

Spahats Creek Resort Policies:

Welcome to Spahats Creek Resort, where we strive to make your stay as comfortable and seamless as possible. Please note our check-in and check-out policies designed to ensure that all our guests have a pleasant experience.

Check-In Policy:

- Check-in time is at 3 PM PST. Access to your reserved site will be available from this time until check-out.
- We value each guest's time; therefore, early check-in is not permitted. The previous guests have the right to enjoy their site until 11 AM PST.
- Should you arrive early, and there is no one on the site the night before we may be able to accommodate your check in before 3pm PST, however a fee may apply.
- In the event of late arrivals, we accommodate check-ins at any hour. Kindly contact the resort for instructions.

Check-Out Policy:

- Check-out time is firmly set at 11 AM PST on your departure day.
- There is no need to inform the office at check-out unless you require assistance or need to settle any after-hours check-in fees.
- For extended stays of a month or more, a signed agreement will be required. Please get in touch with the resort for further details.

We appreciate your understanding and adherence to these policies, which ensure a fair and enjoyable experience for all guests at Spahats Creek Resort. If you have any questions or need additional information, please do not hesitate to contact our office. We look forward to your visit and hope you have a memorable stay with us!

Site Changes

You have been assigned a specific site, if you wish to move please check with the office. Due to reservations and maintenance, moving may not be possible. Please inquire before moving sites.

Open Fires

1. Designated Fire Areas: Open fires are strictly prohibited in the park, except when contained within designated fire rings or firepits provided by the resort.

2. **Firepit Rental:** For your convenience, portable fire pits are available for rent at a nominal fee per night. When using a fire pit, it must be placed over gravel or concrete surfaces to prevent damage to the grass.
3. **Fire Regulations Compliance:** The use of fire rings on each site is allowed only when there are no active campfire bans. Guests are required to verify current fire regulations with the park operator and consult the BC Wildfire Service website prior to starting a fire.
4. **Preparedness for Emergencies:** Guests must have water readily accessible in the event a fire gets out of control. This precaution is critical for immediate response to any fire-related emergencies.
5. **Supervision of Fires:** All fires must be constantly attended by a competent adult to ensure control and safety at all times.
6. **All Fires must be completely extinguished before being left,** this includes leaving site, or going to sleep. The use of water smothering and removing fuel.
7. **The use of accelerants including but not limited to petroleum products is expressly prohibited in fires.**
8. **Prohibited Actions:** Burning of garbage in fire rings or pits is strictly forbidden. If garbage is left in a fire pit, a cleanup fee will be charged to the responsible guest for that reservation.
9. **Firewood:** For your convenience, firewood is available for purchase from the resort office.

Spahats Creek Resort Waste Management Policy

To maintain the pristine condition of our resort and surrounding environment, Spahats Creek Resort has established the following waste management policies:

1. **Prohibition of Dumping:** The dumping of waste water, black water, or any other waste from RVs, vehicles, or other equipment is strictly prohibited within the boundaries of the resort. This includes all forms of liquid waste except in designated locations such as Sanitary dumping stations.
2. **Consequences of Violation:** Should any guest be found in violation of this policy, they will be subject to a clean-up fee assessed by the resort. The fee amount will be determined by the extent of the clean-up required and the resources deployed.
3. **Compliance with Regulations:** In addition to the resort's fees, the offending party may also face fines and penalties from local and federal governing bodies, including but not limited to the Ministry of Environment and Climate Change. It is the responsibility of the guest to adhere to all environmental laws and regulations.

4. **Leakages from Vehicles:** Any leaks of oil, gasoline, or other hazardous substances from a guest's vehicle must be immediately addressed by the vehicle owner. The resort must be notified promptly to assist in the containment and to prevent environmental damage.
5. **Financial and Legal Responsibility:** The owner of the leaking vehicle, along with the individual who made the booking, will be held financially and legally responsible for the cost of remediation, any damage to the resort property, and potential environmental impact.
6. **Reporting:** Guests are required to report any spills or leaks to resort management immediately, to ensure quick action can be taken to minimize harm.

By booking a stay at Spahats Creek Resort, guests acknowledge and agree to these policies, and understand that failure to comply will result in the enforcement of penalties and the pursuit of compensation for damages. We appreciate the cooperation of all our guests in helping to protect our shared environment.

