



# WELCOME

Welcome to Wild Renfrew, where wilderness is within reach!

We hope you enjoy your stay with us and your experience in the natural beauty of Port Renfrew. Our team strive to ensure you have a wonderful stay. We encourage you to reach out to us if you need anything during your stay.

## **To reach our Guest Services team during open hours**

Our Guest Services staff are reachable via email at [info@wildrenfrew.com](mailto:info@wildrenfrew.com), by visiting the front desk in our check in office, or by dialling 250-647-5541 ext.1 (to dial out from your in room phone please dial 9 and then the phone number.)

## **To reach our Guest Services team after we close**

Please email [afterhours@wildrenfrew.com](mailto:afterhours@wildrenfrew.com) email. This email will be monitored from when our office closes until 10:30pm. Please note that this email is not monitored during regular office hours. We kindly ask for you to please read this directory thoroughly before emailing [afterhours@wildrenfrew.com](mailto:afterhours@wildrenfrew.com), as we want to reserve it for time-sensitive issues and emergencies only.

We thank you for choosing Wild Renfrew and we hope you have a wonderful stay!

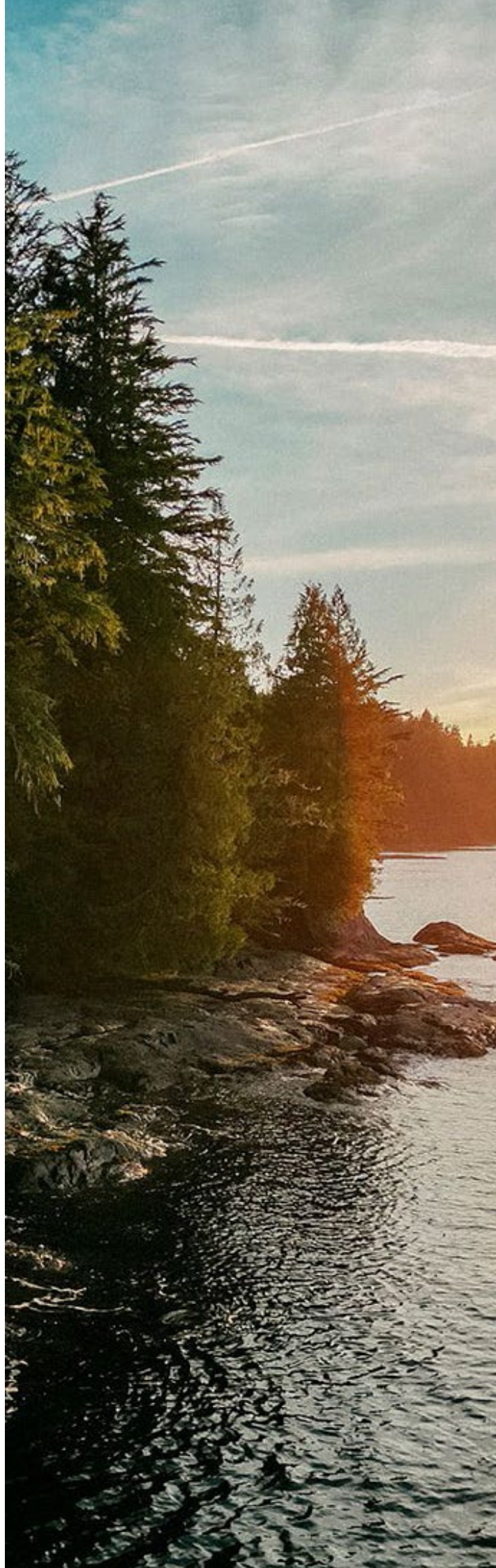
Sincerely,

*Wild Renfrew Accommodation Team*



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# YOU ARE STAYING IN SEASIDE COTTAGE #12

“Viewpoint Studio w/ Private Hot Tub”

- ✓ Ocean & Mountain views
- ✓ Cozy room & seating area
- ✓ King bed
- ✓ Free wi-fi (see below)
- ✓ Outdoor deck & patio
- ✓ Kitchenette (no stove, no oven)
- ✓ Coffee & Tea
- ✓ Dishes and utensils
- ✓ Hot Tub
- ✓ Outdoor seating area
- ✓ Private beach access
- ✓ Patio fire-pit

Wi-Fi Network Name: **Wild Renfrew**

Wi-Fi Password: **seaside2023**

\*accommodates up to 2 guests & 2 dogs



# TV & CABLE OPERATIONS

There is only one remote to control your TV and cable box (pictured beside).

