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 #14**

"Viewpoint Penthouse w/Private Hot Tub"

- ✓ Ocean & Mountain views
- ✓ Cozy living & dining areas
- ✓ King bed x1 Twin bed x2
- ✓ Pull-out sofa bed
- ✓ Free wi-fi (see below)
- ✓ Outdoor wrap-around deck
- ✓ Kitchen (with stove and oven)
- ✓ Coffee & Tea
- ✓ Dishes, Pots, Pans, Utensils
- ✓ Hot Tub
- ✓ Outdoor seating area
- ✓ Private beach access
- ✓ Patio fire-pit

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

*accommodates up to 7 guests & 2 dogs

TV & CABLE OPERATIONS

Turning on the TV and Roku

The Roku device should start up when power is turned on using the TV remote.

A screen will open up. This is Guest Mode. Please select your check-in and check-out date to start using the Roku device. Guest Mode automatically signs you out of all apps you have signed in upon your check out to ensure security.

Navigating the Roku

Home Button (⌂): Returns you to the main menu.
OK Button: Selects a highlighted option.
Back Button (←): Returns to the previous screen.
Arrow Keys (^): Move up, down, left, right through menus.
Star Button (✳): Opens options for the selected channel or item.

Watching Something

From the Home screen, choose the app you want. Sign in if needed. Select the show or movie you want to watch and press OK.

Roku Mobile App:

Download the Roku app (iOS or Android) to use your phone as a remote.

Turning It Off

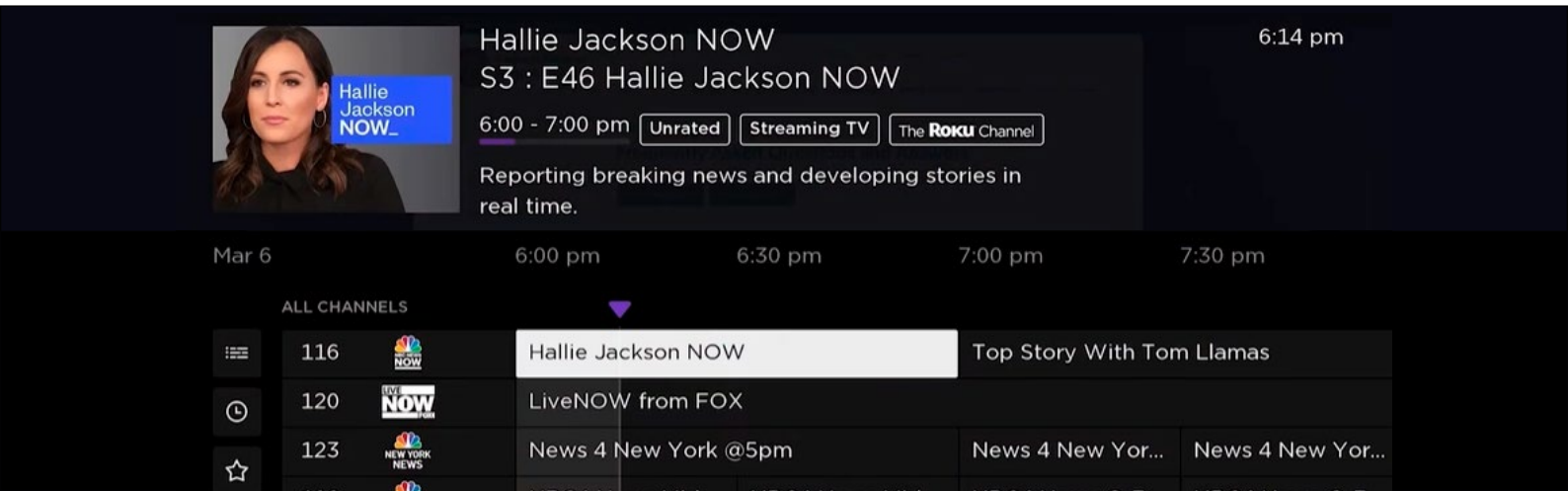
Most Roku devices don't have a power button — they go into low-power mode automatically when your TV is off.

TV & CABLE OPERATIONS

What to watch if you don't have any streaming service subscritpions. Options:

1. Tubi is a free streaming service that you can use to watch movies and tv shows.

2. The Roku Channel has an option for LiveTV. If you go into the Roku Channel app and select "Live TV Channel Guide" it will open up a TV guide that looks like cable



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/coals. 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 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.

1 - Current time
2 - Current date
3 - Current room temperature
4 - New desired temperature
5 - Temp up (warmer)
6 - Temp down (colder)
7 - Indicator that the heating/ cooling is on

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 yourhealthcare professional.

DINING OPTIONS

THE RENFREW PUB

SYMBOL LEGEND: ✓ YES ✓ YES ✗ NO

CHECK HOURS

THE RENFREW PUB
PORT RENFREW, BC

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

✓ The pub is open to all ages until 10pm
Outdoor dining is only offered during our peak season
The pub allows dogs on a section of their front patio, weather permitting

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

Coastal Kitchen Cafe

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

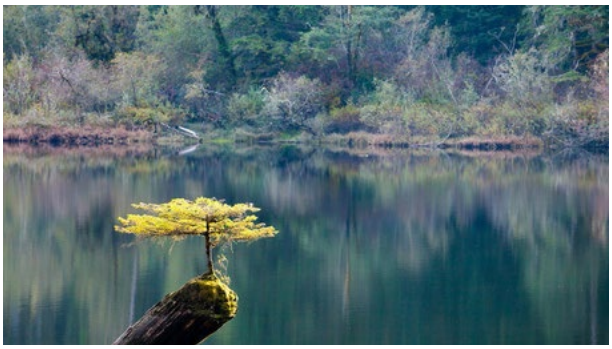
350 m | 7 min | 1 min

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 Sutdio (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 releif / 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 initiate a practice siren during training.

Wildlife

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.

Bears

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.

Wolves & cougars

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