Sani-Dump

To maintain the functionality of our septic system and the cleanliness of our sani dump stations, Spahats Creek Resort has implemented the following usage policy:

1. **Guests Only:** The sani dump facilities are exclusively for the use of registered guests during their stay.
2. **Designated Waste:** Only RV wastewater is permitted to be disposed of at the designated sani dump sites.
3. **Prohibited Items:** The following items are strictly forbidden from being disposed of in the sani dump:
 - Baby wipes
 - Non-compostable items
 - Toxic substances or chemicals
4. **Septic System Care:** As we operate on a septic field, it is crucial to prevent the disposal of anything that may disrupt the biological balance required for its proper function.
5. **Clean Disposal:** We provide water at the sani dump site for the purpose of clean disposal and site maintenance after use.
6. **Fees for Misuse:** Any excessive mess left at the sani dump station will result in a clean-up fee charged to the responsible guest.

By following these guidelines, guests help us ensure that our sani dump stations remain in good working order and that our resort environment stays clean and hygienic for everyone. Thank you for your cooperation.

Parking

Please do not park your vehicle, trailer, or boat in an adjacent site. Use of more than one site will result in additional charges. Extra vehicles must be parked in designated parking areas, this includes guests' vehicles.

Storage

Storage is not allowed under or around your RV or picnic table.

Site and Park Navigation

Please be respectful of your neighbor and do not walk between sites when navigating the park. Please use main roads, sidewalks, and designated public paths to walk around the campground.

Washing

Washing RVs or vehicles is only permitted with 1 bucket of water and a sponge. Hose washing is not permitted, as it can result in a mess and disturb your neighbors.

Rugs

Rugs bigger than 3' x 2' are not allowed as it kills the grass and we want your site to look good for both you and the next guest.

Spahats Creek Resort Property Access and Vandalism Policy

Unauthorized Access:

- Access to unauthorized areas or buildings within Spahats Creek Resort is strictly prohibited. All areas off-limits to guests are clearly marked for your safety and privacy.
- Violation of this policy by attempting to enter or entering restricted areas will be subject to immediate action by the resort management.

Vandalism and Damage:

- Vandalism, defacement, or any form of damage to resort property is a serious offense.
- Guests are expected to respect the facilities, natural environment, and all property within the resort boundaries.

Consequences of Misconduct:

- Any guest found causing damage or engaging in vandalism will be subject to a fee commensurate with the extent of the damage and the cost of repairs or replacement.
- Additionally, the responsible party will be removed from the property, and their reservation will be canceled without refund.

Reporting:

- Guests are encouraged to report any incidents of vandalism or damage to resort property to management as soon as possible.
- Prompt reporting helps us maintain the quality of our facilities and the enjoyment of our guests.

Liability:

- The offending party will be held financially responsible for any damages incurred and may be subject to further legal action.

Pet Policies

We gladly welcome dogs weighing 100lbs pounds or less to stay in our Cottages. There is no size limit for camp sites.

Leash

We ask that you keep your pets on a leash at all times. This helps you, your pet, and other guests and other guests' pets stay safe.

Buildings and Pond Area

Pets are not allowed in the park buildings. We do not allow pets in our buildings or pond areas. Please do not tie your pet to our trees, doors, or posts. Pets are also not allowed on our playground or gym.

Pets are not permitted to Swim in any of the park ponds or creeks, doing so will result in immediate cancelation of reservation and removal from premises.

Cleaning Up After Your Pet

Be a good neighbor and please use the dog walk area and clean up after your pet always. Do not let your pet deposit waste on your site or any of our other guests' sites please. Failure to clean up after your pet will result in you being asked to leave without a refund.

Leaving Pets Unattended

Pets may not be left unattended in our park. Please do not tie your pet to a tree and leave. Leaving your pets unattended is dangerous for your pet as many factors including weather, power outages, etc. can affect your pets well-being while you are away.

Pets Not Allowed on Furniture

If you are staying in one of our glampers or motel rooms, pets are not allowed on the furniture. For any incidents, that will be a \$25.00 charge per occurrence.

Pet Vaccinations

Due to Insurance Requirements, all pets must be vaccinated in our park. Please make sure your pet's shots are up-to-date.

Barking

Excessive barking is not tolerated and disturbs your neighbors. Please note that excessive barking may result in you being asked to leave without refund.

