

# FAQS

## WHERE ARE YOU LOCATED?

We are Located at **6880 Pacific Rim Hwy (Formerly 6890A)** on the West Side of Port Alberni, Along the Route to Tofino.

### **\*\* 5-10 Minutes Away from Where you're Going**

Tofino is Approximately an Hour and 30 Minutes Away from our Motel. Many Guests Choose to Stay Here, and Travel to **Tofino** for Day Trips to Optimize their Travel Expenses. Our Convenient Location as the Last Motel in Port Alberni on the route to Tofino Makes us an Ideal Base for Exploring the Area While Still Enjoying Comfortable Accommodations at Affordable Rates.

## HOW TO GET HERE WHILE IN PORT ALBERNI

To Reach us When you are in Port Alberni, While Driving West Toward Tofino, Take the Left at **6880 Pacific Rim Hwy (Formerly 6890A)** Exit Off the Highway. Although it is Legal to Exit Left on Double Solid Lines, if the Traffic is Heavy, We Recommend Continuing Down the Road for 2 Minutes to the Tseshaht Market Gas Station. Here, you can Safely Turn Around. Once Back on the Highway, you'll Exit on the Right-hand Side to Reach our Location.

## WHAT IS INCLUDED IN EACH UNIT?

Each Unit At Chims Motel is Equipped With:

- Full-Size Kitchen Complete With Pots, Pans, And Utensils.
- Basic Condiments Such as Salt, Pepper, Coffee Pods, Creamer, and Sugar.
- A Keurig Coffee Machine, so Feel Free to Bring your Favorite Coffee Pods.
- Mini Ductless Heat Pumps that Provide Both Heating and Air Conditioning.
- Fresh Bedding and Towels are Supplied For your Stay.
- Shampoo, Conditioner, and Soap Dispensers.

## HOW DO I MAKE A RESERVATION?

Making a Reservation at Chims Motel is Easy and Convenient. You have Several Options to Book your Stay:

1. Call Our Main Line **250-724-4746** Where we will Assist you with the Booking Process and Answer any Questions you may have.
2. Simply Send us an Email **Sleep@Chims.ca** with your Reservation Request, Including your Desired Dates, the Number of Guests, and Any Questions.
3. Text Us at 250-724-6998 With Your Request Details.
4. Visit Our Website **www.Chims.ca** to View the Available Units and Make a Reservation through Our Online Booking System.
5. Manage your Reservation Through the **Guest Portal** on our Website.

No Matter Which Method You Choose, We Strive to Make the Reservation Process as Smooth and Convenient as Possible.

## CAN I REQUEST AN EARLY OR LATE CHECK-IN/OUT?

We Understand the Need for Flexibility in Check-in and Check-out Times. If you Require an Early or Late Check-in/out, Please Notify us in Advance.

- No Extra Charge for Requests with Sufficient Notice
- Units Expected to be Vacated by 11 am for Cleaning by Staff, so Notification is Required by 4 pm Check-in for Adequate Notice to Cleaning Staff
- Additional Cleaning Charges may Apply for Late Check-out Beyond Designated Time

## ARE CHILDREN WELCOME?

While Children are Always Welcome, Please Note that our Units are not Specifically Set up for Small Children.

- Childproofing or amenities like playpens or highchairs **not** provided
- Guests can bring their own playpen if needed
- Units equipped with deadbolt locks for added security

## ARE YOU PET FRIENDLY?

While we Love Pets, Our Units are **not** Pet Friendly. We Strive to Maintain a Clean and Odor-Free Environment for all Guests, and Pet Hair and Smells can be Challenging to Remove Completely.

We Appreciate your Understanding in Keeping our Accommodations Enjoyable for All Guests.

## HOW MANY VEHICLES CAN BE PARKED WITH MY RESERVATION?

Each Reservation Includes One Dedicated Parking Spot per Unit.

- If you Plan to Bring Additional Vehicles or have an Oversized Pickup Truck, Boat, Trailer, etc. Please Inform us in Advance so we can Accommodate your Parking Needs Accordingly.

We Strive to Ensure all Guests have Convenient Parking Options During their Stay.

## WHAT DOES ROOM RATES BASED ON DOUBLE OCCUPANCY MEAN?

This Means that The Quoted Price for your Room Covers Accommodations for up to Two (2) Guests, Including Access to Amenities like Bedding, Towels, and Toiletries.

***\*\*This Saves you Money Up Front Since the Price is Based on Two guests.***

Planning on Bringing More than Two (2) Guests? No Problem! Just Keep in Mind that There is an Extra Charge per Additional Person to Ensure Everyone Enjoys the Full Range of Resources and Services Provided.

## DIRECT BOOKING - DO YOU OFFER DISCOUNTS OR CODES?

Yes, We Do! Sign up for our Newsletter to Receive your Exclusive **Discount Code - \$10 Off your First Booking.** (Excludes Provincial Rates) By Booking Directly with us, you'll not only Enjoy the Savings from the **Coupon Code** but also Avoid Third-Party Service Fees from Booking from Air-Bnb, Booking.com, Expedia, etc.