**\*Quick Tip: To control anything related to the TV or volume, you must first hit the TV button. To control the cable box and channels, you must hit CABLE first. (\*If you press the volume buttons while still controlling the cable box, the volume level will not change. To mute your TV entirely, there's a separate button.)**

To turn on the TV, press TV followed by the red power button. The light on the bottom of your TV should turn from red to blue. Once on, press CABLE to begin controlling the cable box and channels. To turn off the TV, press TV followed by the red power button.

If you turn on the TV and the screen is black or blue, it's possible the cable box is still off. To turn it on, press either the cable button followed by the red power button, or the physical button on the cable box itself (behind your TV). See troubleshooting section below for more information.

To navigate the channel guide, press CABLE then press GUIDE. The up and down arrows (or number pad at the bottom) will help you navigate to different channels. To exit the guide, press EXIT. \*Please note that only a limited number of channels are supported due to us being in such a remote location. Feel free to use our free wi-fi to download movies and shows onto your personal devices.

To change the volume, press TV then use the volume buttons.

- 1 - power
- 2 - TV
- 3 - cable
- 4 - exit
- 5 - guide
- 6 - volume up
- 7 - volume down
- 8 - channel up
- 9 - channel down
- 10 - input



# TV & CABLE OPERATIONS

## Troubleshooting

### Check if the cable box is on

- If the cable box is ON, you will see a blue/green light on the front of the box
- If the cable box is OFF, press CABLE followed by the red power button while pointing the remote at the cable box (behind your TV)
- Once your cable box light is on, ensure the TV is on (see instructions above). If you still don't see channels, please continue reading

### Check the tv input

**If the TV and cable box are both on and you see a black or blue screen, there is likely an issue with the TV input setting.**

a. Check the HDMI cable connecting the cable box to the TV. Ensure both ends of the wire are plugged in – one in the TV, one in the cable box.

b. If step (a) is correct, try changing your TV's input setting by using the buttons directly alongside the TV (you cannot change the input settings from the controller). Press INPUT to bring up the input settings. Your cable box will be connected to either HDMI channels 1, 2, 3, or 4 (not the TV or AV options). To scroll through the different options, press INPUT until the HDMI channel is highlighted. Press VOL + to select this channel. Try each HDMI settings until you see the cable channels start to work. \*Don't forget that once the channels show, you will need to hit CABLE to begin to control the cable box.

1 - input

2 - menu

3 - channel up

4 - channel down

5 - volume up

6 - volume down

7 - power





# TV & CABLE OPERATIONS

## **"One Moment Please" message**

If you are able to access the cable box and scroll through the guide, but all the channels are showing a message that says "One Moment Please", please contact our Guest Services staff right away. Our team will contact our cable company to reset your cable box virtually. Please leave your TV on during this time. If channels still aren't showing up and the problem wasn't solved by following the instructions above, it's possible this is a larger maintenance issue. Please contact our staff so we can alert our maintenance team to have a closer look!







# FIRE PITS & FIREPLACE OPERATIONS

## Indoor electric fireplace

When you first enter your unit, your indoor electric fireplace will be turned on as decor (with the flame & crystal light settings on), but it is a functional fireplace that emits heat as well. This electric fireplace is a secondary source of heat for the unit and will not sufficiently heat your cottage on its own. For more information on the thermostat operations (the primary source of heat), please refer to the following page.

In order to turn on the heat, you must light up the black menu (bottom right) by clicking anywhere and then press the button with 3 squiggly lines. The fireplace is set to a fixed temperature of 30°C / 90°F and will only heat your unit to that temperature. You'll know you've turned it on when the heat starts coming out from the top middle section of the fireplace (in the crevice between the glass and the frame). \*Please note that there is no remote to control the fireplaces or the degree of temperature.



