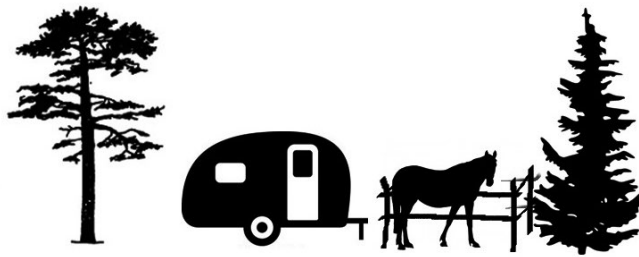


# Guest Guidebook

## Kenora Bed and Bale.com



**Vacation Rental Bunkie Cabins • Seasonal RV Park • Small Farm  
Equine Programs • Horse Boarding & Layovers • Natural Local Meats & Honey  
Masterfeeds Animal Feed & Bedding • Inukshuk Professional Dog Food**

**Call/Text 204.995.8784 in Kenora: 66 Cambrian Drive**

**[www.KenoraBedAndBale.com](http://www.KenoraBedAndBale.com)**

**[KenoraBedAndBale@gmail.com](mailto:KenoraBedAndBale@gmail.com)**

**Laura & Dave Loohuizen**

# Thanks for Hitting the Hay at Kenora Bed n Bale !

## Welcome!

See your check-in email for codes for the cabin door and the lock box code on front & back gates. We keep the gates locked at night.

Keys for the cabin door, and for the gate lock, are also provided for your convenience - they are hanging inside the cabin door. Remember to return them!!

Library/laundry cabin door code: same as gate code.

**Wifi:** Suitable for light surfing, not streaming, or big downloads/uploads. It is rural service, and not guaranteed. We encourage guests to go outside and play.

Sites 1-14 & Group Fire pit areas: Bed and Bale Mesh

Sites 15-18 & Farm Area: Wavlink AC

Password for either network: **Horses22!!**

This **Guest Guidebook** details our amenities, includes helpful hints and policies, to make your stay informed and seamless. A printed copy is in every cabin, as well as digitally on our website.

Check our campground bulletin board near Site 1 for events at the farm and around town, and the Kenora Tourism website. Let us know if you have any questions. We want you to have a 5-star stay!

Find us on the web, SquareStore, Facebook, Instagram, TikTok, Lodgify, Airbnb, VRBO, Google Vacations, and more.

# Welcome to Kenora Bed 'n' Bale

## Site Map - Kenora Bed 'n' Bale



Site Map

## Unplug & Unwind

Enjoy 'glamping' (glamorous camping) with the best of woods and water, on our small urban farm in the heart of Kenora.

This Guidebook should help to ensure your vacation is fun and easy. Though some points may seem obvious, not every guest arrives with the same skill sets, experience and practices. Many guests are new to camping, the outdoors, our customs and values.

This site map shows proximity to other sites. We are like a little village, with a farm and forest. This is not remote, wilderness camping. Being in the Canadian Shield, our sites are gravelled and rocky, with natural vegetation for habitat for all nature's creatures.

Let us know if you need anything.

We want every guest to have a 5-star stay.

We are available to assist guests 9:00 a.m. to 8:00 p.m. daily.

# Our Story, so far . . .



This photo was taken approx 100 years ago, when our property was home to part of Houghton Beach Camp. This photo shows the little natural beach on Rabbit Lake, back when it had a high dive! The lake is a three minute hike, through our north gate - watch for signs. The woods and beach are City of Kenora property. You might see some remnants of the previous campground while hiking in the woods - old stone steps, foundations of previous cabins, etc.

## **Dave and Laura welcome you to our small urban farm!**

This property was previously called Houghton Beach Camp, It was a hopping campground from the 1920s to the 1960s. Dave grew up a block away, playing in what remained of the former old cabins in these woods.

