

**Tripadvisor** Travellers' Choice Awards







GreenStep Sustainable Tourism

Silver Certified
BUSINESS 2023-2025

# Welcome! ?i:mot tət<sup>6</sup> kwənome It's good to see you!...

# A few notes about our home...

Welcome to the traditional Klahoose Nation territory, which extends from Yekwamen (yɛkwamɛn) or Toba Inlet to the northern islands of the Salish Sea and Desolation Sound. Our resort lies within the territory of the Klahoose Nation and in proximity to its sister Nations: the Homalco, Kwakiutl, and Tla'amin. Our Nation's permanent community resides in Squirrel Cove, on Cortes Island. Your comfort is important to us. We aim to provide a service standard that reflects our natural, authentic ways, and to offer our guests a memorable experience. We believe that we are only one aspect of the great diversity of life on the land. Since time immemorial, we have used formal protocol to acknowledge our surroundings, which was meant to honour our spiritual beliefs. This acknowledgment includes or specifies water, ancestors, animals, and plant life, all of which are alive and therefore having a "spirit." Our ancestors knew and believed that everything in nature is connected, that nothing can exist in the environment for, or by itself as everyone and everything depends on one other.

łayiščxw. You go ashore.

Traditional Welcome





# Traditional Welcome and Being a Respectful Guest

So, what exactly is a traditional Klahoose welcome? As toq qaymıx<sup>w</sup> (Klahoose) people, who come from the coastal regions, out traditional way of getting around is by canoe or boat. When we travel to new lands, we introduce ourselves, openly state our intentions, and ask permission to come ashore. And when we are the host, our job is to protect our community, our lands, nature, and as human beings, show a deep respect.

When you arrive at Klahoose Wilderness Resort you are guests and are invited to come ashore. Once you have this invitation, we treat each guest with warmth and kindness, making sure they're well-fed and taken care of. We let you know what's expected of them during their stay. In this case we remind you that all stories, images, place names and language are more than just content and information, they're incredible valuable to our people, either belonging to the cultural interpreter and their community of the qaymix community. As our guests, we invite you to take a moment and think about why you are visiting the Klahoose territory and understand and willing to respect the sacred principles of the traditional welcome, and qaymix protocol.

We are honoured to welcome you to our home.

Emote (Thank you!)



# **BEFORE YOU LEAVE HOME**

#### MANDATORY GUEST INFORMATION

Please ensure that you have provided us with the most up to date contact information including your in-travel contact information and your Arrival and Departure details.

#### SPECIAL DIETARY NEEDS

Your stay includes all meals starting with dinner on the day of arrival to breakfast on the day of departure. Meals served are a set menu and while we can cater to most specialty diets and requirements, we must be notified at least 45 days in advance of your stay. As a remote lodge, only accessible by boat and seaplane, we will have limited availability to customize your meal while you are staying with us. If you have not already done so, please advise us of any dietary requirements or allergies that we should be aware of.

While your stay is inclusive of meals and snacks and up to two complimentary glasses of house/wine beer with each dinner. Your room has a fridge so feel free to bring your own extra snacks for your room.

# Mandatory for each booking:

Please email your arrival and departure details plus any special dietary needs to: info@klahooseresort.com

#### **WAIVERS**

Because of the nature of the activities in which our guests commonly participate in, all guests are required to sign a Guest Participant Release which is available in your guest details link or when you arrive at the resort. Minors must have a parent or legal guardian sign the waiver on their behalf. A copy of the waiver can be available to you upon written request to Klahoose Wilderness Resort.

# **ARRIVAL**

# "Lund, BC, Where the road ends and Desolation Sound begins"

Please meet us in front of The Lund Resort at Klah ah men lobby at 2:30 pm with your luggage; we will assist with your bags to the marina and our boat. Our boat is scheduled to depart at 3:00 pm.

The Lund Resort at Klah ah men, 1436 Highway 101, Lund, BC V0N 2G0

(Please meet at the Lund Resort in front of main lobby entrance doors (**see image below**).

