



POETS COVE COVID-19 UPDATE AND HEALTH GUIDELINES:

Please be assured that we take the health and safety of our guests and employees extremely seriously. As we navigate operating our hotels during the COVID-19 pandemic, we continue to monitor the credible sources of information for our industry, including WorkSafeBC, BC Government & Health Authority and the Hotel Association of Canada and BC.

We ask our guests to be respectful of the well-being of others and follow the social distancing guidelines (6 feet apart from other guests), wear a mask when visiting any indoor public spaces and observe the recommended occupancy for our pool, elevator and washrooms.

How do the new restrictions affect me?

Following the April 23rd, 2021 public health order regarding the new travel restrictions, we strongly encourage you to first, review the latest travel ban to ensure you are following public health orders directives until after the May long weekend. For more information visit <https://www2.gov.bc.ca/gov/content/covid-19/travel/current>

Currently if you are not within the Vancouver Island Health Region you are unable to travel to Poets Cove (unless for essential services) until after the May 25th. Please contact us regarding your reservation if you are not within our health district.

Will I be charged a cancellation fee?

Poets Cove only want our guests to travel if they feel safe to do so. We have waived our cancellation fee while there are travel advisories are in place. Please contact us if you need to cancel or modify your reservation, it is important to note that a no-show fee may still be charged if you do not arrive and have not informed us of cancelling.

Masks Required

As per the November 2020 BC Provincial Health Order masks are now required in any indoor public space. This includes while in the restaurant walking to and from your table. If you forget your mask there are masks available at the lobby door.

What facilities are closed?

Currently due to the effects of the pandemic our spa, steam cave, gym and Aurora restaurant are closed. Housekeeping no longer offers cleaning of your unit during your stay but additional supplies can be requested from reception. Moorings Market and the Lower Pool will re-open for the summer season. Our pool and hot tub, shower and laundry facilities, and Syrens Restaurant remain open. Syrens will offer outside patio dining and take out during current restrictions.



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Are you able to self-isolate?

Pender Island is a small community and does not have the health facilities to cope with a large outbreak, we ask guests who are required to isolate to do so before arriving at Pender Island as we are unable to provide isolation facilities. We hope that you will understand this as we do what we can to keep our guests, staff and community safe.

What additional measures that have been implemented?

- Increased cleaning and sanitizing of high touch areas
- Masks are required in indoor spaces
- Plexi-glass barriers have been installed at the front desk, marina and café
- Syrens Restaurant is following the recommend procedures to offer dine in and take out. Sign in is required for dine in service for contract tracing.
- Common shared items such as brochures have been removed from public access where possible.
- We are requesting that guests pay with credit or debit in lieu of cash whenever possible.
- Recommended occupancy limits have been posted at our pool, washrooms and elevator. We ask that our guests be respectful of others during their stay.
- Other measures not listed

What do I do if I start feeling sick or showing symptoms?

We ask that anyone that is positive or showing any Covid-19 symptoms, has been in contact with someone who is covid-19 or is has been told to self-isolate to cancel or reschedule your stay. Pender Island is a small community and does not have the health facilities to cope with a large outbreak, we hope that you will understand this as we do what we can to keep our guests, staff and community safe.

If you start feeling ill during your stay please call to inform the front desk and do not enter the public areas. The Pender Island Medical Clinic phone number is (250) 629-3233 should you need to see a doctor.