



## Brown's Bay Resort

PO Box 285,  
Campbell River, V9W 5B1, BC  
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Marina: 250-286-3135  
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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!

[Resort Accommodations available for Local and/or Essential Travel only until further notice or otherwise indicated by The PHO or other governing bodies.](#)

### We have implemented the following changes to the standard rules and regulations for our Resort guests:

- ❖ **RV Office is open 7 days a week 9am-6pm.** The office has an occupancy limit of 3 persons at a time, please wear your mask inside the office. Keep a distance from the door if you are waiting outside, give room to people exiting the office. Reservations can be done via email, phone or on the website by filling out the reservation request form.
- ❖ **After Hours Emergency.** Please press the call button on the box located on the left-hand side of the office door for emergency assistance outside office hours.
- ❖ **Marina office 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 or at the office during office hours.
- ❖ **RV Check-in procedure and Check-Out procedure.** **RV and Tent sites Check-in time 1pm.** Check-in with the office during office hours to finalize payments or arrange beforehand over the phone.
- ❖ **Self- Check-in Procedure RV & Tent sites.** If arriving after hours, please notify the office. Your reservation information and welcome package will be left in a folder on the left-hand side of the office door. **Full payment is to be received before entering the Resort.**
- ❖ **RV Check-Out procedure.** Check-Out time is 11am.
- ❖ **Accommodations Check-in procedure.** **Accommodations Check-in time 3pm.** 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 or arrange beforehand over the phone. If arriving after hours, please make prior arrangements for **Self-Check-in Procedure.**

- ❖ **Accommodations Self-Check-out procedure.** Check out time 11am. On day of departure please leave the key and filled out comment card on the table.
- ❖ **Resort Guests.** Resort Guests are limited to one family or household per unit. This pertains to all Brown's Bay Resorts accommodations and any form of recreational vehicle, boat or tent you might be arriving with.
- ❖ **Visitors at the Resort.** We ask all our guests staying at the Resort to let their friends and family know that visitors have to register at the office before continuing into the Resort.
- ❖ **Outside Gatherings and Groups.** Outside gatherings up to 10 people are allowed at this time as long as a 2m (6ft.) social distance can be maintained at all times and hand sanitizer is readily available.
- ❖ **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.
- ❖ **Mandatory mask policy in place.** Please make sure to wear a mask in all public inside spaces, offices and retail areas.
- ❖ **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.
- ❖ **Some Resort amenities are closed due to Covid** The Clubhouse building, Restaurant and Fitness Room are closed. Clubhouse available for private functions only.
- ❖ **Other Resort amenities** A daily complete sanitation and deep clean will be done on all the open facilities including all bathroom/shower and laundry facilities, the playground, Hot Tub and Clubhouse outdoor seating area. 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.
- ❖ **The Narrows Floating Restaurant.** The Restaurant is set to open June 4<sup>th</sup>. 250-287-3521 Reservations strongly advised. Take-out menu and off-sales with purchase of a meal will also be available

Should you have any questions or concerns, please do not hesitate to ask our friendly and helpful staff!!

We will continue to monitor the 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