



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, 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 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, 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!

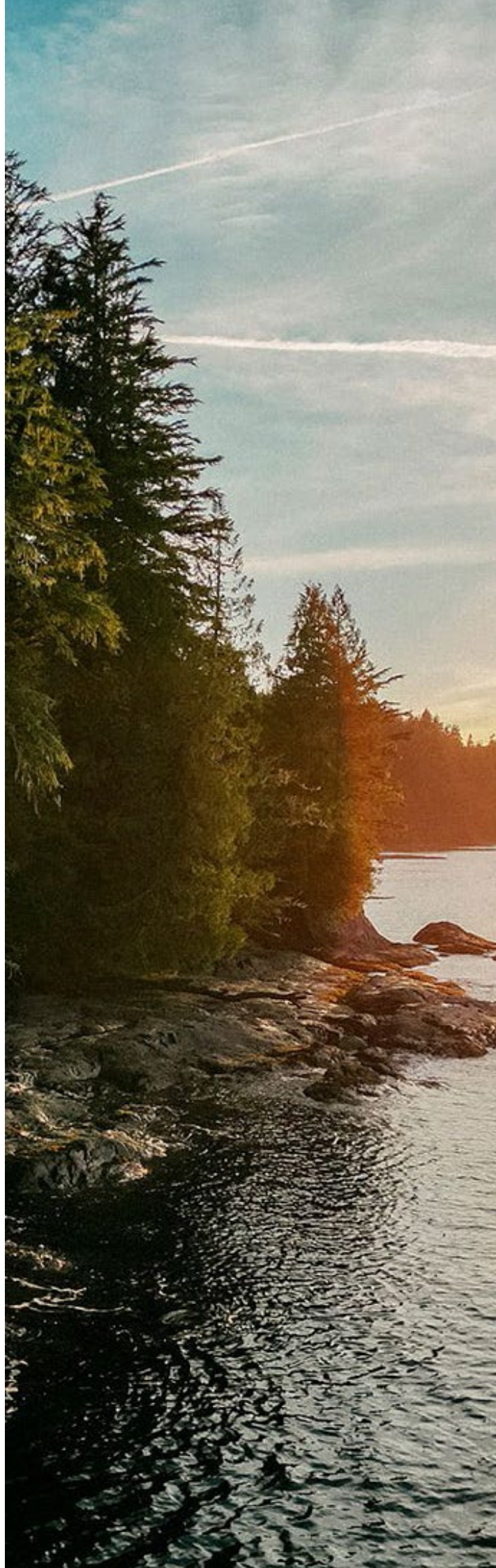
Sincerely,

Wild Renfrew Accommodation Team



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YOU ARE STAYING IN **SEASIDE COTTAGE #9**

“Gardenview Wharfside Studio”

- ✓ Ocean, Mountain and Marina views
- ✓ Kitchenette (no stove, no oven)
- ✓ King bed x 1
- ✓ Coffee & Tea
- ✓ Free wi-fi (see below)
- ✓ Dishes and utensils
- ✓ Outdoor deck & patio
- ✓ Patio fire-pit
- ✓ Dog friendly

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

Outdoor propane fire pit

To ignite the outdoor propane fire pit, you will need to use a lighter, which you can find in the same drawer as your larger kitchen utensils.

Once you're outside & ready, turn the gas valve so that the knob is parallel to the tube extracting the gas. Then, please use caution and ignite the lighter above the crystals/coins. You can then adjust the gas valve to increase and decrease the flames to your desired flame height. To extinguish the fire, simply turn the gas valve off by making it perpendicular to the tube.

If your fire pit does not ignite, please double check that the valve is in the parallel position and that your lighter has enough fluid to create a flame on its own. If the issue persists, please contact our staff to assist you.

Please use this fire pit with caution and turn off the propane gas when not in use.

*Please note that this fire pit does not serve as a cooking fire, although roasting marshmallows and s'mores is happily welcomed, as long as the fireplace is kept clean.

Indoor electric fireplace

Your unit has an indoor electric fireplace that can be turned on as decor with the flame setting on but not emitting heat. It can also operate as a functional fireplace that emits heat as well. Please note that the 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 press the button with 3 squiggly lines in the top right corner of the fireplace (in the crevice between the fire and the frame). 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 (again, in the crevice). *Please note that there is no remote to control the fireplaces or the degree of temperature.