If you find yourself delayed or unable to find our staff in Lund please contact us:

Toll free 1 833 443 3838 / International +1 250 935 8539 Klahoose Wilderness Resort: +1 604-414-1904 (outside office hours) Please note this is a Satellite Phone, direct to the resort and only available during the season May-October.



We encourage you to have lunch before boarding as it takes about one hour to get to the resort and your next meal will be served between 6;00-7:00 pm. In Lund, we recommend Nancy's Bakery, the Boardwalk Restaurant, or the 101 Bar & Grill at The Lund Resort at Klah Ah Men, the store at Stockpile Market and a short drive away at the Laughing Oyster.

For more information on Lund, including a map please visit: Sunshine Coast Tourism **www.sunshinecoastcanada.com** for visitors' information on Lund, Powell River and the entire Sunshine Coast.

#### POWELL RIVER AIRPORT TRANSFERS

Pre-arranged road transfers between Powell River Airport (YPW) and Lund are available and are complimentary when booked in advance. The transfer by road takes about 45 minutes. The transfers will meet the Pacific Coastal Airlines arrival, from Vancouver South Terminal (YVR) arriving in Powell River (YPW) "mid-day" between 11:30am and 12:30pm depending on the seasonal schedule.

We return guests to Lund Harbour between 11:00am and 12:00pm. From Lund the road transfer to Powell River Airport takes about 1 hour, meeting afternoon flights, again depending on the seasonal schedule.

Flights between Vancouver Airport and Powell River Airport to Vancouver Airport are subject to change. Please check with us before making flight arrangements. We can also arrange for pick-ups/drop-offs at other Powell River accommodation.

Transfers between Powell River and Lund are included when reserved.

Upon arrival at Powell River Airport, the driver will have your names, at Klahoose Wilderness Resort sign and meet you upon arrival.

Driver: Herb or Sue Rehfeldt Phone: +1 604-989-0420

The complimentary land transfers operate once daily on Thursdays and Sundays and must be booked in advance. Please re-confirm schedules and availability with us at time of booking. More information on how to get here can be found here:

www.klahooseresort.com/how-to-get-here

#### **CHECK OUT**

Check out of Klahoose Wilderness Resort is after breakfast at 10:00am. Our water taxi will return you to Lund between 11:00am-12:00pm. Important: Please plan your connecting ferries or flights matching this check out time and return to Lund.

#### **LUND PARKING**

Parking is available in Lund. At the Lund Marina, adjacent to the Lund Resort, parking can be paid locally for about \$12 per day (subject to change) in the marina meters.

#### **LUGGAGE**

We offer complimentary luggage service for your entire stay with us. Upon check out, please leave your luggage outside your door in the morning and we will collect and load it onto the boat for you.

## WATER - Yes! You can drink from the tap

From that same freshwater source that we get our hydro power, a small creek beside the resort, we also get our drinking water, and it's the best! The water collected through another intake and is filtered, treated daily, and test regularly as required by the BC Health Authority standards and regulations.

# **ALCOHOLIC BEVERAGES**

Up to two complimentary drinks, from a selection of house wine and beer, are available during dinner and are included in the package. Klahoose Wilderness Resort also has a selection of premium wine and beer for purchase. You are welcome to bring your own additional alcoholic beverages to be consumed in your room or cabin.

#### **SERVICE FEE**

The Service Fee includes many activities and use of facilities at the resort including: WIFI, up to two complimentary alcoholic drinks (house wine or beer) with each dinner, in-room tea, coffee service, snacks, wood-fire sauna, campfire area, kayaks, stand-up paddle boards, hiking trails, activities such as cedar weaving, complimentary shared airport transfers between Powell River Airport and Lund (when required).

#### **GRATUITY**

The Service Fee includes a portion of gratuity for all Klahoose Wilderness Resort staff and our Toba Inlet bear guides. If you enjoyed your stay or wish to further acknowledge the staff and guides, please ask for an envelope and you may leave a gratuity with the on-site manager. Recommend at \$50 per day per guest. These gratuities are shared among the resort's staff and guides.