## DO YOU HAVE NEARBY RESTUARANTS OR GROCERY STORES?

The **Tseshah Market Deli** at 7581 Pacific Rim Hwy is the Closest Option, Heading Towards Tofino. They Offer Hot Breakfast and Lunch, as well as other Convenience Items and Giftware.

However, if you're Looking for More Options, the Town Center is a 5-10 Minute Drive Away, Where you'll find Additional Dining and Shopping Options. Here is a Couple of **our Favourites**:

### **Restaurants:**

- Clam Bucket, Boston Pizza, Past Times Bar, Starboard Grill

### **Takeout Delivery/Uber Eats - Will Deliver to Motel:**

- Boston Pizza, Panago Pizza, Alberni Sushi,

### **Places to Go:**

- Harbour Quay - Donut Shop, Starboard Grill, AllMex-d Up Taco Shop, Childrens Playground
- Victoria Quay - Wildlife Watching (Bears Depending on the Season), Clambucket and Alberni Sushi Restaurants

### **Liquor Stores:**

- Alberni District Liquor Store (5086 Johnston Rd)

### **Cannabis Stores:**

- Highway Cannabis (2970 Alberni Hwy - When Entering Port Alberni), BC Cannabis Store (303- 3555 Johnston Rd)

## DO YOU HAVE A MEETING SPACE?

We Provide a Meeting Space Accommodating up to 12 Individuals, with a U-shaped or Boardroom Setup. Our Ductless Mini-Split Heat Pump Ensures Comfortable Temperatures with both Heating and AC Options Available.

- Booking Secured upon Completion of Form and Provision of Separate Liability Insurance or Event Insurance
- Facility not Equipped for full-scale Zoom Productions
- No Hardwired Connections, Phone Lines, Data Lines, or Tech Services Offered
- Audio/Video Rentals Available for an Additional Fee
- High-Speed WiFi and Bluetooth Connections Provided for Convenience



## DO YOU OFFER CATERING?

We Don't Offer Catering Services on Site. However, if you Opt to Hire a Caterer or Bring your Own Meals in, Please be Aware of a \$25 per Meal Served Catering Fee, Inclusive of a Disposal Charge for Garbage, Recycling, and Food Waste Generated During the Event. We Kindly Ask All Guests to Responsibly Manage their Food Waste, Recycling, and Garbage Disposal Throughout Their Event.

**\*\*Please Note:** Your Caterer Must have their Own Insurance or it needs to be Covered Under the Booking Insurance.

## DO YOU REQUIRE A SECURITY DEPOSIT OR PRE-AUTHORIZATION CREDIT CARD HOLD?

Yes, to Ensure a Seamless Stay and Cover any Incidental Charges, we do Require a Credit Card on File. Your Security Deposit can be Provided by:

- Keeping a Valid Credit Card on File for Pre-Authorization.
- If a Credit Card isn't Available, a \$120 Deposit can be Made via E-transfer or Cash.

Rest Assured, your Deposit will be Promptly Returned after your Stay, Provided there are no Damages or Extra Charges Incurred.

## DO YOU ACCEPT CASH OR E-TRANSFER FOR PAYMENT?

Yes, we do Accept Cash or E-transfer for the Security Deposit. However, it's Important to Note that we still Require a Credit Card to be Kept on File. This is an Industry Standard that Ensures that all Potential Incidentals are Covered Without Inconvenience.

We Appreciate your Understanding and Cooperation with our Security Deposit Policy, as it Helps us Maintain a High Standard of Service and Ensures that Every Guest has a Memorable and Worry-free Stay.

# WHAT IS THE WEATHER LIKE THROUGHOUT THE YEAR IN YOUR AREA?

Our Region Experiences a Varied Climate Throughout the Year.

Peak Season Brings Hot Temperatures and Frequent Rain Showers, Typical of the Wet West Coast Climate in Spring and Fall. Winters are Cold and Damp, with Heavy, Wet Snowfall.

*What to Bring on the Next Page... Hope this Helps!*

## WHAT SHOULD I BRING?

### Spring

- Layers for Varying Temperatures
- Waterproof Jacket or Raincoat
- Umbrella
- Hiking Shoes or Sneakers
- Sunscreen
- Hat
- Sunglasses
- Insect Repellent

### Summer

- Light, Breathable Clothing
- Sunscreen
- Sunglasses
- Hat or cap
- Swimsuit
- Beach Towel
- Sandals or Flip-flops
- Insect Repellent
- Reusable Water Bottle
- Hiking Shoes or Sneakers for Outdoor Activities

### Autumn

- Waterproof Jacket or Raincoat
- Umbrella
- Extra Layers for Warmth
- Waterproof Boots
- Hat and Gloves for Cooler Evenings
- Sunscreen (for occasional sunny days)
- Insect Repellent

### Winter

- Heavy Coat
- Warm Sweaters or Fleece Layers
- Hat, Scarf, and Gloves
- Waterproof Boots
- Snow Pants
- Hand Warmers
- Lip Balm
- Gear for Winter Activities