Turns the fireplace ON/OFF (basic power button)



Turns the heat ON/OFF (heat will emit from the top of fireplace to warm up your unit until the temperature on the thermostat is reached)



Changes the colour of the crystal lights



Changes flame pattern 1 (blue)



Changes flame pattern 2 (orange)

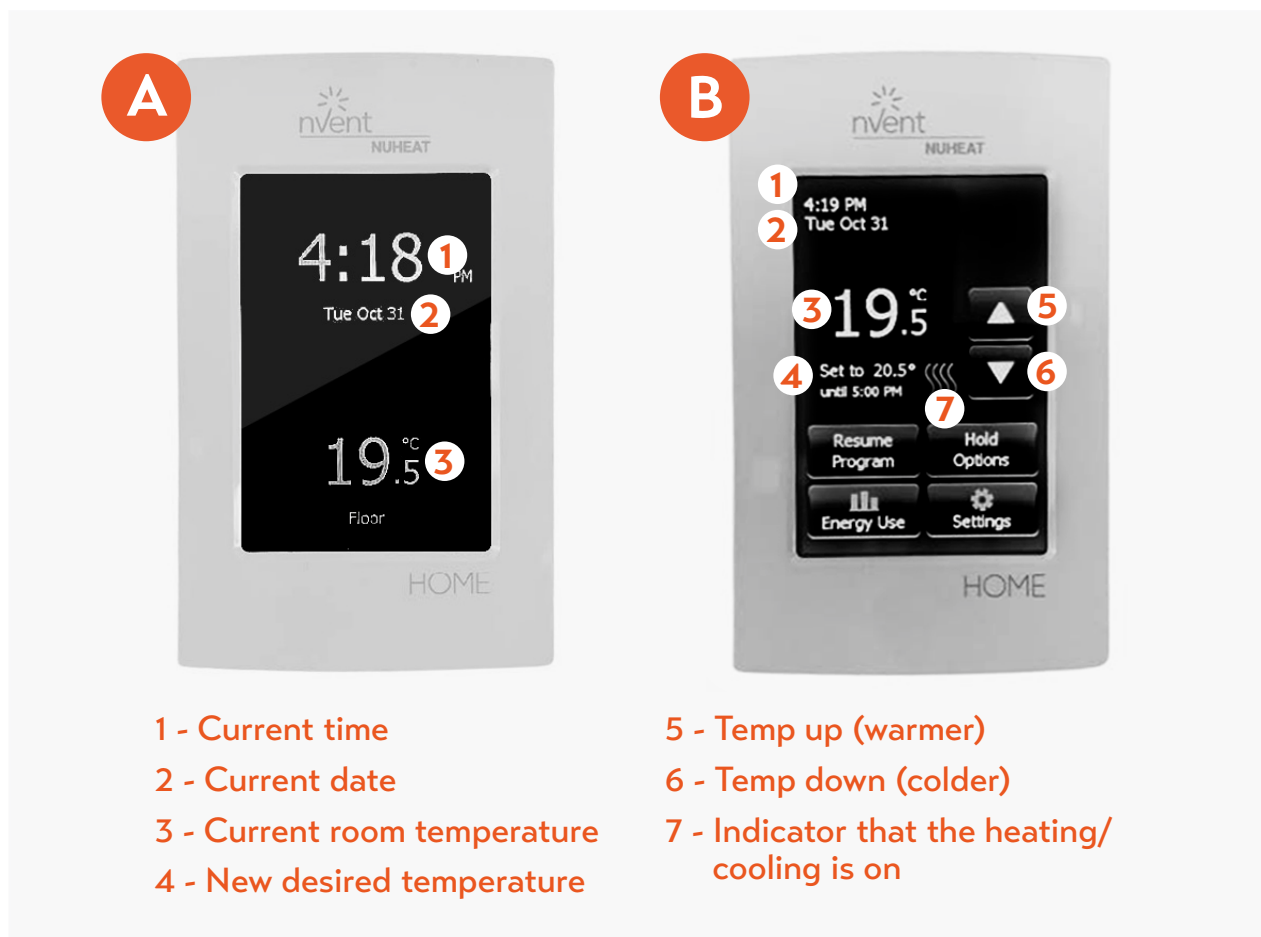
If you have any other questions regarding the temperature in your unit, please contact our staff to assist you.



