



Ecolodge Group Booking Policies

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Group Booking Parameter

A group booking is any reservation of 4 rooms or more. Groups that request to book 7+ rooms are required to book the full facility as large groups tends to take over the lodge and cause individual guests to have less access to communal spaces.

Deposit and Cancellation Policies

Please see your invoice for specific details of payment due dates and cancellation cut off times. Please note that receipt of the deposit acknowledges agreement with the policies outlined on your invoice as well as in this document.

Payment Policies:

- Bookings are not secure until a valid MasterCard or Visa credit card number and expiry date is received. You have three options for method of payment: We can process the credit card on file. You can pay via email transfer to groups@tbgf.org . Or by cheque (payable to **Coastwise Holdings Corp.**)
- A deposit of 50% of the total is due at the time of booking upon receipt of the invoice.
- The remainder of venue rental balance is due upon arrival.
- Deposits or Balances due will be charged to the credit card on file on the due date unless other arrangements are made in advance.

Cancellation Policies:

- 20% of the total reservation cost is non-refundable.
- The balance of the deposit is fully refundable up to 75 days before your arrival date. Should you cancel your booking or reduce the number of rooms required with less than 75 days notice and these rooms are not filled by other guests, the full price of the rooms will be charged to your account (at our discretion).

Invoice Policy:

After you have paid any portion of deposit to secure your booking, you may adjust your invoice up to 3 times free of charge. If we are required to adjust your invoice more than 3 times due to continuous room changes, date changes, or any other reasons; you will be charge an administration fee of \$20 per updated invoice. You will not be charged if it is a mistake by our administration and the invoice needs to be updated for your records, or for deposit/balance payment updates.

Full lodge Bookings

The Ecolodge maximum capacity is 32 overnight guests. The full facility rate includes use of the classroom, a wholesome breakfast, admission into the Tofino Botanical Gardens and a tour by the director, and up to 4 additional cots (mattress on the floor) that may be added at no extra cost.

Partial lodge bookings

Partial lodge bookings include a wholesome breakfast, admission into the Tofino Botanical Gardens and a tour by the director. They do not include additional cots or use of the classroom: Additional fees will apply, please inquire for details.

Damage & Cleaning Deposit

We do not request damage or cleaning deposits, but we do require a valid credit card number to be kept on file in case of damage. Typical (but very infrequent!) charges that have been applied to groups in the past include wax removal on carpets, morning dish/kitchen cleaning of the previous night's dinner in order to be able to prepare breakfast, and excessive cleaning up of the outdoor firepit area.

Open flames such as Candles, incense and smudging are not permitted in the classroom or in the rooms.

Check In and Check Out, Rooming Lists

Check-in time is 3pm. Please do not plan to arrive earlier unless you make specific arrangements with the Ecolodge. Even if you would like to arrive early to drop off food, you must let us know in advance as we are not always ready to receive food if we are still preparing the Ecolodge from a group that has left the same day as your arrival.

Please provide a rooming list 48 hours prior to arrival with the names of each person staying in the rooms. This ensures that we are able to set up the rooms according to your specifications (set up cots etc), and direct guests to their rooms on arrival

which makes check-in easier for the guests and Ecolodge staff. If you do not provide this, we cannot welcome guests into rooms until the group leader arrives with the list.

Check-out time is 11am. It is not possible to check out later than 11am from the rooms. It *may* be possible to use the classroom or the kitchen until 1pm, However this needs to be arranged in advance with Ecolodge management. Additional classroom fees may apply for use from 1pm-9pm on the day of check out (based on availability). Guests may leave bags in the mudroom if the group will be using the classroom after 11am, but the rooms must be emptied of all belongings.

Decorating set up/take down

We understand you may want to set an atmosphere for your group by decorating. You may use 'free standing' items such as flowers, fairy lights, battery operated candles etc to decorate the communal areas, classroom or rooms; however you will only have access to these areas at 3pm on the day of arrival, and all decorations must be removed before 11am on the day of check out. Decorating must not cause any damage to walls, woodwork, windows and window frames, floors or any structures. No posters may be push pinned or taped to the walls (you may use painters tape to stick posters on wood frames), we have flip charts that you may use to display messaging. Any damages will be charge to the credit card on file at our discretion.

"Exclusive Use" of Lodge Limitations

If you have rented the full facility, typically you have exclusive use of the 11 rooms, the classroom, the lounge and kitchen area. However, the lodge is still a public space and we have an office downstairs for the Raincoast Education Society, Surfrider Foundation, a live-in staff room and occasional guests from the gardens that will use the shared washroom facilities, the library, and during scheduled times, the kitchen. The laundry room, Room #10, and the office are private facilities. Laundry room facilities can be accessed by request at specific hours (7pm-7am) with our coin washing machines. Laundry may be used at extended times if staff are not using the machines for lodge laundry. Please ask at the front desk.