#### **CONSERVATION FEE**

The Klahoose ancestors have managed this legacy of natural resources, honoring, and protecting the environment and its inhabitants for millennia. Their investment is committed to the preservation, conservation, and protection of our ocean, wilderness, marine, and terrestrial life as well as the local people.

A conservation fee is included in your package, at \$25 to \$35 per person per stay. Our partnership with the Commercial Bear Viewing Association (CBVA), and the North Island Marine Mammal Stewardship Association (NIMMSA) helps develop industry standards, guide training, and ongoing research to protect bear and wildlife habitat. Funds from this conservation license fee are distributed to the CBVA and NIMMSA. Environmental Stewardship means more than just conservation to the Klahoose First Nation, rather, it is integral to their way of life. The Klahoose territory is abundant in natural resources, and managing, honoring, and protecting these riches is engrained within the culture.

The Klahoose Nation supports sustainable forestry, aquaculture, and tourism. True to their ethos, all businesses are fully committed to continue protecting the environment, its wildlife, and natural resources for future generations.

The preservation of our ocean, wilderness, and local community is evident through the following endeavors:

- Our off-grid Resort produces its own power and supplies excess power across the territory. In 2022, the Resort was awarded the BC Government's new 'First Nations Clean Energy Business Fund' grant to help finance the redesign of the Resort's water intake, Pelton Wheel (hydro-wheel), and storage capacity. This brand new 'turn-key' electrical grid came with innovative equipment, allowing us to harness the water more efficiently, triple our energy generation, and most importantly, enable us to store, otherwise lost energy, which is so critical during peak consumption periods. The Micro-Hydroelectric project will eliminate diesel fuel generators, removing up to 38 tons of carbon emissions annually to create a low carbon future for the Resort. We would be happy to show the system through a back of house tour. Please ask!
- Our partnership with the Commercial Bear Viewing Association (CBVA) helps to develop industry standards for sustainable bear viewing, systemize guide training, and research the protection of bear and wildlife habitats. To learn more: www.bearviewing.ca
- We assist the North Island Marine Mammal Stewardship Association (NIMMSA) through collecting conservation fees from guests. These funds are used for conservation and education in the Northern Salish Sea region. To learn more: www.nimmsa.org
- We contribute to the local economy in our regional coastal communities by purchasing locally sourced goods and foods, hiring Indigenous staff, and partnering with local artists.
- We avoid single-use plastics through our recycling program which provides each guest with a reusable water bottle.
- Klahoose Wilderness Resort has undergone a comprehensive assessment to achieve Sustainable Tourism Silver Certified. The process includes a one-on-one review of our business practices with a GreenStep Assessor to see how we're doing against their Global Sustainable Tourism Council recognized criteria. Following the assessment, we received a report that recognizes where we are doing well, and also highlights areas where we have opportunities for improvement, helping us to form an action plan for continued success on our sustainability journey. We will be reassessed every two years to maintain our certification and our momentum. Learn more at: www.greenstep.ca
- We are working to align with the United Nations Sustainable
  Development Goals for 2030, and the UN Declaration on the Rights
  of Indigenous Peoples. We are committed to measuring and
  improving our sustainability performance each year between now
  and 2030.

## **Reconciliation Through Travel:** qwaga kwanačum - Come sit down...

Guests who visit the Klahoose Wilderness Resort support these great initiatives while etching memories through their personal adventures.

We invite you to see the beauty of our lands through *our* eyes, experience the best of our renowned hospitality, and feel deep connection through our shared traditions and storied history. Our collective commitment to sustainability will continue to ensure our territory remains pristine for our people, visitors, and future generations.

Klahoose Wilderness Resort also supports the Indigenous Tourism Destination Fund (ITDF). The optional ITDF is your chance to support Indigenous Tourism in Canada and help fulfill the Truth and Reconciliation Commission Call to Action #92: by ensuring Indigenous communities gain long-term sustainable benefits from economic activities taking place on their lands or using their resources. The ITDF assists Indigenous tourism business nationwide through Indigenous Tourism Association of Canada (ITAC).