# THERMOSTAT OPERATIONS

In your cottage, there will be two thermostats: one by the front door entryway and one by the back sliding doors. Your thermostats will look like photo A when they are in a resting state and when you tap the screen once, your thermostat will look like photo B.

To increase the temperature of your unit, press the TEMP UP arrow - #5 in photo B  
To decrease the temperature, press the TEMP DOWN button - #6 in photo B  
Once the thermostat recognizes that a heating change has been requested, the icon with squiggly lines will appear - #7 in photo B, and your unit will begin changing to the new desired temperature. Our housekeeping team will automatically set the indoor temperature based on the season. We ask that you please avoid touching the lower menu of the thermostat. If you have any temperature issues, please contact our staff to better assist you.





# HOT TUB RULES



Please shower and clean yourself of any oils, sprays, and lotions before entering the hot tub.



No running or horseplay around the hot tub.



No jumping or diving into the hot tub.



No food or snacking in the hot tub.



No glassware in the hot tub. Please use the plastic glasses provided in your kitchen cabinets.



Please do not leave children unattended.

# HOT TUB OPERATIONS

## Hot Tub Maintenance

- The hot tub is thoroughly cleaned daily and drained weekly. It will be preheated for your stay by our maintenance team. When not in use, we ask that you please cover the hot tub securely to maintain the heat, limit debris and save energy.
- If there is an issue with the hot tub, please notify our Guest Services staff right away.

## Hot Tub Controls

- One side of the control increases/decreases the temperature of the water
- There's a different button that turns the jets on/off
- There's another button to turn the lights on/off

It is recommended to keep the temperature of the hot tub between 100-102°F (37-39°C).

## Health & Safety

- Please use the hot tub responsibly and at your own risk
- Please monitor the amount of time spent in the hot tub. Depending on the temperature of the water, it is recommended to spend only 15-30 minutes per session.
- Should you feel any symptoms of lightheadedness, nausea or numbness, please exit the hot tub immediately. Drink some water and alert someone if symptoms worsen or escalate.
- If you have any pre-existing health conditions that may interfere with your ability to use the hot tub, please follow the instructions from your healthcare professional.





# DINING OPTIONS

## THE RENFREW PUB

**SYMBOL LEGEND:** ✓ YES   ✓ YES   ✗ NO

**CHECK HOURS**



- |                        |                           |
|------------------------|---------------------------|
| ✓ kid/family friendly? | ✓ flexible with allergies |
| ✓ indoor dining        | ✓ cash & card             |
| ✓ outdoor dining       | ✓ parking                 |
| ✓ take-away            | ✓ free wi-fi              |
| ✓ accessible           | ✗ takes reservations      |
| ✓ vegetarian options   | ✗ delivery                |
| ✓ food made-to-rder    | ✗ pet friendly            |



The pub is open to all ages until 10pm  
Outdoor dining is only offered during our peak season

The Renfrew Pub is a cozy gathering place for locals and visitors alike. They offer up micro-brews, tasty food, good company and have a 10-tap draught system, pool table and TVs. Open 7 days a week for lunch and dinner The Pub is the most consistent in town making it the most popular place to eat in the area! Be prepared, during peak season there can be wait times.



# DINING OPTIONS

## COASTAL KITCHEN CAFÉ

**SYMBOL LEGEND:** ✓ YES   ✓ YES   ✗ NO

**CHECK HOURS**



- |                        |                           |
|------------------------|---------------------------|
| ✓ kid/family friendly? | ✓ flexible with allergies |
| ✓ indoor dining        | ✓ cash & card             |
| ✓ outdoor dining       | ✓ parking                 |
| ✓ take-away            | ✓ free wi-fi              |
| ✓ accessible           | ✗ takes reservations      |
| ✓ vegetarian options   | ✗ delivery                |
| ✓ food made-to-rder    | ✓ pet friendly            |



Pets are only allowed in their outdoor dining area

Coastal Kitchen Café is a cute bistro style café located right across from Wild Coast Wilderness Resort on Parkinson Road. This beachy, laid-back restaurant has a great vibe, with a focus on handmade, quality local ingredients and prompt friendly service. Their retail area offers apparel, books and keepsakes from local artists around the island!