Turns the fireplace ON/OFF
(basic orange backlight
behind the coals)



Turns the flames ON/OFF
(different flame patterns)



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)



Turns the heat ON for a set
amount of time

THERMOSTAT OPERATIONS

In your cottage, there will be two different types of thermostats. We will cover both below.

Main room thermostats

There is a photo of this thermostat on the next page.

- SSC #1-6 (x3): one in the hallway & one in each bedroom
- SSC #7-10 (x1): one located beside your front door
- SSC #14 (x1): one located between the bedroom doors (*it powers all three baseboard heaters)

To increase the temperature of the cottage, please use the up arrow (indicated to the right). Once you see your new desired temperature on the screen, stop pushing the button. The screen will then automatically switch back to whatever the current cabin temperature is and your unit will slowly begin to heat up. To cool your unit, use the bottom button instead. Please note that the thermostat has a max setting of 30°C / 90°F and our cabins use a baseboard heating system and may take a while to heat up. If you'd like to use a secondary source of heat, please see the indoor electric fireplace operations page.

Bathroom thermostat

There is a photo of this thermostat on the next page.

Your bathroom thermostat will look like this. To turn it on, you turn it clockwise to your desired heat setting. Turning it counterclockwise will turn it off completely. This thermostat has a max setting of 30°C / 90°F. You will feel the heat start to emit below the sink cabinets. The bathroom heater will automatically turn off when the temperature reaches the desired setting. *Please note: leaving the bathroom heat on and bathroom door open will also supplement the baseboard heat in your cottage (also a maximum of 30°C / 90°F.)

Troubleshooting

Our housekeeping team will automatically set the indoor temperature based on the season. We ask that you do not adjust the settings on the thermostat, as they will not affect the overall function of the baseboard heaters. However, if you find the thermostat locked (you'll see a little lock symbol on the screen) or if you can't adjust the heat up or down, you'll need to hold the circle button down until the screen flashes. Release and press the circle button again until you see the setting that needs adjustment: MIN / MAX / LOCK and use the up/down buttons to readjust. The minimum setting should read 5°C; maximum should read 30°C. The screen will flash for about 1-2 minutes before you can set the temperature again – please be patient. If any temperature issues persist, please contact our staff to better assist you.

Main Room Thermostat



Bathroom Thermostat



- 1 - temperature up (warmer)
- 2 - temperature down (colder)
- 3 - temperature lock/reset button



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



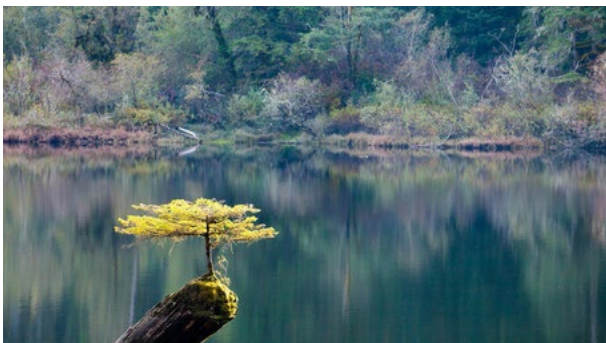
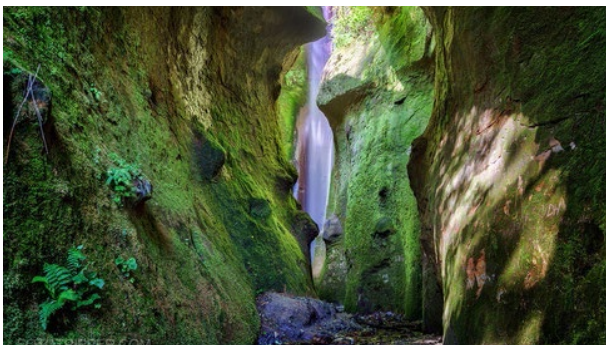
📍 350 m 🚶 7 min 🚗 1 min

[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



778-402-2884



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 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.



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/.

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 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