

## FAQ

- **What is included in my stay** - Klahoose Wilderness Resort stays are all inclusive. Your stay includes all meals from dinner on arrival to breakfast on departure, snacks, non alcoholic beverages, boat tour(s), boat transfer from Lund to the Resort and for those flying to Powell River, an airport transfer.

Guests can use our kayaks, paddle boards, rainforest hiking and walking trails, campfire area, dock area and have free WI-FI.

Toba Inlet Boat Tour is included from May to August late August.

Grizzly Bear Viewing Tours are included from late August to October.

Not included would be alcoholic beverages and then optional tours such as helicopter sightseeing, Heli-hiking, Heli-paddles, glacier walking and guided fishing charters.

- **How many nights are the packages and what days can i book?** – Klahoose Wilderness Resort specializes in 3 a 4 all inclusive wilderness and cultural packages. Stays are based on a three-night stay arriving Thursdays and departing Sundays, a four-night stay arriving Sundays and departing Thursdays. Season is from May to October.
- **What time is Check in / Check out ?** - 4:00 PM, at the Resort. Guests that are driving will meet our boat transfer in Lund between 2:30 and 3:00 PM. The covered boat transfer takes about 45 minutes from Lund Harbour to Desolation Sound and the Resort. An airport transfer from Powell River Airport to Lund is also available if guests choose to fly from Vancouver (35 minutes) or ask us about flights direct to our dock.
- **Are gratuities included?** - Yes, the service fee includes gratuities for the resort staff. 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. These gratuities are shared among the resorts staff.
- **Can i fly direct to the resort?** - Yes! Charters are available anytime or in the peak season schedule seaplane flight are available from Vancouver International South Terminal to our dock with Corilair.
- **Where do i meet the boat to transfer to the resort?**- The water taxi operates from the Lund Resort Marina in Lund Harbour. Guests will meet staff at the Lund Resort at Klah Ah Men. The boat transfer is schedules to depart Lund for the Resort at 3 pm on Thursdays and Sundays and returns to Lund at about noon.
- **Do you offer land transfer from Lund, for flights from Vancouver to Powell River?"** - Yes! We meet the arrival of the Pacific Coastal Airlines Vancouver South Terminal (YVR) to Powell River Airport (YPW) (35-minute flight) and land transfer to Lund (1 hour) to meet our boat. This land transfer is complimentary on our schedule. Please check schedules with our reservations team prior to booking your flights.
- **Do you have wi-fi?** - Complimentary WI-FI is included during your stay and is available in the main lodge area. Note the WIFI works well for the internet, posting images etc., but you can not stream movies or upload videos. Please share your image during your stay, but please wait to share your videos. Tag us on social media at #ExploreKlahoose and #KlahooseResort.



- **Do You Have Wi-Fi?** - DO YOU HAVE A PHONE OR CELL COVERAGE? - There is no cell coverage at Klahoose Wilderness Resort. We have a resort satellite phone that is available for guests to use.
- **Are Dogs Allowed?** - As much as we love them, we are unable to accommodate pets due the covered boat transfers and proximity of wildlife habitats.
- **Can I Smoke at The Resort?** - All our public areas, rooms and cabins are smoke free. Guests may smoke outside in the designated area. Please ask out manager when you arrive.
- **What Is the Resorts Room Occupancy?** - Klahoose Wilderness Resort has 4 Lodge Rooms located in the main lodge and 3 private Cabins located a short walk from the main lodge. Based on double occupancy the Resort can accommodate 14 guests. Total capacity is 26 when guest is sharing all the bedrooms.
  - Lodge Room (4 available): Sleeps 1 to 4 guests
  - One Bedroom Cabin (1 available): Sleeps up to 4 guests
  - Two Bedroom Cabin (2 available): Sleep up to 6 guests
- **Can Families with Children Visit?** - Yes! Families with children are welcome at the Resort anytime between May and October. For the included Grizzly Bear Viewing Tours (late August to October), the minimum age to participate is 10 years old, as we spend 2-3 quietly hours watching the bears from our viewing platforms. Parents and guardians are required to always supervise children. We do have lifeguards or any babysitting service. Children 2 and under are free.
- **Is Grizzly Bear Viewing by Boat or Viewing Platform?** - Our Grizzly Bear Viewing Tours are from our private fixed viewing platforms in Toba Inlet. The platforms are set in locations along the Klite River, a remote wilderness river in Toba Inlet, and are situated above the ground, designed to provide an optimal viewing vantage point, while maintaining a safe distance from the bears. Tours are fully guided by our Indigenous Klahoose bear viewing guides and include a short land transfer from our dock to the forest and river viewing areas by minibus, often parking right beside the viewing platforms making the experience accessible. A boat will transfer you from the Resort to our dock in Toba Inlet. This scenic boat ride passes spectacular scenery and several major waterfalls. On our grizzly bear tours, we travel by covered heated boat to our dock, then a minibus which parks next to or viewing platforms which have stairs to enter. Sometimes a short gravel pathway is used to access the platforms.
- **Tell Me About Mobility?** - Good mobility is recommend for walking up and down the marina dock and ramps, in Lund Harbour, and embarking and disembarking vessels plus we have stairs at the main entrance to the resort and to all rooms and cabins. However, all our tours and transfers are dock to dock and luggage handling is included. We take our time during tours, and we do not exit vessels onto rocky shorelines or beaches and guided boat tours or bear tours do not including any hiking on trails.
- **Should I be Vaccinated against COVID 10. Should I wear a mask? –**
  - 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.