Friendly Dogs Welcome:

We extend a warm welcome to friendly and sociable dogs. We appreciate responsible pet ownership and ask that aggressive dogs, regardless of breed, remain at home. Should your dog display protective or unfriendly behavior during your stay, we may kindly request alternative accommodations to ensure everyone's comfort and safety.

Additional Charges:

Please be aware that if your pet's stay results in excessive hair and/or dirt, necessitating additional cleaning efforts, a minimum fee of \$50 may be charged to your credit card. Any damages, such as scratched doors or torn cushions/bedding, will also be added to your charges.

Thank you for understanding and cooperating with our pet-friendly policy. We look forward to providing a pleasant stay for both you and your well-behaved pets at Spahats Creek Resort.

Vehicle Policies

Speed Limit

The park speed limit is 10 KM/hr This policy is to keep you, your children, and your pets safe. Exceeding this speed limit will result in a warning. Multiple warnings will require us to ask you to leave. Safety is our number one priority for our guests.

Parking

Each paid guest registration covers 1 RV per site and 1 vehicle per site unless noted. Extra vehicles will need to be parked in designated parking spots. Please do not park on our grass. Ruts caused in your site due to additional vehicles will result in damage charges.

Trailers, Boats, and additional vehicles will cost additional fees for camping. A nightly registration covers 1 RV and 1 vehicle only.

No parking in common areas. Do not park in the middle of the road. Do not park in sites that you did not register for and do not block our garages or our bathroom and laundry room doors. Parking on the grass is not permitted at RV Sites or in tent areas.

ATV's, Dirt Bikes, Motorcycles, and Golf Carts

OHV's are welcome onsite but may not be used within the park. ONLY to get to and from your site.

Gymnasium and patio

Access and Booking:

- The gymnasium and patio areas are available for use only when authorized or booked through the resort management.
- Unauthorized access is prohibited to ensure the enjoyment and scheduling fairness for all guests.

Supervision of Minors:

- Children must be supervised by an adult at all times in the gymnasium and patio areas.
- This policy ensures the safety of all young guests and maintains a family-friendly environment.

Alcohol Policy:

- Alcohol is not permitted in the gymnasium or on the patio.
- This rule is in place to promote a healthy and safe atmosphere for all guests.

Cleanliness:

- Guests are required to keep the gym and patio areas clean and tidy during and after use.
- Dispose of all trash in the provided receptacles to maintain a pleasant environment for everyone.

Gymnasium Regulations:

- Bicycles are not allowed inside the gymnasium to prevent accidents and damage to the facility.
- All balls and equipment provided by the resort should remain within the gym area and be returned to their proper place after use.

Liability:

- Spahats Creek Resort is not liable for accidents, injuries, or loss of personal property to those using the gymnasium or patio.
- Guests use these facilities at their own risk and are responsible for their own safety and security.

General Park Policies**Severe Weather**

In case of severe weather, seek shelter in the bathrooms or the laundry room. Signs for shelter areas are posted. We love pets, so please bring them with you and please do not leave them in your RV during severe weather warnings.

Visitors

Only registered guests are permitted to enter the park. All visitors must stop in the office to register, pay a fee and receive a parking pass. Visitors may not bring pets. Spahats Creek Resort reserves the right to limit the number of people visiting a site. Day visitors must depart by 10:00 pm PST. Overnight visitors must depart by Noon PST. Please check with the office before inviting any visitors. Registered guests are responsible for ensuring their visitors are properly registered and that all campground rules are followed.

All guest visiting someone in the park must register and pick up a pass at the office and park in the designated area. Vehicle Pass must be visible at all times please.

Electrical Use

You are responsible for understanding how many amps you are using in our RV. Amp usage over the 30 AMPs provided can trip your breaker. Please be mindful of your amp usage, so that you don't trip your breaker during your stay.

Please notify the office so that we can notify maintenance if you have any electrical issues during your stay. Guests are not permitted to diagnose our electrical pedestals per insurance and safety requirements. Maintenance is happy to help. Even if you are an electrician, laws prohibit you from working on our pedestals unless hired to do so.

