



News from the Lodge



Summer 2016

All the News that's fit to Point...

...by Richard Hill

Why did you even include a...

PROJECT UPDATE:

in this newsletter, anyway?

Well, people like to know what's going on and coming up, even if it isn't much. As you know from previous newsletters, with the completion of our new water system facility, most of our big 're-building' projects have been finished up, and the focus will be on smaller, more visible and 'guest centric' additions.

We have a couple of fairly noticeable projects that won't be tackled until our annual winter maintenance shutdown week in December. They include new carpet and hot water baseboard heat for the rumpus room and a new set of ranges in the kitchen. Before winter rolls around, we will be installing a bigger back-up power generator, that is capable of handling the dishwasher and emergency lighting. You might notice that going into the garden area, right below the kitchen.

Other than that, it's 'repair and maintenance' for the time being. However, we are always open to hearing your suggestions for additions and improvements that would make your stay more enjoyable.

Do you mind if I charge my...

Electric Car?

We always try to be fair here, and I don't let guests empty our lawnmower gas into their cars, so it would be a bit unusual to let the increasing number of people with electric cars charge them up for free.

Plus, we're not really set up with the proper charging station, using regular household current takes a long time and you're not allowed to 're-sell' B.C. Hydro power, anyway.

We'd never let anybody be stuck here (*although some guests have said they wouldn't mind*), so we would look after you one way or another, but would ask guests to make a modest donation to the tip jar, scholarship fund or make some other off-setting gesture that would keep things equitable for the person that got in trouble for siphoning the gas out of the lawnmower in order to get home. This is a new situation.



Oh, Man! Not these again...

FIRE & WATER

...will be issues again soon!



You can basically go back to your file with your collection of old newsletters, which I know that you all keep, (*ha ha*) and read any number of articles from the past that had to do with preserving water and being *very* aware of fire hazards when it gets to the dry season.

The beginning of June wasn't looking too bad, and the situation is not shaping up to be as severe as last year, but it'll be September before another newsletter comes out, so please start getting into the mindset of conserving water, not wasting it whenever possible, and being *hyper-vigilant* about anything to do with anything burning or smoking.

Last year, everyone did an excellent job of watching both situations, proving that awareness and conservation are the most effective measures that can be taken. Please watch your washroom mirrors and the lobby area for any further notices or suggestions. I'll thank you in advance for your cooperation this year.

Not huge projects, but we got some...

New Bikes & 'Hangy' Chairs

As previously mentioned, most of our projects will be a little smaller and more visible, so in addition to acquiring a few more bikes for the slightly more adventurous types (*ie: 'zipper' bikes*) and on the opposite end of the activity spectrum, we've installed a few more 'hangy' chairs around the place. Two are in the locations of the old 'super tangly' hammock chairs and the other one is in the meadow between the hot tub and Three Oaks cabin.



Note Drinkholder!!

Let me know what you think of them, and if they prove popular, we may be adding a few more to the collection. If you'd like one, search 'Sky Chair' on Amazon.ca. They are roughly \$100, with the footrest and drinkholder, plus the usual shipping, etc.



Richard, How come
You can't...

Remember My Name?



Well, it's not for lack of trying, and may be somewhat age-related, but the last time we changed our reservation system, we ran a list of everyone in it. That resulted in around 7,500 reservations for the following year. So we figured that some of our guests come on their own, and some come more than once a year so we couldn't just double the number to come up with the number of different guests we see per year. Using a little judicious rounding and estimating, we figured that the actual number of different people we saw here over the course of a year was still around 10,000, with anywhere from 40 to 100 different people here each week.

The photo above is of Rogers Area, which holds around that many people when the floor is in use. While I am able to remember a lot of peoples names, and know many more by their faces from meeting them, I certainly couldn't tell you who was in section 134, row K, seat 10, plus her husbands name.

I sometimes joke with guests and say things like "Well, if I didn't remember your name, that means you're not a troublemaker" and stuff like that and the truth is that I recognize a lot more people than those who's names I actually can remember. Most of our regulars understand this and don't give me a too hard a time.

Please know that we appreciate *each* and *every* person who makes it possible for us to keep on living here and doing this, even if I *do* have to ask your name for the 14th time.

Will You be Arriving
Early for Your Stay?

We Need to Know!



We appreciate enthusiasm and certainly like to see our guests arrive, but if you'd like to be here for lunch on your arrival day, we **need to know** in advance, in order to prepare enough food for the extra people.

Our check-in time is three, and our whole schedule is geared around that. You don't have to check-out until noon (*which is civilized...*), so that means, on check in day, your room is the *previous guests* room **until 12:00**.

We'd also like to ask people to check in with the office **before you go to your room** in case there are any unusual issues with your accommodation. Thanks for your cooperation, and helping things run smoothly.