# TRUSTED LOCAL PARTNERS

**Wild Renfrew Gift  
Shop & Guest  
Services Office**



 230 m    3 min    1 min

**CHECK HOURS**

The WR Office & Gift Shop (once located down on the Government Wharf) welcomes guests and assists with check-ins and reservations for Seaside Cottages and West Coast Trail Lodge. They offer a large selection of souvenirs, snacks, books, merchandise, and other fun knick knacks! If you need to contact them, their number is 250-647-5541 ext.1.



## The Renfrew Pub



 12 m    1 min    1 sec

[CHECK HOURS](#)

The Renfrew Pub is a cozy gathering place for locals and visitors alike. They offer up micro-brews, tasty food, good company, and have a 10-tap draught system, pool table, and TVs. The Pub does not take reservations and operates on a first-come, first-served basis. Dogs are not permitted at The Pub. If you need to contact them their number is # 250-647-5541 extension 2.

## Coastal Kitchen Café



 350 m    7 min    1 min

[CHECK HOURS](#)

This beach inspired café serves an array of beverages including coffees and smoothies. They have fresh sandwiches, soups, and salads, plus they often have ready-made to-go items for your adventures. if you need to contact them their number is 1 250-647-5545.

## San Juan Market



 1.8 km    26 min    6 min    3 min

[CHECK HOURS](#)

The San Juan Market is the only place to purchase last-minute grocery items during your stay. They offer basic essentials such as milk, bread, eggs, produce, snacks, ice, alcohol, as well as selling local Pacheedaht Nation merchandise. If you need to contact them, their phone number is 250-647-5587.

### Pacheedaht Gas Bar



 2,1 km  32 min  9 min  4 min

[CHECK HOURS](#)

Our quaint gas station has only 2 pumps, but it will get you to the next closest stations in Sooke or Lake Cowichan (both 1h drive away). Be sure to fill-up before leaving town. If you need to contact them, their phone number is 250-647-0127.

### Beach Camp Coffee Co



 230 m  3 min  1 min

[CHECK HOURS](#)

A local favourite, this mobile coffee roaster is a must-try and they are now conveniently located in the loop next to our Wild Renfrew guest services office. Whether you prefer your coffee hot or iced, we're sure they'll take care of all your coffee needs.

### Wild Coast Wilderness Resort



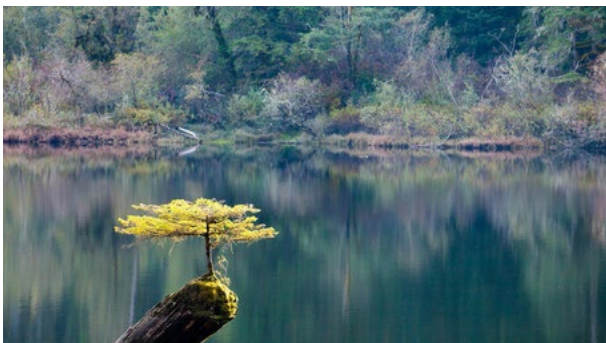
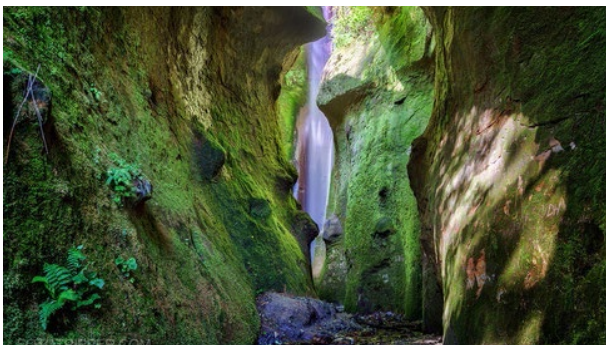
 350 m  7 min  1 min

[CHECK HOURS](#)

WCWR is a great resource for everything fishing related! Whether you want guided fishing tours, fishing licenses, fishing gear, equipment, tackle, fish processing, packing or storage they can take care of any anglers needs. If you need to contact them their number is 250-647-5468.

