

Hotel Closure Frequently Asked Questions

What's going to happen to the Marina and the Dockside Café & Store?

The marina operation will continue and the office will be run from its current location at the north end of the existing hotel building. The Dockside café and store will also continue to operate in its present location. Further, we are refocusing the café to provide food and beverage and over time, we intend to enhance the cold beer and wine store offerings.

With the Pub closed, where else we can eat or drink?

The golf clubhouse will be open with expanded hours: 9am to 11pm Thurs to Sat & 9am to 9 pm Sun to Wed. Pay per View Hockey, Poker Nights, International and Pasta nights will continue to be offered to ensure you can still enjoy a community pub experience.

Where can I go to get coffee, breakfast or dinner now?

As you may have noticed, the Dockside Café is undergoing a transition with food and beverage offerings of soups, sandwiches, paninis, muffins, scones and of course a cold beer or glass of wine. The golf clubhouse is another alternative (see question 2 above).

With the hotel pool being closed, can marina guests use the one at Fairwinds Centre?

Yes, hours of operation and applicable charges are available by phoning the Fairwinds Centre at (250)468-5303 or by email to kmarcan@fairwinds.ca.

Is there internet access at the Marina?

Yes, the internet centre will be located in the Marina office and is available free of charge to our marina guests. Broadband Express will continue to be available as well.

Are there washroom, shower and laundry facilities available for Marina guests?

These facilities are available at the north end of the hotel.

Where can I purchase a newspaper?

At the Dockside Café and Store.

I have an upcoming function booked at the hotel. What should I do?

Staff will be contacting you shortly to assist you as much as possible. You can also call (250) 468-7691 or email us at hotel@fairwinds.ca. We will endeavour to accommodate your needs at the Golf Course Clubhouse.

I have a gift certificate for the hotel. Will it be honoured?

If the gift certificate was purchased: we will provide refunds or provide certificates for golf or food & beverage of an equal value (food and beverage can be used at either the Golf Course Clubhouse or Dockside Cafe). If the gift certificate was not purchased but distributed by us as a promotion and you were awarded it: We will provide certificates for golf or food and beverage of equal value (food & beverage can be used at either the Golf Course Clubhouse or the Dockside Cafe).

Who do I contact for Marina, Golf or Fairwinds Centre functions now? What is the telephone number?

Sales and bookings are still being handled by Paul Hodges and Lori Ravensbergen. They can be reached by phone at the golf course (250) 468-7666 or by email phodges@fairwinds.ca or lravensbergen@fairwinds.ca

How will transient moorage guests get to and from the Clubhouse?

We will continue to offer shuttle services arranged through the marina office.