

FAQ

- **What's included in the tariff?** - Accommodation, all gourmet dining, selected wines, beers and spirits, non alcoholic beverages, signature guided experiences, access to all spa facilities, plus one 60-minute relaxation massage per stay (adults and youths only).
- **Are children accepted?** - Clayoquot Wilderness Lodge welcomes children six years and over.
- **Is there complimentary Wi-Fi?** - The lodge offers complimentary wireless internet, however, due to the remote location of the lodge the connection can be slow and intermittent. Please note there is no cell service.
- **Are airfares included in the Tariff?** - Airfares are not included, however, Clayoquot Reservations can certainly assist with arranging arrival and departure travel plans.
- **What time is check-in/check-out?** - Check-in and check-out days are on Sundays and Thursdays only. Check-in time is 3.30pm. Check-out time is 12.00 pm. Early check-in and late check-out are subject to availability and a surcharge may apply. Guests arriving or departing outside standard check-in or check-out times are welcome to enjoy the lodge facilities.
- **What is the lodge's smoking policy?** - Smoking is permitted in designated areas.
- **What is the minimum age for check-in?** - Clayoquot Wilderness Lodge welcomes children aged six years and over. Child rates apply to guests aged 6-12 years, while youth rates apply to guests aged 13-18 years old. We ask that guests respect the relaxation element of our lodge and be mindful of each others experience.
- **How many people can occupy a tent?** - Due to a short season and limited accommodations, adult double occupancy is required in all ensuite and deluxe tents during peak season stays. A single occupancy supplement of \$650 per night applies during shoulder seasons. Maximum occupancy in all ensuite and deluxe tents is 4 people. Maximum occupancy in the Hillside Family Tent is 8 people. The Hillside Family Tent has a minimum occupancy of 2 adults and 2 children in the shoulder season and 2 adults and 2 youth in the peak season.
- **Can I bring my pet?** - Due to the surrounding wildlife guests are asked to leave their pets at home. There are many dogs onsite to keep you company, who have been trained to be comfortable and not disturb the bears and other wildlife.
- **What's the luggage allowance?** - The baggage allowance per person on the floatplane is 40 lbs (18 kg), which includes a small carry-on. Guests arriving to the resort before or after extended travel can store excess luggage securely at the Seair floatplane terminal, at no extra cost. Guests arriving and departing via boat transfers are asked to pack no more than 2 suitcases per person.
- **Can I drive there?** - If seaplane is not possible, guests arriving via boat from Tofino are asked to meet at Tofino Resort and Marina. Our guides provide a valet service and will securely park your vehicle and retrieve your car for you upon departure. Guests arriving via Flight transfer from Vancouver are asked to park their vehicle at the Seair Seaplane Terminal. Both transfer options offer parking at no cost.



- **How is the weather?** - Temperatures range from 10-18C (50-65F) with overnight lows between 10-15C (50-60F). Winter is storm season on the island; however, the occasional shower does occur throughout summer.
- **What should I wear?** - Attire is casual and laid back. We recommend you pack comfortable, functional clothing for activities and come prepared for the chance of rain. There is no formal dress code for dining, you are welcome to dress as casual or formal as you wish.
- **What is the currency?** - The currency used is Canadian Dollars (CAD).
- **What is the time zone?** - Clayoquot Sound is located on Vancouver Island, which operates under Pacific Standard Time (PST, GMT-8).
- **What is the language?** - English is the official language of Canada.
- **What is the electricity connection?** - The Lodges' mains voltage is Canadian standard 120 V, at the standard frequency of 60 Hz. Type A and Type B outlets are used across the lodge.
- **Do you offer room service?** - Unfortunately, because of our integration with the ecosystem we must be sensitive to the surrounding wildlife and room service is unavailable. However, there is always a selection of snacks available in the Cookhouse for hungry guests, kept securely away from our curious and furry friends.
- **Do you cater for dietary requirements?** - As the lodge is situated in a remote destination, it's essential to advise any special dietary needs at the time of reservation. We will do our best to tailor menus accordingly whilst providing opportunity to enjoy a diverse range of premium regional produce. Should notice not be provided in advance, our chefs will endeavour to prepare suitable meals with the ingredients available. We regret we are unable to prepare meals requiring strict religious observance in the preparation.
- **Is alcohol included?** - The rate at Clayoquot Wilderness Lodge includes a premium selection of beers, wines, and spirits, with some vintage wine options available at an additional cost.
- **Do you have a fitness centre/gym?** - A high-performance fitness gym is located next to the Bedwell River, equipped with free weights facilities, bench and squat rack, cables, treadmills, ergonomic row machines, and a host of mobility and stretching equipment.
- **Are there laundry facilities?** - A complimentary laundry service is available.
- **Is there a swimming pool or facilities?** - There is no swimming pool, however guests are welcome to use the spas and saunas. Saunas operate from 6.30am - 10pm, and spas may be used 24/7.
- **Are there walking or hiking tracks from the lodge?** - There are a number of direct walking trails around the Outpost, and down to the dock. Guests are welcome to explore these trails but are advised to carry bear spray.
- **What activities are included?** - Water based experiences include whale and bear watching, river, fly, and offshore fishing, stand up paddle boarding, canoeing, sea kayaking, canyoning, and the Wildside eco safari tour. Land based experiences include hiking, mountain biking, rock climbing and rappelling, horseback riding, archery, and yoga or meditation classes.

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- **Do I have to do all the activities?** - Not at all! You can do as many, or as few, as you wish. We understand that some people are seeking complete relaxation, so don't feel guilty for taking an afternoon off. Guests are presented with a personalized itinerary on arrival which may then be tailored further to your interests.
- **Are the activities dangerous?** - There is always risk involved with outdoor recreation. However, safety comes first, and all activities are operated with the appropriate safety equipment and to operational code. All guides are first aid trained.

Note

- Clients should be double vaccinated and must produce their vaccination certificates on demand along with photo ID.
 - Clients may be required to wear a Face Masks if mandated by the provincial/federal government.
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