# THINGS TO DO IN PORT RENFREW

With so much adventure to be had your opportunities are endless. We've compiled a list of Port Renfrew's most popular hikes, beaches, waterfalls and activities. Visit **OUR WEBSITE** for more information.







# PORT RENFREW VISITOR CENTRE

**Port renfrew visitor information centre**

**CHECK HOURS**

Tucked at the back of the Gas Bar parking lot, you'll find the bright blue building with eager employees. The Port Renfrew Visitor Information Centre (VIC) can be a great resource for locals and visitors alike. Inside, they have a variety of maps and magazines about the island, as well as a sit-down area if you want to plan out your Port Renfrew adventures with their staff. Their website has up to date information on all things Port Renfrew, including hikes, tour operators and local businesses. They are only open in the summer months and their hours may vary.



[myportrenfrew.com](http://myportrenfrew.com)



778-402-2884



[hello@myportrenfrew.ca](mailto:hello@myportrenfrew.ca)

# CHECK-OUT PROCEDURES

## When is check-out?

Check-out is no later than **10 am**. Because our units use codes instead of keys, you don't have to come back to Guest Services, unless you'd like us to email you your invoice or want to purchase a fun souvenir.

## What do I need to do for check-out?

Upon checking out from our property, we ask that you please dispose of all garbage and recycling in the appropriate bins (beside the parking SSC parking lot).

### **\* Do not leave garbage out freely, as it will attract wildlife.\***

We ask that you please wash your dishes; turn off the propane, fireplaces, and lights, then lock the unit door behind you. You can leave clean dishes in the rack to dry – please do not put wet dishes in the cupboards.

\*Should our housekeeping team have to wash dishes upon cleaning and inspecting your unit, you will be subject to a cleaning/incidental fee of \$75 CAD + tax.\*

## Late check-outs

During peak season (May-September,) late check-outs are not an option. For our mid- and off-season months, if you would like to request a later check-out time please do so by asking our Guest Services team at least 12h prior to your original checkout. Please note that late check-out requests are not guaranteed and will be based upon our staff availability.



# FREQUENTLY ASKED QUESTIONS (FAQs)

## **Is there cell service in port renfrew?**

Port Renfrew does have cell service! Our first and only cell tower belongs to Rogers but Telus and other networks can also connect to this.

## **How does the Door lock work?**

First, pull the door handle towards you so the deadbolt aligns, then enter each # of your code, then turn the deadbolt (away from the doorframe). If it flashes red, it's possible the door is already unlocked. To lock your door, pull the door towards you, enter your code, and turn the deadbolt.

## **How does the bath/shower work?**

If you are staying in a Wharfside Sudio (SSC #7, 8, 9, or 10), the bath/shower handle requires you to pull hard on the handle (towards you) and then the water will begin to flow. Turning the handle right or left will adjust the temperature. The bath/shower handles in SSC #1-6, 11, 12, & 14 are different.



### Is the water here potable?

Yes, the tap water is safe to drink. You may notice that it has a slightly different taste from the city. Should you want to purchase filtered/bottled water, you can do so at Guest Services or the San Juan Market.

### Do you have an ice machine?

We do not have an ice machine but you can make ice using your unit's provided ice trays, you can also purchase bags of ice from San Juan Market.

### How do i request extra supplies? (I.E., Towels, tp, toiletries, etc.)

Please check under your bathroom and kitchen sinks for additional supplies. For more supplies please call, email or walk into Guest Services to let our team know what you need and we'd be happy to bring it to you.

### What to do if you have lost power to 1 (or more) of the outlets.

Small kitchen appliances may cause the electrical system to 'trip' or 'blow a breaker' – especially if you are using more than one at a time (i.e., the microwave and electric kettle). If this happens, please note that it is very common and an easy fix!

**SSC #1-6:** The breaker is located behind a picture frame in one of the bedrooms. Whichever switch is not uniform with the others will likely be the one that needs to be switched back.

**SSC #7-10:** Please contact our Guest Services staff, as the breaker is not located inside your cottage. We will do our best to fix the issue as soon as possible.

**SSC #11-12:** Your kitchen & bathroom outlets in these units are equipped with an individual reset button, so we ask that you try to reset the specific outlet prior to resetting the breaker. The breaker is located behind the mirror beside your front entryway. The mirror should be relatively easy to lift upwards and off the hook, but please be careful and use both hands.