Laundry

The laundry is open 24/7:

1. **Honor System:** We operate on an honor system. Payment for laundry services is to be made via e-transfer or deposited into the cash box located within the laundry room.
2. **Facilities use:** Only registered guests are to use the laundry.
3. **Facility Hours:** The laundry room is accessible 24/7 for your convenience.
4. **Unattended Laundry:** Please do not leave your laundry unattended at any time. This helps prevent any mix-ups or accidental removal of your items.
5. **Liability:** Spahats Creek Resort is not responsible for accidents, damage, or theft of personal items left in the laundry facility.

Restrooms

For the comfort of all our guests, restrooms are open 24/7 with exception of a temporary closing for cleaning once per day. We ask for your help in keeping the

restrooms clean, please. Guest under the age of 18 need adult supervision in the bathrooms and showers.

Playground

Playground opens at 9 am after quiet time and closes at dusk. Anyone under 18 must be supervised in these areas and all areas of the campground at all times. Failure to follow these rules result in you being asked to leave without refund. Please do not let your children climb our trees, as it damages them.

Quiet Time Policies

Quiet time is 10 PM to 7 AM. Anyone playing loud music will be warned only once and then asked to leave without a refund.

Trash Disposal and Recycling

At Spahats Creek Resort, we are committed to keeping our environment clean and safe for all guests and wildlife. Please adhere to the following guidelines:

1. **Guest Use Only:** The trash disposal and recycling services are for registered guests only.
2. **Proper Trash Disposal:**
 - Trash cans are conveniently located throughout the park.
 - Securely tie trash bags and ensure they are placed entirely within the trash container.
 - If a trash can is full, locate another without leaving trash on the ground.
 - Trash is collected daily, although collection times may vary.
3. **Prohibited Items:**
 - Do not dispose of wires, oil, furniture, mattresses, toxic waste, or chemicals in trash cans.
 - A dumpster is available for larger items, but it is strictly prohibited to dispose of motor oil, cooking oil, wires, furniture, mattresses, or any toxic or hazardous waste. Charges may apply for non-compliance.
4. **Wildlife Caution:**
 - Improperly disposed of food attracts animals such as opossums, raccoons, and bears. To prevent unwelcome wildlife encounters, dispose of trash correctly.
 - All food and garbage must be disposed of properly in bear safe containers as any left-out food will attract bears. Guests leaving bear attractants will be liable for any damage occurred from damage to property and clean up.

5. Recycling:

- Recycling bins are located beside the laundry room.
- All recycling must be sorted as per the designated signs.
- Do not leave bags of unsorted recycling on the ground.

Foot ware

For your safety and comfort, all guests must wear footwear at all times while on the property. This helps ensure protection against potential hazards and maintains our standard of cleanliness. Thank you for your cooperation.

Children

Children under 18 must be supervised by an adult at all times. Riding bicycles without a parent and on our main entrance road is prohibited for the safety of your children and our incoming RV guests. The playground, and Gym, close at dark. Anyone under the age of 18 must be back at their site by dusk. Children may not use the restrooms without being accompanied by a parent or guardian.

Drones

Drones are not permitted in our park. Please do not fly drones over people or RVs. There are several local area parks where drones are permitted for your enjoyment.

Clotheslines

Clotheslines are not permitted in our park.

Fireworks and Firearms

Fireworks and firearms are strictly prohibited in our park. The prohibiting of fireworks includes sparklers, smoke bombs, aersials, and firecrackers. The prohibiting of firearms includes all guns including air soft, BB, and pellet guns. If these items are seen outside of your RV, you will be asked to leave immediately without a refund.

Repairs

Repairs to RVs and vehicles are not permitted in our park. We are happy to recommend a local Mobile RV Repair service that comes out to your site to assist you with any repairs.

No Smoking or Vaping Indoors:

- Smoking and vaping are strictly prohibited in all park buildings and enclosed public areas within Spahats Creek Resort.

Responsible Disposal:

- Guests must dispose of cigarette butts properly and safely in designated receptacles provided throughout the resort.
- Improper disposal, including littering or leaving cigarette butts on the ground, is not permitted.

Accountability for Damage:

- Guests are responsible for any damage caused by the improper disposal of cigarettes or smoking materials.
- This includes, but is not limited to, burn marks, fire damage to resort property, and environmental damage.

Spahats Creek Resort Substance Use Policy**Illicit Drugs Prohibition:**

- The possession, use, or distribution of illicit drugs on resort property is strictly prohibited. This policy follows federal, provincial, and local laws.