Classroom

The classroom is 685 ft². It has a carpeted floor, ivory walls, vaulted pine ceiling, and a small tea kitchen. There are ample windows for natural light or for ventilation and electric heat registers you can control yourself. **For presentations** the classroom accommodates 64 guests plus guest speakers. **For workshops** the classroom accommodates 24-30. **For Yoga** the studio accommodates classes as large as 28 students. We have a small selection of bolsters, blocks and straps, as well as 10 folding tables, chairs, use of the projector and screen, flip charts and easel, and a white board included with the classroom for your complimentary use. There is a storage closet to hold your equipment should you wish to use the classroom for other purposes during your booking.

Use of the classroom is included in the full facility rental and is available to use any time between your Ecolodge check in and check out time. Partial lodge bookings will require renting the classroom separately. This can be rented per hour with a 2 hour minimum per session, or per day, and it is available from 9am-9pm. Please enquire for up to date rates.

We have an optional self serve coffee and tea service which is \$30 for the first service and \$20 for refills. Included in this service is a carafe of coffee, a selection of herbal and black tea, sugar, milk and cream, mugs and utensils.

If you use the classroom for arts, crafts or other activities, you are responsible for all clean up and for protecting table tops with paper or table cloth and the carpet with a drop cloth if needed. Open flames including candles, incense, smudge sticks etc are not permitted in the classroom. You may use battery powered candles or fairy lights. Damage to table top surfaces, wax damage, wall damage etc will incur additional charges at our discretion.

Firewood and Fire-pit

Use of fire-pit in front of the Ecolodge is permitted with your rental. Firewood is free when available, but must be arranged in advance. The firepit area must be left clean with no garbage, cans etc lying around or clean up fees may apply.

Smoking

We are a non-smoking facility. There is no smoking of any kind, including but not limited to, cigarettes, marijuana, vaping etc in any of our rooms/communal/indoor spaces, or on the decks, parking lot, fireplace, gardens or nearby grounds of the property. Any indication of smoking in undesignated areas will result in a \$200 fee, per room if applicable, that will be charged to credit card on file. There is a small smoking area near Darwin's Café with a cigarette canister for butts- the butts get sent to TerraCycle to be recycled into plastic lumbar. Please do NOT leave butts on the ground.

Alcohol

An alcohol facility management fee of \$300 (plus tax) per night will be charged to groups who consume excessive alcohol in the lodge. This fee covers the additional expense of supervision, cleaning and potential damage incurred by groups consuming alcohol. This fee is applied at our discretion and included with the original invoice at the time of booking. We reserve the right to add this fee to your invoice in the case of non-disclosure of an alcohol related event.

Alcohol for private consumption is permitted in the kitchen, dining room and lounge. It is not permitted in rooms and it is not permitted outdoors (e.g., in the gardens).

No drinking games are permitted that encourage consumption of alcohol, such as but not limited to, beer pong, kings cup etc.

Pets

Unfortunately we cannot accommodate dogs, cats or ferrets or birds.

Housekeeping and Environmental Considerations

The Ecolodge strives to be a low-impact facility. **Please leave bottled water at home and bring a reusable bottle** (Tofino's tap water comes from undisturbed, old-growth forest on Meares Island and has one of the lowest chlorine levels in BC and tastes delicious!). We encourage you to bring your own bottle, mug, and containers and fit into the Tofino lifestyle of reducing single use items.

The Ecolodge asks for participation in our extensive recycling and composting program. Details are provided upon your arrival and separation instructions are provided at the recycling station in the lodge.

We encourage you to consider your energy use and to turn off all lights and heat when not in the rooms.

The Ecolodge provides all linens, towels, bedding, robes. If your stay is longer than 3 days we will arrange a change-over day to refresh your towels, tidy your rooms and change sheets upon request. We do not provide daily turn-over service unless arranged in advance for an additional cost. We ask that you not bring in outside linens, pillows or blankets to protect the lodge from outside contaminants.

We feature locally-made eco-friendly soaps and shampoo in our washrooms, of course you are free to bring your own.

Breakfast & Kitchen Use

We provide breakfast for you; it is served from 8am until 10am unless other arrangements are made at least 48 hours in advance. Times can only be adjusted for full lodge bookings and cannot be earlier than 7am. Breakfast consists of organic whole oatmeal with a selection of dried fruits and nuts, our home-made muffins, bread from the Common Loaf Bakery, natural peanut butter and jam, and fresh fruits. You can also enjoy our dark roast organic coffee and a selection of teas and juices. If your group wishes to forgo this breakfast for your own catered or self-catered breakfast that is absolutely fine but alas, we do not discount our rates.