**SSC #14:** Please contact our Guest Services staff, as the breaker is not located inside your cottage.

## Where do i dispose of my garbage?

Beside the SSC parking lot, just in front of parking spots 2&3, you'll find a wooden bear-proof garbage bin. The "door" on top of the bin slides horizontally. Please dispose of all garbage and compost in here and then close and latch the top. To the left of that, you'll find a recycling area. Please sort your recycling accordingly and then close the **\*DO NOT leave garbage outside as it may attract wildlife\***

## Where is the pet relief / designated smoking area?

Beside the SSC parking lot, just to the right of the garbage disposal area, you will find a designated pet relief and smoking area. Please clean up after your pet. There is another designated smoking area across from The Renfrew Pub in their parking lot (across from the entrance ramp). Please note that our no smoking policy applies to all forms of smoking (including cigarettes, marijuana, and vapes.)

## What does it mean if there's a fire ban?

When a fire ban is in effect, this includes any open wood-burning fires or flames (including sparklers). You are still allowed to smoke cigarettes (in designated areas) and use your outdoor propane fire pit. Please check [www.2.gov.bc.ca](http://www.2.gov.bc.ca) or ask Guest Services for more information regarding fire bans and restrictions in Port Renfrew.



# HOUSEKEEPING

**NOTE** We do not offer daily housekeeping, but we are happy to replenish any supplies you may need.

## Extra supplies

Can be found under your kitchen and bathroom sinks. Your cottage should be fully stocked for the duration of your stay. If you require more, please let our staff know, we'd be happy to bring you what you need. Please note that requests for extra supplies need to be made during our open hours.

## Dishes

As per your pre-arrival email, you are required to wash your dishes before you depart. This includes plates, bowls, pots, pans and cutlery. You may leave the clean dishes in your drying rack. Should our housekeeping team have to wash your dishes, we unfortunately will have to charge you a cleaning/incidental fee of **\$75 CAD + tax.**



## Kitchen

Your kitchen consists of a fridge, freezer, microwave, toaster, basic drip coffee maker, kettle, and 4-burner glass stove-top. It also comes equipped with basic dishes, cutlery, pots/pans, plus salt and pepper. Our main kitchen rule is that no fresh caught fish or carb are to be stored in your fridge as it causes an unpleasant smell for the following guests. If you require your fish to be stored and processed, please bring them to Wild Coast Wilderness Resort, on the main road just across from Coastal Kitchen Café.

## Bathroom

Our SSC operate off of a sensitive septic system, so please only flush toilet paper down the toilet. All other products (Q-tips, tampons, pads, wipes, diapers, paper towel, leftover food, etc.) should be properly disposed of in your garbage bins. If you require a plunger or toilet brush, please request one from our Housekeeping or Guest Services staff.







# SAFETY INFORMATION



## Cell service

Port Renfrew now has cell service! Our first and only cell tower belongs to Rogers but Telus networks can also connect to this as well.



## In room phone service

There is a landline phone in your unit, should you need to call Guest Services (GS) by dialling 0 or 250-647-5541 (ext. 1) or in the event that you need to call 911 for emergencies. To dial out please dial 9 and then the phone number you are trying to reach. Please note that our phone system can only dial to Canada and the US.



## Emergencies

In case of fire, police or medical emergencies, dial 911. For assistance from our staff, call Guest Services at 0 or 250-647-5541 (ext. 1) from your in-cabin landline. For emergencies outside office hours, email [afterhours@wildrenfrew.com](mailto:afterhours@wildrenfrew.com).



## Power outages

Power outages are something that can happen in remote areas such as Port Renfrew, and our staff are well-equipped to deal with such situations. Our Seaside Cottages can be powered by a generator and our staff will make an effort to turn it on as soon as possible. We ask for your kindness and patience, especially in the event of an overnight power outage. The generator is manually turned on/off and will be powered on first thing in the morning. For more information during power outages, please head to our GS Office (powered by an automatic generator) where you'll be able to connect to Wi-Fi.



