a current requirement. Check with their website for further updates. The normal requirement of leaving your vehicle on lower decks has been relaxed for now. Please check and make a reservation to make sure the ferry connected to your booking is available. www.bcferrries.com

We all need to get back to enjoying nature and WOODS and want to make sure all of our guests, staff, and local residents stay safe and relaxed.

Thanks, WOODS on Pender Team

