



## Welcome to The Haven!

This information guide (with map on reverse) is intended to help you get the most out of your experience at The Haven. Please visit the Front Desk if you have any questions or need anything to make your stay more enjoyable.

Services & Facilities 🔶	Hours	Notes	
The Lodge and Front Desk	7:30am-10:30pm	Coffee, tea, hot water, snacks, bar, assistance, gift store, strongest WIFI signal	
Satir Room	8:00am-10:00pm	Fireplace, washroom, No TV service at this time	
Bugental (Games) Room	8:00am-10:00pm	Pool table, Foosball table, across from the Lodge	
Hot Tub	noon - 10:00pm	Facilities key to access	
Fitness Room	6:30 am to 10:00 pm	Free weights, machines, floor space for stretching and yoga.	
TV Service not available	Pool is closed	Check-in: 4:00 pm. Resort Check-out: 11:00 am	

## **Complimentary Wireless Internet:**

Network: HavenGuest Password: comealive (As our property spans 7 acres of forest, we cannot guarantee connectivity in all locations)

## EMERGENCY (fire, police, medical) Call 9-1-1

For after hours URGENT, non-emergency: Night Caretaker (maintenance requests)

(maintenance requests) 250.247.9211 x340

Duty Manager (urgent assistance) 250.247.9211 x340

This is a pager system. Please leave a message with your name, room number, and brief description of your urgent request.

If this issue is not critical, please alert the Front Desk upon opening (7:30am).

\*\* Masks are optional in the Lodge and any public spaces

Haven Store	
Books, Haven clothing,	
drinkware, items from local	
artists,	
Bodywork	

To book a bodywork session, go to:

https://haven.ca/plan-your-visit/massage-and-bodywork



## Smoking Policy:

**Cigarettes (includes e-cigarettes)** and **Cannabis (includes vapes)** are only permitted in the Puffin Shelter located behind the Gateway building at the property entrance.

Please remember BC's legal age for consumption of marijuana is 19+. Like alcohol, cannabis consumption is discouraged during program hours (8:00am - 9:30pm).

We are in a high-risk wildfire area. Please be self-responsible and use designated receptacles and sand buckets to extinguish and dispose of butts.

The fine is \$250 for smoking in any other location on The Haven's property (including your room or deck).