In 2007 we bought the property, which by then was just forest and overgrown trails. We cleaned it up, fenced it in, and made more trails. Our horses moved here in 2015, followed by farm animals and poultry in 2016. The more time we spent at our woodsy little farm, the more we enjoyed it. After health challenges, we shifted our lifestyle and priorities, and built a small retirement home on this property in 2018. We decided to re-open the campground, but with a country twist, sharing our piece of paradise, as well as our homesteading lifestyle

and family histories. Starting in 2019, we started to develop our unique agri-tourism destination in the rocky, rugged Boreal Forest / Canadian Shield, while preserving our rural parcel where we raise our own healthy, natural meat, vegetables and fruits. The cabins are decorated with antiques and items from our own woodsy hobbies and from our families' ranches, as a nod to the ways of life a century or more past.

When COVID hit, people rekindled their interest in how to be more self-sufficient, use more natural and local products, and learn some basic homesteading skills. We offer tours to locals and tourists to explain the difference in how our animals are raised vs. commercial meat. There is an abundance of wild berries, hazelnuts, mushrooms, birch trees and pines for foraging in the woods and on our acreage.

Many of our guests are new to camping, and have never used an outhouse or a garden hose, touched a horse, lit a campfire, caught a fish or picked a berry. We offer the opportunity for 'gentle entry' camping, where visitors have a safe, comfortable, themed tiny cabin to sleep in, after exploring the woods, lake, farm and city. Experienced campers appreciate the easy comforts of glamping, with a real bed with climate control instead of a remote, backwoods tent.

Each site has its own picnic table and a little outdoor area, plus guests have the use of several acres of shared space and amenities around our campground and farm. Miles of public trails wind around to several natural beaches, Garrow Park playground, pickle ball courts, the Rowing Club and more. The opportunity to paddle Rabbit Lake and catch some fish will top off your experience.



The Beach used to have a high dive!

# Campground Info, Rules, Policies

*Your booking acknowledges that you and all in your party have read, understand and accept our listing, along with its amenities, policies and rules, and serves as your waiver of liability for all aspects of your visit.*

*Guests are asked to confirm that they have read everything in the Listing and the Guest Manual, so that you are prepared, and can enjoy a 5-star glamping stay.*

## Check-in, Gates & Door Locks

**Check-in** window is between 3 pm and 6 pm, so that everyone in the campground can enjoy a quiet evening without late arrivals. Our property is in the rugged Canadian Shield, so arriving guests should settle in and get oriented during daylight hours. Watch your email for check-in info. (If you booked through Airbnb: Make sure you have the Airbnb app installed, notifications enabled, and check your Airbnb messages for check-in instructions, as we can only communicate through the Airbnb app, as per their rules and insurance.)

Our units are all set up for self-check-in, but let us know if you want us to come give you a quick orientation at check-in, between 3-6pm. If you feel anything in your unit needs attention, please advise us immediately on arrival so that we can address it.

**Gates** are locked (front entrance and back gate to the lake) at night for the security of our animals, property and guests. You can still come and go, just lock the gate again, to keep other animals and non-guests outside of our property. Remember your codes or keys, and know how the lock works, as hosts' phones are off at night.

**Bunkie doors** have codes, which will be provided the morning of check-in through email or your booking app. Doors for sites 3, 11, 18 can be set to lock/unlock from the INSIDE: when the switch is vertical/up-and-down it's unlocked. When it's horizontal/side-to-side it's locked.

Do not share any codes or keys with people not staying here (e.g. with a friend or family member coming to visit you at your site). Please ensure to re-lock the gate behind any of your exiting visitors, and leave our keys when checking out.

## Parking

Parking for guests is limited to one passenger vehicle at your site, and your spot will be described to you in your check-in instructions. If you have an oversized vehicle, or a trailer, or a second vehicle, use the parking lot near the farmyard. Do NOT attempt to back up a trailer if you are inexperienced, especially at night, as our acreage is rugged, with rocks, trees, embankments, transformer boxes, etc. Street parking is available if necessary.

## Washrooms

Bunkie guests use the shared campground washrooms. Flashlights are provided in your cabin, for visits to the washroom after dark. Laneways have solar lights, not street lamps. Enjoy the stars.

The **Shower House** (built 2022, and available May to September) is near cabin 18. The Shower House has two sides, each with flush toilet, warm shower, and cool-water sinks (municipal water that is treated for drinking). Flush only the toilet paper that we provide. All other products go in the trash can, to prevent clogs.

