

Guest Handbook



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We would like to thank you for choosing to stay with us! We really appreciate your business and hope you have a fantastic stay with us here in Oliver.

We encourage guests to take a moment to read through our guest handbook which contains some important information for your stay. We are always available to answer any questions to help make your stay as enjoyable for you and your family as possible.

Enjoying Your Stay

Please help yourself to any of the seasonal fruit growing throughout the Orchard. Fruit is fresh off the trees and there is more than enough!

Please observe the one-way roads and do not exceed the posted speed limit of 5km/hour on the resort to maintain safety of all. If you are exceeding the speeding limit, you will be asked to leave the park with no refund.

Important reminder that any personal belongings that are lost or damaged during your stay are not the responsibility of The Orchard at Oliver. Any items that are found and turned in will be located at the resort office to be identified.

Please do not leave your vehicle idling or the engine running at any time. Unlicensed vehicles are not allowed on the resort grounds including ATV's or off-road motorcycles.

Please be considerate about listening to music, TV or the radio in your site/room. Quiet time is to be observed and the use of car stereos is not allowed at the resort.

Smoking or Vaping is not permitted in any rooms or the shared areas of the resort including the car park, roads, The Square, Big Room, BBQ patio, or in any other resort building.

Alcoholic beverages may only be consumed in your site, room or cabin. Absolutely no open alcoholic beverages are allowed in common areas such as The Square, BBQ patio or The Big Room.

Please stay out of common areas of the resort if you are exhibiting any signs of sickness.

You may not operate a business from our resort or use the park address for any correspondence.

We work hard to keep The Orchard looking its best all year, whilst we try to mow grass and carry out other maintenance between guests this is not always possible and we appreciate your patience.

Visitors are welcome to visit you in the park during your stay. We ask that all visitors register with reception upon arrival and leave the resort by 9:00pm. Guest passes may be purchased in advance to use shared areas of the park – The Square, BBQ patio, and the Big Room.

Bookings & Cancellations

All reservations require a valid credit card in the lead guest's name. At the time of check in, you are able to pay the balance with a different method (credit, debit, cash) or we can charge your card for convenience.

Nightly Reservations – No deposits taken but require a valid credit card on file.

Motel – Free cancellation up until 2 days before your arrival

RV's – Free cancellation up until 7 days before your arrival

Packages – Non refundable deposit required (see next section)

For any cancellations afterwards, or 'no shows,' you will be charged for your full reservation with the card held on file. Please note cancellation times are in the property's time zone – PDT

Guests have the ability to pay their invoices through contactless payment over the phone and our self-check in process.

The balance of your account is due when you check in. We are not able to offer a refund for early departures or in the unlikely situation that you are asked to leave the resort.

Winter or Summer Package Reservations

We are a vacation resort and do not offer year round living. We do offer longer stays for guests looking to spend the Winter or Summer season with us in Oliver.

A non refundable holding deposit of \$500.00 is required to book a month-long (or longer) reservation. This deposit gets applied to your account upon arrival.

Summer monthly reservations available for a limited number of RV sites, we only offer nightly rates for rooms and cabins over the summer.

Our winter package is available from October 1st to March 31st for RV 30 & 50amp sites. The only additional charge is electricity, each site is individually metered which means you pay for what you use.

Limited winter rooms and cabins are available for weekly or monthly stays, no pets allowed.

For more information on longer seasonal stays, please contact the office where we will be glad to assist you further.

Quiet Time & Family Policy

Quiet time is from 9:00 pm to 8:00 am to be mindful of guests around you.

We do not allow music to be played and ask that voices be kept to a minimum during this time. Bright lights should be turned down during quiet time as families may be sleeping.

We are a family friendly resort; the use of foul language or unacceptable behaviors will not be tolerated at any time. Guests will be warned and may be asked to leave without a refund if it continues.

Please supervise your children at all times on the resort, we enjoy having younger guests stay with us and enjoy all we can offer. Respectfully, we ask that you do not allow children to disturb other guests, cross occupied sites, or play on the roads or car parks.

Please do not allow children to use sidewalk chalk or outdoor crayons at the resort as it is time consuming for the staff to clean.

We have a zero-tolerance policy on drug use at our resort – you will be asked to leave immediately and if deemed necessary, the police will be notified.

The Big Room

Open daily until 9:00 pm.

The Big room provides a great place to come together over a game of billiards, foosball or even a boardgame.

Featuring a cozy indoor picnic space, guests are welcome to enjoy use of our guest wet bar kitchen or make a coffee. Or grab a treat from the Big Room vending machine!

The Big Room can be reserved for functions and reunions. Please inquire at the office for availability.

The Orchard Square

Open daily until 9:00 pm

Outdoor spaces can be used past this time but please abide by the Quiet Policy.

Our outdoor lounge is the perfect compliment to The Big room, providing you a place to come together with friends and family to enjoy some comfy seating, sun loungers, outdoor games, fire pits and more!

Children must be accompanied by an adult while enjoying the Orchard Square and The Big Room.

Arrival/Departure

Please let us know in advance if you are hoping to arrive earlier than our posted check in times. If availability allows, we can make arrangements for an earlier check in time.

If you require a late check out, please check with the office regarding availability and our late check out fees.

Each RV site may only have one unit and one tow vehicle at any time. Additional parking or guest parking is provided in the motel car park and depending on availability, may be subject to an additional charge.

If you plan to check in late in the evening, please let us know in advance so we can make the necessary arrangements.

