



U C L U E L E T C A M P G R O U N D

Guest Information & Code of Conduct



This document provides interim guidance for preventing the transmission of COVID-19 to Ucluelet Campground employees and guests.

Please read this document in its entirety.

If you, or anyone in your group, are experiencing any COVID-19 symptoms (cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat and or new loss of taste or smell), do NOT come to the campground.

Contact the office and we will give you a full refund.

You cannot quarantine at the campground. We are asking that campers leave to go home if they are experiencing symptoms.

To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the tourism and hospitality industry. These Orders outline conditions and provide specific direction regarding the services provided at Ucluelet Campground.

This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

This document applies to all guests.

This document is fluid and will be updated as we progress in our reopening.

GENERAL INFORMATION

At all times you must maintain a physical distance of two metres from others including guests, other employees, and pets.

COVID-19 is spread through large liquid droplets when a person infected with COVID-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose, or mouth of another person if they are in close contact with the person who coughed or sneezed.

COVID-19 is not transmitted through particles in the air and is not something that can enter the body through the skin.

The symptoms of COVID-19 are similar to other respiratory illnesses, including the flu and the common cold. These symptoms include cough, sneezing, fever, sore throat, and difficulty breathing. People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

People who are contacts of a confirmed COVID-19 case, meaning they have been or could have been exposed to the virus, but do not have symptoms, are required to self-isolate.



Self-isolation means staying home and avoiding situations where you could encounter others.

Isolated individuals may NOT use any common areas or onsite facilities.

You must stay at home and self quarantine for 14 days if you are sick to avoid spreading illness to others.

Practice diligent hand hygiene at all times by using hand sanitizer or washing with soap and water for at least 20 seconds.

Practice cough etiquette by coughing into your elbow or covering your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of used tissues and wash your hands.

Do not touch your eyes, nose, or mouth with unwashed hands. Do not share food, drinks, utensils, cigarettes, vaping devices, tobacco or cannabis devices.

CURRENT CLOSURES ON SITE & GUEST INFO

Based on our property layout and current measures we have in place; we will operate at a reduced capacity until further notice.

We will be following specific instructions from WorkSafe BC regarding our reopening date, capacity allowance and public facilities.

Opening date is June 8th, 2020.

Portable Toilets available on site starting June 10th

All washroom facilities, including flushing toilets and showers will remain closed for the entire season.

TENT CAMPING will resume June 10th when Portable Toilets available are on site.

Full hook-ups available and access to Sani-Dump and fresh water on site.

We apologize for our reduction in services offered. Even with stringent cleaning protocols we could not see a reasonable way to safely operate our public showers.



CHECK IN

The office will be operated from 10 AM to 8PM daily. Hours may vary.

Firewood and Ice will be available during office hours only.

Ucluelet Campground entrance will be gated, and the gate will remain closed. Guests will receive a gate access code in their email confirmation.

Check ins are permitted after 2 pm. If you are arriving after 8 pm please advise the office immediately.

No early check-ins, 2pm is the earliest you can occupy your site.

All campsites that are checking out must be vacated by 11am. No exceptions.

All reservations must be made online. Limited free Wi-Fi is located near to the campground entrance for drive-in. Please respect social distancing.

Ucluelet Campground will limit drive-in traffic on a first come first served basis until further notice, all guests must be registered, sign and agree to the rules and liability waiver prior to entering the campground.

Communal outdoor furniture has been removed.

All guest must have card details stored online and provide identification if requested.

Additional signage regarding social distancing etc. are be posted throughout the property in multiple key locations to maximise visibility for guests on site.

Security sweeps will be increased throughout both day and night.

All guests must sign and agree to the campground rules and liability waiver before entering the property, no exceptions.



CLEANING & SANITATION

All campsites will be prepared for arriving guests by 2pm.

Absolutely no early check-ins permitted to ensure proper sanitation protocols. Check-ins are from 2pm onward

New Site Cleaning Protocols and Staff Safety Measures

- Staff will use PPE (mask, gloves, safety glasses) when entering a site
- Site amenities will be cleaned with hydrox and a clean dry rag to wipe down the power pedestal, water faucet and sewage cap (in this order, and dispose of the rag safely).
- Picnic tables will be sanitized with hydrox spray and new/clean dry rags to wipe it down.
- All dish wash stations to be cleaned, wiped down and restock sanitizer if necessary.
- Sani-dump to be regularly sanitized.



GUEST COVID-19 CODE OF CONDUCT

You and your party agree to obey this Code of Conduct while at Ucluelet Campground.

No gatherings of more than six people in a unit are allowed at any time.

SUPPLIES : Please bring supplies to sanitize handles/nozzles/surfaces. We will be spraying picnic tables and excessively cleaning surfaces as well as providing hand sanitizers throughout the campground. But we are encouraging guest to use and bring their own as an extra precaution.

HAND WASHING: Wash your hands for at least 20 seconds with hand sanitizer or water and soap every time you enter and exit your unit.

SOCIAL DISTANCING: You and your party must always maintain 2 metres of separation from anyone else on site, while on the beaches and while in town.

BE KIND AND SUPPORTIVE: Be kind and supportive, remember we are all in this together!

PARENTAL SUPERVISION OF CHILDREN: Parents must ensure that their children always maintain 2 metres of separation from other children/people/pets from other parties during your stay.

VISITORS: No visitors are allowed on site. No visitors on site that are not in the registered parties group. The registered person, whose name the reservation is made under, assumes all responsibility for all adults, children or wards in the registered parties group. This reservation holder must agree to all campground rules and liability waiver.

GROCERIES & TAKE OUT: All guests must abide by the request of our community to stay home and self isolate. Guests are advised to arrive to the community with all the supplies needed for their stay.

- All guests wishing to order take out or groceries are advised to use www.ukeeeats.com
- Grocery orders can also be placed through Ucluelet Co-op by email at delivery@uclueletcoop.com
- Pay over the phone or online and have the deliveries dropped at your site, collection must be done at a safe distance.

Guests are expected to be responsible with hygiene and pack accordingly, please bring your own masks, disposable gloves, personal hand sanitizer, Clorox or Lysol wipes, Lysol or other disinfectant spray and toilet paper.

GARBAGE & RECYCLING: All guest is responsible for the dropping their garbage and recycling into the appropriate location.



REMINDER TO BE KIND

If you come across someone not maintaining the 2 metres social distancing requirement, please remember that they may be in one Household group.

If someone infringes on your 2 metres distance, kindly remind them of the 2 metres rule.

Please de-escalate any confrontational situations and if needed report the situation to the office via text, email or phone.

Staff on duty will be available to take calls and assist you.

THANK YOU

We thank you for your patience and understanding while we take every precaution to ensure the safety of all guests, staff, and our community.

We appreciate our valued guest's flexibility and acceptance after we made the difficult decision to not offer showering facilities. We have done this with the most stringent health and safety initiatives in mind.