

Policies and Procedures for Keats Camps' Rental Cottages

Keats Island, BC

1. Check in time is **4:00 pm** on the arrival date. Check out time is **10:30 am** on the departure date. Please lock the cottage and return the keys to the lockbox as you leave.
2. All cottage maintenance / clean up is the responsibility of the user and is to be cleaned thoroughly before leaving for the next user group. Garbage is to be left outside in the bin that will be provided. **If additional cleaning is needed, a surcharge of \$200 will be billed to your credit card.**
3. **Confirmation:** Bookings will be considered secure only when confirmation of dates and full fees have been received by Keats Camps and receipt has been confirmed in writing by Keats Camps.
4. **Cancellation:** As a courtesy to others desiring to use the cottage, Keats Camps should be notified of any cancellation as soon as possible, thus facilitating adequate notice for others desiring to use the cottage. Only if the cottage can be rented to another will the fee be returned.
5. **Visitors:** The number of visitors allowed will be determined in accordance with the Provincial Health Orders in effect at the time of your stay. If you are unsure of what those are, please do not hesitate to contact us for confirmation. If you do have any visitors, then Keats will need to be given the contact details (first and last name, phone number and email) of your visitors so that we have that on hand, should the BC Provincial Health Authority need or request it. You can email those at any point before or during your stay.
6. **Covid Safety:** Keats Camps follows all federal, provincial, and municipal health orders relating to Covid-19. Guests are expected to comply with these as well.

User Guidelines

1. **Transportation:** Transport to and from the island shall be the responsibility of the guest. It is possible to get to the island using BC Ferries:
 - a. First, take the ferry from Horseshoe Bay to Langdale. The schedule can be found at <https://www.bcferrries.com/schedules/mainland/vasc-current.php> Although this is a car and passenger ferry, the water taxi that runs from Langdale Ferry Terminal is foot-passenger only. Please consider this when making your travel plans.
 - b. Secondly, take the foot-passenger ferry (the Stormaway), which runs from the ferry terminal at Langdale to the Government Wharf at Keats Landing (do not go to Eastbourne, as it is the other end of the island and there is no transport on the island). The schedule can be found at

<https://www.bcferrries.com/schedules/mainland/lgik-current.php> All cottages are located a short walk from the Government Wharf.

- c. Alternatively, if you choose to drive on the first ferry (Horseshoe Bay to Langdale), you can park in Gibsons and hire a water taxi to take you to and from Keats.
 - i. Gibsons Harbour Ferry (604.741.3881 / <http://gibsonsharbourferry.ca/>)
 - ii. Sunshine Coast Water Taxi (604.989.9990 / <http://sunshinecoastwatertaxi.ca/>)
 - d. If you are bringing your own boat, please let us know in advance.
2. Upon arrival on the island, if you do not know your way around, please call the Keats Facilities Manager (**604.928.4440**) and they will see to it that you get settled in.
 3. Bedding
 - a. All bedding and towels will be provided by Keats Camps for your stay.
 - b. As laundry facilities are provided, you are required to launder all bedding and towels before you check out. Please fold and leave them on the bed; our team will make the beds.
 - c. Homeport: Currently only one studio in Homeport has laundry. If you are renting the unit that does not, please leave the used linens and towels in the basket provided for our team to take care of.
 4. Food
 - a. The securing of and transport of food supplies for the cottage user is the sole responsibility of the cottage use. Please ensure that you bring enough food for the entire length of your stay or that you have your own plans for grocery shopping. Please do not leave food in the cottage when you depart.
 - b. Kitchen cookware is provided (pots, pans, plates, cutlery, etc).
 5. Shopping Access
 - a. The community of Gibsons, BC is about 1 mile across the water from Keats and has a full range of shopping, including a limited schedule bus service to the shopping mall. Keats does not provide transport to Gibsons, but you can arrange a water taxi with the companies listed earlier.
 6. Cleaning
 - a. It is expected that the cottage will be left clean and in order. Cottage users must empty and clean the fridge and wash the dishes prior to departure. **Please do not use bleach in the cottage as it is hard on the septic system.** Please do not leave any items behind, including newspapers and magazines. Cleaning supplies are provided in the cabin with your rental.
 7. Garbage
 - a. A bin with a lid has been provided outside your cottage. Please put any garbage in bags and put inside the bin, ensuring the lid is firmly closed before you leave. Garbage bags are provided with your cabin rental.
 8. Maintenance Matters

- a. If there are matters that need the emergency attention of a maintenance person, please contact our Facilities Manager (Gil) at 604.928.4440. If the matter is not of an emergency nature, please send an email to info@keatscamps.com
9. Animals
- a. Unfortunately, **pets are not allowed** in any buildings on the property. There are many with pet allergies and have acute reactions to dog or cat hair or dandruff.
10. Smoking
- a. Smoking is not allowed in the cottage. Please do not leave cigarette butts in or around the cabin.