## Fires

If there is a fire within your cottage, the fire extinguisher in your unit is underneath the stovetop, at the back of the cabinet. Please try to control, confine or extinguish the fire if possible. If the fire is out of control, please evacuate from the building and premises while alerting others by shouting "FIRE" and "EVACUATE". Please do not put yourself in further danger by re-entering the building. Belongings are replaceable; you are not. Call 911 and report the fire to the nearest staff member.



## Tsunamis

Port Renfrew is part of BC's Tsunami Notification Zones (Zone C) and therefore, has a tsunami warning siren. If you hear a loud siren with verbal instructions to "head to high ground immediately", please do so right away but heading up powder main road towards Soule Creek Lodge. This siren is to alert and warn guests about potential flooding and danger.



## Emergency siren

The ambulance and fire hall have different ringtones for emergencies. On Tuesday evenings, the Port Renfrew Volunteer Fire Department sometimes initiates a practice siren during training.





We want you to enjoy the nature and wildlife here as best as possible during your visit. Please pack out what you pack in, leave no trace and be respectful. Do not remove anything from where you found it and admire from a distance without making contact - this goes for trees, wildlife, fungi and tide pool findings. Port Renfrew's quiet, lush environment allows for a lot of wildlife to thrive. Bear bells & whistles are great things to bring on your hike in the woods, to alert all wildlife that you are entering their habitat. We have a short point-form guide below regarding rare close animal encounters.



There are no grizzly (brown) bears in Port Renfrew. The type of bear you could encounter here are black bears. These bears are skittish and often retreat quickly once encountering people. In general bears are most attracted to food or garbage left outdoors (we strongly advise you do not leave food or garbage outdoors.) It is very rare that you would come into a close encounter with a bear. If you do, it is advised you make loud noise, stand tall, wave arms around and over head to appear larger to scare the bear away while you back away slowly. Do not run, crouch, or play dead. In the extremely rare event that a bear stands it's ground, fight back using whichever means necessary. Bear spray is something many people choose to carry while in the Canadian Wilderness. It is considered a weapon and must be purchased by someone aged 18+ at an authorized vendor. If you purchase bear spray and did not use it during your stay, please dispose of it by either returning it to an authorized vendor or by bringing it to Guest Services so we can appropriately arrange for its disposal.



In the extremely rare case that you encounter a wolf or cougar, make and maintain eye contact; pick up small children and gather your group together. Make yourself appear larger than them, wave your arms and shout, use loud noise and throw things if necessary while you back away slowly. Do not run or crouch. In the extremely rare case that a wolf or cougar stands it's ground, fight back by hitting them in the eyes and nose, use whatever is at hand -sticks, rocks, etc.

# LAND ACKNOWLEDGEMENT

**“Port Renfrew, Port San Juan, and the tributaries of the Gordon and San Juan River estuaries sit on the traditional and ancestral homelands of the Pacheedaht First Nation. We honour this land and its treaties by strengthening our relationship and responsibilities to them. We acknowledge and thank the Pacheedaht First Nation people, on whose land we live, love, work, create and play.”**

At Wild Renfrew, we would like to acknowledge that our establishment sits on the traditional territories and ancestral homelands of the Pacheedaht First Nation. The name Pacheedaht (pronounced Pa-chee-dat with emphasis on “chee”,) formerly known as Pacheena or Pacheenaht translates to “Children of the Sea Foam” and their official language is known as Diitiid aatx (pronounced dit-ee-daht.)

In everything we do, Wild Renfrew strives to honour this land by building and strengthening our relationship with the Pacheedaht peoples. For more information regarding the Pacheedaht First Nation, please visit [bctreaty.ca/pacheedaht-firstnation/](https://bctreaty.ca/pacheedaht-firstnation/).

If you’d like to learn more about Indigenous peoples history, Indigenous Writes: A Guide to First Nations, Métis, & Inuit Issues in Canada by Chelsea Vowel is a great place to start, as well as visiting [native-land.ca](https://native-land.ca) to see which Indigenous boundaries your homeland may occupy.



# THANK YOU!

Thank you so much for taking the time to read through our directory and thank you again for choosing to stay with us at Wild Renfrew. We are here to make your stay a great one, please don't hesitate to reach out to our team should you have any needs or questions.

Sincerely,  
*Wild Renfrew Accommodation Team*