The **Outhouse** (year-round) and warm **Outdoor Shower** (May to September) are charming, and worth a visit. Follow the path with the red lights, between Sites 4 and 5, and behind Site 3. For those who don't know, an outhouse is an old-fashioned earth pit toilet. You just do your business down the hole. No flushing. Throw wood shavings down the hole and shut the toilet lid to help with composting and odour.

Bunkies have an outside **water hose** (May to September) with municipal water for washing up and drinking. Twist the hose nozzle end to turn the water hose on and off. Water a tree while you're waiting for the water to get cold and fresh. There is no plumbing or running water inside the bunkies - that means no taps, sink, toilet, shower inside the cabins. You use the shared campground washrooms while you are camping with us.

## Linens - Bedding, Towels

**Linens are not included** in the base booking rate for short stays, for best value and to cut down the environmental impact of single-use laundry.

**Bring your own linens:** pillows, sheets, blankets or sleeping bags, and towels to save the linen fees. Check your listing to see what sizes the beds are. All mattresses have sanitized protective covers which must remain on at all times.

If you wish to use our linens, we can provide sheets, duvet, pillows and towels for an added fee - include that in your booking as an add-on. Longer stays and winter specials might include linens - check the ad. No need to strip the beds at checkout, if using our linens - housekeeping does that. But if you do, it helps you find any belongings that might have been left in the bedding.

## Library & Laundry; no TVs

**Library** has free use of books, puzzles and games for all ages of guests. Find the little cabin on the outhouse trail, between sites 4 and 5 and behind site 3. There is also a toy box in the kayak paddle area.

Bunkies have **no TVs**, so that families can enjoy quality time together. (If you need screen time, bring your own tablet with pre-loaded movies/games on it.)

**Laundry** facilities are also in the library cabin, and guests can do a load for \$15 - cash into the locked mailbox beside the washer. Note that machines are kept pretty busy by Housekeeping, so early mornings and evenings are your best bet.

## Campfires

**Group fire pits and picnic tables** are in the log pergola group area near the front gates. Keep your fire small and under control, with the grate over it. Firewood is free, and located between sites 5 and 6, and some is kept at the pergola. There is a cart for you to haul wood. Out of province firewood is not permitted by Ontario regulations.

Note that cabins 3 and 11 do NOT have their own fire pit beside them, for safety and insurance reasons / available space. Our seasonal campers do have their own fire pits, and bunkies 15 & 16 & 18 do too. Put fires out when you are done - water hose provided. At your unit, you can use candles outside, but NOT inside for safety / insurance reasons.

During droughts, regional fire bans might ban campfires or even any flame, including BBQs. Check our bulletin board for updates during those times.

## Bulletin Board

**Bulletin Board** is near Site 1. Check it for special events and announcements for the farm and around town.

## Farm Activity Add-ons & Online Store

We offer several farm and horse activities, such as Barnyard Breakout Escape Room, Painted Ponies, HORSEmanship FUNdamentals. More event info and booking on our website [www.KenoraBedAndBale.com](http://www.KenoraBedAndBale.com) Note we do not offer horseback riding, due to insurance restrictions.

Visit our online store for shirts, hats, animal feed, and sometimes fresh meat and honey.

## Boats, Fishing & Toys

Basic **fishing equipment** & information provided thanks to the Experience Fishing program. Guests are responsible for their licences, and checking regulations. Rabbit Lake has Northern Pike, Bass, Walleye, Perch and more.

**FREE use of canoes, kayaks, paddle boards.** Paddle craft are behind the wood shed, between sites 5 and 6. Lifejackets, paddles, safety kits are provided inside the wood shed. There are sets of wheels to help individual paddlers to carry a craft to the lake - 3 minute hike, straight north, to Rabbit Lake. If two people, it's faster to carry the boat together. If using the wheels, bring one of the locks to chain them to a tree while you're paddling, or bring them with you, so they don't go missing. Yes, your pets can join you in the paddle craft.

Don't leave anything unattended at the beach, as it is city property and used by everyone. You are responsible for the safe return or replacement of campground items you use. We have cameras to monitor the removal and return of the items.

Note that Canadian law does not permit alcohol in paddle craft or at the beach.