#### ORAL HISTORY

You are welcome to take photos, however we ask that you please ask your Cultural Interpreter's permission if you wish to post their image or their oral history presentation including songs and stories on social media. Should you have questions or comments in terms of sensitive historic matters, please feel free to talk with our manager who is more than willing to help support this dialogue.

## SHARE THE LOVE!

If you wish to share a positive experience at the Klahoose Wilderness Resort, or have some amazing photos of our region, you can post your images and comments directly on our social media pages:

TripAdvisor
Instagram
YouTube
Facebook

Please tag us and use #KlahooseWildernessResort

#### OPPORTUNITY TO UNPLUG

There is no cell phone coverage at Klahoose Wilderness Resort. We do have a satellite Wi-Fi phone in the main lodge. This phone is used primarily for emergency service and contacting our head office. However, you are welcome to use it if you feel the need to make a call, just let us know!

Our satellite Wi-Fi router is in the main lodge and the connection is usually best in that area as the further you get away from it the spottier the connection.

We kindly request that you refrain from downloading, or backing up images or large files, or streaming video or posting videos to your social media. This slows down the connection as our limited bandwidth becomes overloaded. Please do post images during your stay and save the videos for later!

#### **GIFT SHOP**

There are several souvenir and artisan items available for purchase with credit card. Note we do not have a store at the resort.

#### **SMOKING**

There is no smoking permitted onboard the vessels or in any of the rooms, balconies, or common areas. Smoking is only permitted in designated outdoor areas on land.

#### HOUSKEEPING

Housekeeping is on request during your stay. Should you require fresh or extra towels or blankets, just let us know. If you require a hair dryer during your stay, just ask one of our staff.

#### **BATH & COMFORT**

Our guest soap bars are handmade locally and contain nothing but pure, organic products. These and other locally made soaps are available in our Gift Shop in the Main Lodge. Our environmentally mindful dispensers for liquid shampoo, conditioner, and body wash. Black face cloths are for your make up removal to avoid staining our white towels. Our signature bath robes are available for purchase. An outdoor dock and swim towels as well as evening blankets are available in the Main Lodge. Kindly do not take any linens or room towels for outside use.

#### **ACTIVITIES**

Desolation Sound and Klahoose Wilderness Resort is a place to sit back and relax, but also explore. We have water sports from our dock including ocean kayaks, sit-on-top kayaks, and stand-up paddle boards. The ocean is warm enough for swimming and our wood fire sauna is available on the dock. Explore the rain forest, on a nature trail including Foster Point (35 minutes round-trip or a more strenuous hike up the mountain to a small grove of old growth forest (1.5-2 hours round -trip). Enjoy an evening outdoor campfire when permitted.

At Klahoose Wilderness Resort, we take care of every detail allowing you to slow down, smell the cedar, taste the ocean and be inspired by the natural beauty of our land and Indigenous culture. It is a place to sit back and relax, but also explore. Here are a few of the adventures included in the packages and more ways to explore.

# ECO-ADVENTURE TOUR (Included from May to late August 20)

The Toba Inlet boat tours are included for everyone from opening in May to late August. View the natural beauty of Toba Inlet with high mountain peaks, glacier blue water and massive thundering waterfalls. Watching marine life such as humpback whales, Orca, dolphins, seals, and eagles. These tours are led by our Klahoose guides. This tour is scheduled for day 2 of your stay and is 4-5 hours.

Included in the Eco-Adventure Tour:

- Lunch, drinks, and snacks
- Wildlife viewing
- Onboard Indigenous Guide

- Covered and heated boats
- Onboard washrooms on all of our boats
- Re-usable water bottles provided

What to bring: Dress extra warm - especially if you like to spend time on the outdoor deck, enclosed footwear, camera and binoculars.

## AHPOKUM EXPERIENCE (Included from May to August 20)

A visit to nearby Ahpokum, scheduled for day 3, starts with a short boat ride to a seasonal village site for the Klahoose people. Here, we will engage in storytelling and share lunch. You'll have the opportunity to participate in a traditional cultural river bathing experience, or simply observe. For the return journey, you may choose to come back by boat or opt for a kayaking adventure.