DISCUSSION FORUM:

Let's open a dialog about the possibility of...

SETTING A SINGLE DATE FOR THE EASTER WEEKEND.

This isn't an 'official announcement', but we have to start a discussion and see what can be done about the agonizing situation surrounding the annual movement of the Easter long weekend.

Here's the problem. Every single holiday is on the 'Solar' calendar, except for Easter. It occurs on the first Monday, after the first full moon, after the Spring equinox, which is the 'Lunar' calendar. This means that Easter can land in a five week wide window, anytime after March 21st.

It didn't used to be a problem to move this weekend around a few years ago. The long weekends were the only busy times and there were very few people here on any given Monday that time of year, anyway.

Now, its very different, with most rooms and cabins having people booked in on any day of the week. The problem arises when the *three day* Easter weekend lands on a weekend where everybody is usually booked for *two nights* and the Monday is booked with *non-weekend* guests who lose their Mondays, because Easter just landed there.

Its actually quite difficult to convey the problems this causes. You have to move the existing weekend people out to another weekend, they may have had Thursdays and Mondays booked as well. You have to '*slide everybody over*' on either side of where Easter lands, this can affect their work or special dates (*anniversaries, etc.*) You have to tell some people that their stays they've worked to lengthen are being shortened but *might* be back next year and it goes on and on It then happens all over again for a different weekend, the following year.

The real problem is that we are inconveniencing *six weeks* worth of people on any given year, to maintain a courtesy for *one weekend*, where the situation surrounding reservations has changed dramatically since this situation arose.

I'd like to discuss the idea of keeping things the way they are for 2017, setting the 'long weekend' on the actual Easter weekend for 2018, and then having that be the date for that weekend from then on.

This could raise issues for people who end up being booked here, when they'd rather be at home on actual Easter, people who aren't too pleased about where their 'fixed date' ends up, and a few more situations that I'm sure I can't think of in advance.

However, the present situation is really inconvenient for a lot more people than are here for the long weekend and I think this is a topic we should discuss, in order to preserve the sanity of the office staff for the rest of the year. I'll look forward to working on this with you this season.



2016 Marks the 30th Anniversary of... The Rebuilding of the Lodge!

Part 3

This past May long weekend marked the 30th anniversary of our actually re-opening for business, way back in 1986. On that day, Ron Friend's target of having a temporary kitchen, dining room and office, the five 'new' White Beach cabins, all the rest of the accommodation and the main lounge in the new lodge finished, had been met by the very focused and hard working crew; in no small part due to Ray Green's inspiration and enthusiasm.



By June the lodge was starting to 'fill in'.

Now the next challenge, of continuing to focus daily on a complex and demanding project, while feeding and looking after all our 'hard core' regular guests (*who didn't want to miss a year*), hiring, training and coordinating staff, all whilst focusing on production, budget and the safety of guests, staff and the crew, began. So, no big deal, all we were after was a simple yet intimate combination of an all-inclusive resort and a major project construction site; makes sense to me.

Ron had purchased a used ATCO construction camp kitchen trailer and an old tent from the Expo '86 construction and the kitchen and dining room were born. The lodge office, both for operation and the re-building was a much smaller trailer in the parking lot of the Parsonage. On one hand, it was business as usual. Guests checked in at the office, put their things in their room (*lodge not open*) and enjoyed a relaxing afternoon whiling away the peaceful hours to the gentle call of the nearby chainsaws, chopsaws, hammers and 20-ton hydraulic crane, punctuated by the sweet warbles of a young, and not so young, construction crew doing an unconventional job on a deadline. Then, when the dinner bell rang, it was off to your plywood chair, in a tent, while the new staff figured out how to feed 80 people out of a single wide trailer.

Two things really helped. One, there was no such thing as Trip Advisor then, but mainly it was simply the kind of people that we were lucky enough to have had there, both staff, and especially the guests of the day. Most of them (or 'you', *since some of you are still coming*) seemed happy to put up with the noise and inconvenience if they (*you*) could see that there was a good effort being made to bring their (*your*) happy place back to life. A lot of people seemed genuinely interested in the construction process and enjoyed learning how some of the iconic stuff, like the sprung dance floor and the big fireplace, were actually built.



Future dining room.

It was really a very enjoyable summer, the weather was cooperative, but not oppressive, people were enjoying Expo '86 in Vancouver, the crew and staff were having fun together and were as excited to see the daily progress on bringing the lodge back to life as our very loyal guests seemed to be.

Don't get me wrong, it was a bit of a challenge to combine the two worlds into a semi-harmonious whole and the project was a lot of work, even without the extra-curricular fun that made the odd morning a little tougher than usual. I'm still in touch with a lot of the main log crew today, and my nephew, Gary is over regularly. We all feel it was one of the best years of our lives and made it easier to face the challenges of later life, because, hey, if we could do *that*, how big of a challenge could this new thing be?