Alcohol Consumption:

- Alcoholic beverages must be confined to your individual site and consumed responsibly.
- Excessive consumption of alcohol, which may lead to disruptive behavior or endanger the safety of any guest, is not permitted.

Impact on Other Guests:

- Any substance use, including alcohol, that negatively impacts other park visitors, creates a disturbance, or interferes with the enjoyment of the resort's amenities, is grounds for immediate intervention.
- Guests asked to cease the use of substances must comply promptly.

Management's Discretion:

- Should the situation necessitate, management reserves the right to remove any guest from the property due to the misuse of substances.

- This action will be enforced without a refund and may include involvement from local authorities if necessary.

Enforcement:

- Spahats Creek Resort staff and management will enforce this policy for the well-being of all guests.
- Guests found in violation of this policy may face immediate eviction and potential legal consequences.

By staying at Spahats Creek Resort, guests agree to adhere to these policies, ensuring a safe and enjoyable environment for everyone. We thank you for your cooperation and understanding.

Wildfire Prevention:

- In the event that a wildfire is started as a result of negligence from smoking or vaping, the responsible individual(s) will be held accountable.
- The guest may face charges for the cost of fire suppression, repair of damages to the resort and surrounding environment, and could be subject to legal penalties.

Designated Smoking Areas:

- Guests wishing to smoke or vape must do so in designated outdoor smoking areas where available.
- Please respect non-smoking zones and the presence of children and other guests.

Compliance:

- Compliance with this smoking policy is mandatory for all guests.
- Violation of these rules may result in fines and/or the potential for eviction from the resort without a refund.

Bears and wildlife

1. **Safe Interaction:** Always observe wildlife from a distance. Never approach, feed, or attempt to interact with bears or other wildlife.

2. **Secure Food and Trash:** Properly secure all food items and scented products in bear-proof containers or inside your vehicle. Use designated bear-proof garbage bins for waste disposal.
3. **Report Wildlife Encounters:** Inform park management immediately if you encounter wildlife within the resort. If you feel that there is an immediate risk to public safety, use the Report All Poachers and Polluters (RAPP) hotline. Call [1-877-952-7277](tel:1-877-952-7277) (RAPP) or #7277
4. **Keep Sites Clean:** Maintain cleanliness in your campsite to prevent attracting wildlife. Educate all members of your party on the importance of this practice.
5. **Bear Encounters:** If you encounter a bear, do not run. Retreat slowly, facing the bear without making direct eye contact. Attempt to appear larger and speak in a firm voice.
6. **Compliance:** Adhering to these guidelines is essential for the safety and enjoyment of all resort guests. Failure to follow these safety measures may result in eviction from the resort.

Safety and Emergencies

Wildfires:

- Immediately inform park management and contact the BC Wildfire Service if you spot a wildfire. call 1 800 663-5555 toll-free or *5555 on a cellphone
- Assemble at designated muster points for evacuation or further instructions.
- For urgent communication, call park management at 250-674-8362 or 807-355-6371.

Law Enforcement and Fire Emergencies:

- For immediate law enforcement or fire department assistance, dial 911.
- Contact information: Clearwater RCMP and Clearwater Fire Department - 911.

Lost Child:

- Report a lost child to park management immediately.
- If necessary, also inform the police call 911 to initiate a search.

Medical Emergencies:

- In case of a medical emergency, dial 911 first, then inform park management so that maintenance staff can direct emergency personnel to your location.

Suspicious Activities:

- Report any concerning activities or emergencies to park management 24/7.
- Soliciting within the resort is strictly prohibited.

Contact Protocol for 911 Emergencies:

- If you need to call 911 and have the opportunity, please also call the resort office. This will allow staff to swiftly guide emergency responders to your site.

For the well-being and security of our community, we rely on each guest to be vigilant and responsive in all emergencies. We are committed to ensuring your safety during your stay at Spahats Creek Resort.

Contact information in the event of Emergencies

Clearwater RCMP(police): Emergent 911 non-urgent 1-(250)-674-2237

Clearwater Fire department: Emergent 911 non-urgent 1-(250)-674-3733 or 1-(250)-674-2257

BC wildfire Service: call 1 800 663-5555 toll-free or *5555 on a cellphone

BC conservation officer: Call [1-877-952-7277](tel:1-877-952-7277) (RAPP) or #7277