What to bring: Dress in layers and if you may choose to swim in the creek bring a bathing suit, towel and a nice option are water shoes. If you plan to kayak back to the resort, also plan clothing for kayaking along with a hat and eco-friendly sunscreen. Note there is a covered picnic area and outhouses at Ahpokum. We will land at the beach, so while the tour includes a short flat walk to the river bathing area, we do come ashore by walking on a rocky beach. Please feel free to ask us about mobility for this activity.

# **GRIZZLY BEAR VEWING TOURS (Two Tours included August 21 to October 23)**

This tour, travels by boat to Toba Inlet, past waterfalls, and spectacular landscapes, before we arrive at our dock in Toba Inlet. Here we board our mini-bus and drive to our raised wooden viewing platforms to watch the grizzly bears. These tours are scheduled for day 2 and 3 of your package and are about 6-7 hours with about 3 hours watching the bears.

Included in the Grizzly Bear Viewing Tours:

- Lunch, drinks, and snacks
- Boat from the resort to our dock in Toba Inlet 1 hour with wildlife viewing
- Mini-bus transfer from our Toba Inlet dock to our viewing platforms
- Platform viewing from our raised and covered wooden platforms approximately 3 hours of viewing the grizzly bears
- Indigenous Guide trained with the Commercial Bear Viewing Association of BC
- Covered and heated boats
- Onboard washrooms on all our boats and outhouse at Toba Inlet dock area (Note: there is no washroom during our 3 hours at the viewing towers)
- Re-usable water bottles provided

What to bring: Extra clothing, enclosed footwear is mandatory, camera, Binoculars...a sense of adventure!

Please do not bring any tripods, however a monopod is okay. Please do not use perfume or bring any food during the bear tours.

We are going to view wildlife in their natural habit. We cannot predict what we will see.

# OTHER ACTIVITIES TO ENJOY



- Guided Indigenous storytelling, songs, cedar weaving, cultural activities & excursions (various activities are included during your stay)
- Cedar brushing off ceremony
- Sea kayaking use of kayaks and safety equipment is included for selfguided adventures
- Paddle boards and equipment are available for self-guided calm ocean paddles right from the dock
- Ocean swimming (the waters are some of the warmest north of Mexico!) from our dock. We have a swim ladder on our floating dock.
- Sauna Our woodfire cedar sauna, located on the floating dock
- Rainforest nature walks (guided or self-guided). An easy hike to the point in front of the lodge offering panoramic views of Homfray Channel and the Resort. (30 minutes round-trip)
- Rainforest Hike (guided or self-guided). This is a steep uphill hike, on uneven terrain, into the remote rainforest behind the lodge. (1 to 2 hours round-trip)
- Off-the-grid see how we generate our own clean energy with hydro power and generate power and collect water for the resort.
- Campfire & dark skies, stargazing and bioluminescence.
- Yoga mats are available for those looking to practice yoga, on the balcony or floating dock during your stay
- Opportunity to relax and unplug. While activities are included, we also allow for time to relax and unplug, we have a lodge main deck, floating dock and other area to relax outdoors or in the main lodge, pick up a book, watch the ocean water and enjoy your time in the wilderness.

#### **OPTIONAL ACTIVITIES**

Depending on your itinerary, you may have an extra day at leisure or consider adding optional activities. These activities should be booked in advance. Contact us for rates, availability, and information on the below optional tours.