A good lesson: try to treat every day like the precious gift it is, no matter how silly it looks at the moment.

Thanks to Lynnda Champoux, photos

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The entrance is looking familiar.



Big toys at that point.



I thought I'd use this little corner to ask you what you'd think about adding some non-dominant, regulation 'Pickle Ball' lines to one of the tennis courts. Its becoming a very popular game, but I also want to be sensitive to the tennis 'purists' who have been a very solid group of guests for many years. So, light lines, only one court, for now? What do you think.?

New Guest Information:

...on reserving and re-booking.

Re-Booking Your Room: In order to support as many of our guests who wish to be regular guests as possible, our reservation system only works for a period of **one year** in advance of today's date. So if you want to come at the same time, year to year (*for whatever reason, and we hope you do*) you can, because nobody can book 14 months ahead of time, and take your spot.

Getting Your Own Reservation: We have tried, and it is nearly impossible to maintain a regular 'Waiting List' because there are too many different dates and accommodation types.

If you're in someone else's spot (ie: *holding a friend's reservation for them*) we will be re-booking the spot for them, but you can ask them to put a '*would like another reservation*' request on their reservation, so if we get a cancellation we call *them* and can get *you* in.

If you call the office and we don't have the room you'd like, it's suggested that you book whatever we have and ask that a '*would like upgrade*' be noted. If a better room comes available, you'll have a chance at it, depending on who requested an upgrade first.

Try calling us two weeks ahead of your preferred date, that is when lots of people cancel because they can still get their deposits refunded if they give us the two weeks notice.

Don't forget to check the website for our 'post it note' vacancy page, at yellowpointlodge.com and keep your eye on our Facebook page, as well.

...and on more general policies.

Cellphones and Laptops: are fine anywhere *except*, at the request of a lot of guests, in **the main lounge and dining room**. The lobby is fine, and the downstairs lounge is encouraged. However 'E-readers' and 'tablets' are okay in the big, main room (*they're more discrete*). We don't have wi-fi, and probably never will.

Drinking in the Hot Tub: is a **big** health and safety risk, and, I'm afraid has to be on our '**strictly prohibited**' list. This is for everyone's well being. Please enjoy beverages before or after, but not *during* your visit to the hot tub.

Really general policies: are probably defined as 'the Golden Rule'. We don't have a ton of specific rules around here, (*exception: above*) and since we seem to attract a fairly well behaved, top quality group of guests, rules and regulations are seldom an issue. We like people to have all the fun they want (*hence the sprung dance floor*) but not at the expense of the other guests ability to relax and enjoy themselves.

F.A.Q.

...frequently avoided questions

How come I can't bring my own wine into the lounge or dining room?

Basically, it's because we have a liquor licence. We are permitted to sell alcoholic beverages to our guests for their enjoyment in our public areas, but if you wish to furnish your own drinks, they'll have to be enjoyed in the comfort, or Spartan surroundings, of your room or cabin. We are not participating in the 'corkage' program, due to the difficulty of monitoring and the fact that our liquor pricing 'mark-up' policy is very modest.

Why are you so particular about what my special diet is?

Firstly, if you have a serious allergy or medical condition, we want to make absolutely certain that we get it right. Secondly, one way that we maintain our fairly reasonable rates is by serving our meals 'banquet' or 'boy scout camp' style. If you have a serious dietary condition or are a committed vegetarian, for example, our staff will do everything possible to accommodate you. On the other hand, if your diet is optional, or a preference it makes it a lot harder on the kitchen. The bottom line is: if you've told us you don't eat pork, then order bacon, we will gently ask you to reconsider your dietary request.

What's the deal with live music here?

The owner of the lodge, Richard Hill (*me*) played a lot of music earlier in life and has some talented neighbourhood friends. On *most* Friday nights there is an informal 'acoustic jam' in the lobby and, on Saturdays at 9:00, there is *usually* a swinging, vintage styled, rock 'n' roll dance party (*complete with trophy*) in the main lounge (*always done by 11:00*). *However*, sometimes my friends have an 'off site' gig with their Beatles tribute band, the Deafads, so I can't guarantee music every weekend.

On any day of the week, any guest who entertains the other guests with any form of musical talent, will receive at least one complimentary beverage. I always said "*If I ever get to be the boss, I'm going to give the band free drinks!*"

Do you mind if I feed the dogs?

Since three out of the four dogs are so tiny, and the fourth one is a junior, we kindly request that, no matter how 'persuasive' (*ie: mooch-happy little bums*) they are, please don't *ever* feed the dogs even the tiniest little bite. They really add up (*one little bite X 95 guests = puppy cardiac*) and most of the snacks that they would mooch off of you are not healthy for them, at all. They get fed plenty at home, no matter what they tell you.