There are some toys and balls kept near the woodshed & kayaks. Fat-tire bikes are also offered, when available.

## Rabbit Lake & Garrow Park

**Rabbit Lake** is a 3-minute hike from our north gate, behind the firewood/boat shed, straight north. The trail is woodsy, and has a fairly steep rocky part leading down to the kayak launch. The natural little sand beach is a nice swimming spot: take a slight right, across a rocky path, onto the little peninsula. The trails and beach are city property - don't leave anything unattended as the public use the trails and beaches too.

There are other little beaches along Rabbit Lake's south shore, and even a natural spring. Take the path to the right, along the water's edge to get to Garrow Park - about a 20 minute hike. Garrow features a larger beach, washrooms, play structures, outdoor gym, pickle ball courts and is beside the Rowing Club. You can drive there through the suburbs too.

You can catch fish in Rabbit Lake: bass, pike (jack), pickerel (walleye) and more. Provincial licensing regulations may apply, depending on age and disabilities.

There are lots of great hiking trails on the south side of Rabbit Lake, so go explore. It's a great place to walk your dogs. Though lots of people have their dogs off-leash, it is technically not a city off-leash area.

## Cooking & Dishes

**Bunkie** guests are provided with basic kitchenware and a mini fridge with small freezer, and there is a propane BBQ outside. One tank of propane is included for your stay. You can purchase more if you use more. Remember to turn the propane tap off for safety (right/clockwise), and to avoid wasting your tank, and for safety.

If you require additional kitchen items for certain meals you wish to prepare, bring them with you from home, as the units contain only basic items for preparing and serving simple (mostly outdoor BBQ) meals. Please keep 'smelly' foods outside to avoid odours inside.

To wash up your dishes, heat water from the hose, using the electric kettle, or a pot on the BBQ side burner. Dish pan & biodegradable detergent provided. Grey water from dishes can be given to a nearby tree (food chunks into the compost). If you don't want to wash dishes 'camping style', bring recyclable or compostable plates, cups, utensils and dispose of them correctly. If you put dirty dishes away in the cupboards, you may be charged an extra fee.

## Restaurants

**Restaurants** are listed in in your info binder and on the campground bulletin board, and at <https://www.kenora.ca/en/visit-play/places-to-eat.aspx>

We are right in town, so restaurants that deliver will bring it right to your door (or the gate, after hours). Delivery services are in your Guest Guide binder.

Kenora is a tourist town, and has some top-notch options for eating out. If you are having trouble deciding, talk to us about what types of food you want to investigate, and we can offer our suggestions.

## No Smoking, Illicit Substances, Intoxication

**No Smoking or vaping** or flames or anything strong smelling allowed in any of the units, in the washrooms, or in the farm or garden areas. You can smoke outside of your unit or at the group fire pits, but be aware of where your smoke is wafting to avoid it going through windows, or bothering your neighbours. Put your butts in a can and into the trash, NOT on the ground (where animals, birds or kids can find them) or in any fire pit, which people often cook on. If you cause smells, damage or messes, extra fees may be charged.

Absolutely no illicit substances, and no intoxication allowed on the property at any time. Contravention of this rule will result in immediate cancellation of your stay, without refund of your booking fees or your deposit, and possibly criminal charges. Our place is a quiet family spot, with zero tolerance for the potential for inappropriate, disruptive or harmful behaviour.

## Garbage, Recycling, Composting

Please keep your site and your unit tidy, and avoid attracting bears, skunks, raccoons, vermin, flies, ants, ravens etc. into the campground and your unit. Garbage & Recycling bins and Compost containers are conveniently located beside the Shower House.

**Recycling** goes in the blue bins, and includes tins, plastic containers, paper, cardboard, but does NOT include plastic bags or wrap or food waste.

**Glass:** There is a separate, labelled smaller box for glass jars & non-alcoholic glass bottles (rinsed-out jars from jam, sauce, pop etc.).

**Alcohol containers:** There is a separate, labelled big blue bin for ALL adult beverage containers, whether they are glass, tin, plastic. We donate them to local non-profits to return for deposits, so please take the time to separate them from your other recycling and help out rescue dogs and cats, and the Scouts.