# Glacier Helicopter Tour

Experience a helicopter tour over the wild Coast Mountain Glaciers. Fly above the most remote inlets of BC and access the Coast Mountain range in an amazing way. Tour Duration: One Hour or Two Hour with 30-minute mountain stop

#### Heli-Glacier Walk

Take in the remote peaks and stunning glaciers of BC's Coastal Ranges by air and by foot. The short glacier traverse to a glaciated mountain top can only be described using superlatives. Ropes, crampons, ice axes, and certified mountain guides are included so you can focus on the awe-inspiring views provided by some of the last truly remote wilderness on the planet. Tour Duration: 4-5 hours

## Heli-Hiking Tour

Helicopter to the top of the mountains that surround the Resort and hike some of the most remote areas of the BC Coast with a certified alpine guide. Tour Duration: Half Day from 4-5 hours or Full Day from 7-8 hours from easy to advanced hiking

#### Heli-Paddle on a Glacier Lake

This is a once-in-a-lifetime experience. Fly to the jaw-dropping peaks surrounding the Resort and either kayak or stand-up paddle on some of the oldest glaciers in BC. The glacier lake adventure is guided by a certified Paddle Canada Guide. Tour Duration: Half Day Tour from 4-5 hours

#### Heli Fly-Fishing Day

Spend the day with a professional fishing guide in the Coast Mountain rivers surrounding the resort. With a helicopter your pilot and guide will find the perfect private spot to cast your line. For all levels of anglers, professionally guided fishing gear and lunch are included. Fresh Water Fishing License required. Tour Duration: Half Day Tour from 4-5 hours (morning only) or Full Day Tour from 7-8 hours includes Glacier Tour and Landing

#### **Fishing Charters**

Saltwater fishing charters with experienced local fishing guides who operate their own vessels. Professional guided, all equipment gear and fish cleaning provided. Boat can fit up to 4-5 guest, with 2 people fishing. Saltwater Fishing License required. Tour Duration: Half Day and Full Day

#### PACKING SUGGESTIONS

We recommend dressing in layers, and for comfort. The dress is casual at the resort. The weather is typically warm from May to October, with hot days in the summer, but can always be cooler, especially when out on the water. The ocean here is warm enough to swim.

View weather: <u>weather/tide forecast</u>

- Comfortable pants
- Shorts
- Light jacket or rain jacket
- Closed-toed shoes for walking and time on boats
- Sweater or fleece jacket
- Sunglasses
- Bathing suit for ocean swimming, river dip, our wood-fire sauna
- Water shoes (only if you might choose to join our river dip)
- Sunhat or warm hat
- Binoculars
- Bug repellent we don't have many bugs here but some evenings a little bug repellent is nice to have.
- Personal toiletries and medication (ecofriendly sunscreen, lip balm, Gravol/motion sickness medication)
- Daypack
- Camera (Please consider enough memory cards, as uploading images as a back-up is not possible due to the slower Internet)
- Personal devices like tablets or cell phone with chargers (Note there is no cell phone coverage, but we have Wi-fi and a Satellite phone.

Please note we do not have a store or bank machine so please consider bringing any cash for gratuities. We also take credit cards for gratuities, gift shop or alcohol, and optional tour purchases. Please bring all other personal items with you for the duration of your stay.



#### WHEN YOU RETURN HOME

#### WRITE A REVIEW

We value your feedback and would appreciate it if you could take a moment to share your experience and comments with friends & family and for others online on your favourite travel review site.

If you would like to leave a review Review us on TripAdvisor
Review us on Google

#### SIGN UP FOR OUR NEWSLETTER

Each season we update our packages and have new offerings, so explore our special packages and start getting inspired – again. We would love to welcome you back to the resort.

Please <u>contact us</u>, search our <u>packages</u> or sign-up to receive emails about special offers and more:

#### LET'S STAY CONNECTED!

If you are sharing your memories or just looking for future travel inspiration below are our social media channels.

Be sure to tag us and use the hashtag #KlahooseWildernessResort

Instagram - www.instagram.com/klahoosewildernessresort Facebook - www.facebook.com/klahoosewildernessresort Twitter - www.twitter.com/klahooseresort TikTok - www.tiktok.com/@klahoosewildernessresort YouTube - www.youtube.com/@KlahooseWildernessResort

If you have any other requests, please do not hesitate to contact us!

Phone: Toll Free (North America) 1-833-443-3838 Phone: Local/International: +1-250-935-8539

> WhatApp: 1-250-935-8539 Email: info@klahooseresort.com www.klahooseresort.com

Thank you ~ čėčėhaθεč