After ~10 am, our kitchen facilities are at your disposal, so feel free to bring any food you might need to prepare meals during your stay. Our kitchen amenities include a 6 burner gas stove and oven, microwave, fridges, blender, crock pot, electric hand mixer, kitchen aid mixer, toaster, coffee machine, full set of pots and pans, baking dishes, baking sheets and utensils, dinnerware set, cutlery, basic serving platters and more. Partial lodge bookings: Blender use is not permitted before 9am.

Your group may hire a chef to cater meals. They will have full use of our kitchen and equipment. Please let us know in advance, particularly if you will not have our breakfast so that we do not over order food and we can schedule our staff accordingly. RedCan Gourmet is a great local catering option – they can deliver prepared meals to the Ecolodge daily.

We encourage you to make use of our equipment and ask that you do not bring disposable plates, cooking trays or single use plastic cutlery into our facility.

Kitchen users are responsible for prompt clean-up after use, including dishes and disposal of left-overs.

Noise

Our quiet hours are 11:00 pm to 7:00 am. *If your group is a full buyout*, we will not typically enforce these hours indoors but we do ask for your understanding that a staff member lives in the Ecolodge and your respect for this person is greatly

appreciated. All outside noise must end at 10 pm in accordance with the District of Tofino Bylaws as we are located in a residential neighbourhood. We do not allow outdoor music of any kind past 10:00 pm. This is strictly enforced.

If your group is not a full buyout and there are other guests staying at the Ecolodge, we **do** enforce these hours and we ask for your full cooperation in sharing common areas (kitchen, lounge, firepit). In the excitement of being together, groups can often 'forget' that there are other people around, so please be mindful of other guests' presence and needs. Should we receive a noise complaint resulting in a refund to other guests, the amount of the refund will be added to your invoice at our discretion.

Additional Group Functions and Non-Registered Guests

The Ecolodge is designed and licensed for up to 32 overnight registered guests. You may invite off-site guests for additional group functions up to 50 people, but *dinner or other group functions at the Ecolodge over 50 people are not permitted*. There is a facility use fee of \$75 for additional group functions with non-registered guests and a \$10 per person charge.

We do have an on-site cafe which is available to rent for dinners, barbeques, and wedding receptions. Please inquire!

What Else Do You Need to Know?

- We ask that you keep wet boots and coats in our mud/coat room. Surfboards and wet wetsuits cannot be kept in rooms – please inquire on arrival about storing these things and where our surf washing area is.
- Any food left in the kitchen that is not in a labelled bin may be thrown out or given to the chickens - please be sure to put your name on all your items
- Our rooms have button door locks and it is known for people to accidentally lock themselves out of the room! Please make note of this and keep your key with you at all times. There is a \$10 lost key fee.
- We do not have telephones or TVs in our rooms to provide you with a tranquil space intentionally.
- We provide free wi-fi access, which reaches most rooms (but not all, typically not the suites with private washrooms which are at the far end of the halls), and a full library. We do NOT have an Internet station (i.e., a computer for guest access).
- Rooms 1 – 10 have shared washrooms. Our suites have private washrooms. Be sure to book your guests in the appropriate rooms.

Waiver: client agrees to be bound to all terms and conditions set out in the contract. By placing a deposit the client acknowledges and agrees to the Ecolodge policies. Client acknowledges that the Ecolodge and Tofino Botanical Gardens property contains potential hazards, which include a natural pond, forested areas and access to the ocean/Tofino Mudflats. Client agrees to assume all responsibility for and the risk of all harm to the property or person of Client or persons present at the reservation. Client assumes all responsibility associated with any alcohol served during their booking including, but not limited to, the safety and sobriety of all persons included in their group booking, and all losses, damages or injuries arising there from whether during or following the reservation.

Client acknowledges that he/she or his/her agent has inspected the Ecolodge and Tofino Botanical Gardens property and facilities and has found them suitable for client's intended use and agrees to advise all persons connected with the event of all rules governing the use of the property and facilities as outlined in the Contract.

Client agrees to indemnify and save The Ecolodge, Tofino Botanical Gardens Foundation, Coastwise Holdings Corp, and their officers, directors, employees and volunteers harmless from any and all losses or claims whatsoever arising out of or connected with Client's use of Tofino Botanical Gardens property or its facilities and/or the events.

Despite all these rules...we're happy you've chosen the Ecolodge for your visit to Tofino and we really look forward to having you stay with us!