RV Sites

Check In **2:00pm**

Check Out **11:00am**

Rooms/Cabins

Check In **3:00pm**

Check Out **10:00am**

For our RV Guests

Your site must be kept clean and tidy at all times during your stay, failure to do so will result in a \$150.00 clean up fee charged to your account.

All garbage must be bagged and placed in the dumpsters located within the park, please recycle where possible.

Storage bags and containers must be stored directly under your unit, we do not allow items to be stored on sites or permit the use of external propane tanks.

Whilst we do our best to ensure all services at your RV site are available our rate is for the RV site, amenities like Wi-Fi and Cable TV are complimentary and may not always be available during your stay.

Skirting is only allowed for guests staying on our winter package which starts on the 01st October. For Guests staying for part of the winter season, for example a three month stay from March to May, skirting must be removed on the 01st April.

Air tight sewer connections must be used. Please open connections when emptying only. If you have any questions, please contact the office.

For winter stays we recommend guests take steps to insulate hoses and use heat tape to prevent freezing.

Please use the proper electrical outlet for your RV. Do not use the house power sockets which are designed for low voltage use such as winter heat tape, as this may damage other equipment. If you need assistance, please contact the onsite staff.

RV Guests are solely responsible for safely connecting their RV to available services during their stay, the resort will not be liable for any damage or injury caused as a result of dangerous or unsafe connections even if our team offers advice to the Guest.

Please only connect to services at the site you are staying in, connecting to another site's power, water or cable TV is strictly prohibited.

We do not allow washing of RVs or vehicles on the resort.

If tenting, you must set the tent up on the gravel pad. One tent is permitted, any additional tents can be added for an additional charge per tent.

Each night an automatic sprinkler system waters the grass, please do not leave items on the lawn overnight.

We do not allow mats, kennels, or other items to be placed on the grass. Additionally, no structures may be set up on your site such as decks, gazebo, pools, or sun tents. Items may not be stored next to your RV on the pad or grass.

Generators are not allowed to be used on sites. If no other option is available, quiet generators may be used during set times. Please contact a team member for more information.

Campfires are NOT allowed in any area of the park. Serious penalties apply when a local fire ban is in effect. If there is no fire ban, propane camp fires and BBQs are permitted. Please refrain from using BBQs after dark.

RV Guests can loan an Eastlink Cable TV Box for use during their stay and enjoy a hotel style TV package. An equipment deposit fee of \$100.00 will be refunded upon return.

Guests staying for longer, on a summer or winter package, may not have their own services, for example internet or cable TV, nor may they use the resort address for mail or deliveries during their stay.

For our Motel & Cabin Guests

We have a number of styles of rooms to accommodate our guests with any stay.

If you require additional towels, coffee, or toiletries please contact our guest line.

Please ensure that the fire alarm is always connected to protect you, our guests, and our staff in case of an emergency. Our staff ensure that it is working between each stay and they are checked weekly for our winter guests.

Your room and/or cabin is a no smoking or vaping space. A \$150.00 fee will be charged for additional cleaning where a room has been smoked or vaped in.

Please check out by 10:00 am on your departure day or inquire with the office prior to your day of departure on availability for a late check out.

We have limited dog friendly rooms available that must be approved in advance or risk getting turned away. Pet fee is per dog, per night which will be applied to the reservation and due upon arrival.

Four-Legged Guests

We only allow family friendly pets to stay at our resorts at the absolute discretion of our staff.

Pets are **NOT** allowed into shared areas including rooms, cabins, the Square or park buildings. Please notify us in advance to make arrangements if you have an official service dog.

All dogs must be kept on a leash and barking controlled. Dogs are not to be left unattended for any length of time in a site, vehicle or any RV.

Please clean up after your dog straight away and dispose of the bins provided. Failure to do so will result in a \$150.00 clean up fee being charged to your account.

Wi-Fi



RV Sites

U: Orchard 1, 2 or 3

P: Orchard123

Rooms/Cabins

U: Orchard Rooms

Orchard Cabins

P: Orchard123



Washrooms & Laundry

Coin operated showers and laundry facilities are open and centrally located in the park. If you require change, please speak to a member of the onsite staff.

All facilities are strictly no smoking, vaping, drinking, or pets allowed.

Children must be supervised at all times when using the facilities.

Please be aware of others who may be waiting to use the facilities. Please do not launder pet bedding in our machines.

Washroom floors may become wet from use or weather conditions, take care when using the facilities.

Local Activities

Whether you are a summer or winter guest, the Okanagan Valley is one of those beautiful places you see on a post card! Check out the office for more information on some of our favorite seasonal activities!

The Okanagan valley is one of the best places in the Country for wineries! Our favorite spot in Oliver to partake in some wine tasting is the Wine Village featuring multiple Okanagan wineries. They hold different events throughout the year including concerts, markets, and more!

We also highly recommend the Firehall Bistro & Brewery located in central Oliver. They have an amazing dinner menu and are especially known for their artisan beers directly from their in-house brewery.

Summer Favorites – Some of the best places to take in the scenery is the beautiful Vaseux Lake Bird Sanctuary, Take a bike ride or float along the Okanagan River channel or even check out the view at McIntyre Bluff!

Winter Favorites – Baldy Mountain resort is one of the highest rated ski resorts in the Okanagan offering skiing and snowboarding. Along the way up to Mount Baldy there is the McKinney Nordic Ski Club, which offers cross-country skiing or snowshoeing!

Thank you for choosing to stay at The Orchard & Enjoy your stay!

The Orchard Team