**Compost:** We encourage everyone to separate ALL food waste into the provided bins in your units to dump into the compost container. This keeps our trash from smelling and attracting wildlife and pests who pose a danger to our livestock. Wildlife that become a problem have to be dealt with, so please don't lure them in. The chickens and small farm animals will be happy to eat fruit and veggie waste.

**Trash** (big green GFL bin): For anything that can't be recycled, such as plastic bags & wrap. NOT food waste, or anything that will get smelly and attract bears, skunks, flies and other pests. Seal diapers tightly, and double bag them. If you don't want to sort your trash, please take it away with you and dispose of it at your own home, however you like.

## Our Farm and Animals

If you are an animal lover, this is the spot for you. We have horses, dogs, cats, goats, sheep, chickens, ducks, peacocks and often have a pig, geese, turkeys and other poultry. Babies are born mostly in spring and summer. Farm visits are included in your stay.

You can also book hands-on activities, guided farm tours and kids' & adults' programs with the horses. Check out our website for details and bookings. We do not offer horseback riding or wagon rides due to insurance restrictions, but we have other farm and horse activities.

Note that the farmyard has some sights, sounds and smells that might be new to you. Manure is a valuable resource to us, allowing us to grow more food for the animals and ourselves. We suggest wearing rubber boots or washable close-toed shoes near the farmyard. Watch for tractors, trucks & equipment working.

Our animals live here year-round, and you are visiting their home. They all have certain jobs to perform, whether food production, security, or pest control, but they are friendly and love visitors. Remember to avoid stressing them (i.e. chasing, screaming, etc.), as they meet a lot of people every day, and their home should always be a pleasant refuge for them. Guests are not allowed to bring pets to farm and horse areas, for insurance and safety reasons, and for our animals' comfort, safety and health/biosecurity.

Guests can visit **our horses** through the corral fence near the hosts' house or near the farmyard area. Do NOT go in with the horses, and do NOT feed the horses anything except the hay we provide in bins at the corral. Horses are large animals, but are delicate and expensive. The wrong food, or even the right food at the wrong time or in the wrong amount, can cause them to become very sick or even die. Also, they fight over high value treats and cause expensive vet bills, and they can get nippy from hand-fed treats. They meet a lot of people and we have to manage their sugar intake and behaviour.

Sometimes we have **guest horses** staying in a pen in the farmyard (we are a Bed and Bale layover location). Enjoy them from a distance, unless their owners give you permission to pat them through the fence. Do not go in their pen or feed the guest horses anything.

Expect our farm **cats** to come visit you, as they are very social. If you are travelling and missing your pets, the cats might even ask to share your cabin - it's up to you if you want to allow them in or not. Just make sure you don't leave them shut inside any building or vehicle accidentally, for their safety and so that they can hunt and go potty. They are hunters, and sometimes display their catch.

Our **dogs** are friendly, but also protect the farm from predators. They stick with us, but also have the job of patrolling the property. They love to play with people, but also are in

constant training to immediately listen to our commands at all times, for their own safety. If we are working with them, please wait to play with them.

## Pet Policy

**Pets** are welcome, subject to our pet policy, and additional fees apply. Include them in your reservation as an add-on. (Airbnb: include them as a guest; they're family!)

Pets must be friendly, controlled, quiet, attended, and tidied up after. No reactive, fearful, aggressive or loose pets allowed, for the safety, health and comfort of our own animals, other guests, and their animals. Note that bully breed dogs are banned in Ontario.

No pets in the farm or horse areas: it stresses out our animals, and is a biosecurity precaution.

Bring your pets with you on your adventures - canoeing, kayaking, fishing, hiking, etc. If you have to leave them in your cabin, they must be in a crate, and quiet. If they are prone to separation anxiety, do not leave them alone. We can refer you to pet sitters in the area.

Note that our own dogs and cats (and often poultry and goats) are loose, as this is their year-round home, and they are performing their jobs (livestock protection, pest control, etc.)

Undisclosed pets, or failure to follow this pet policy, will result in extra charges, and possibly immediate cancellation of your booking, without refund.

## Local Wildlife, Insects

Note that you are camping, and that our place is surrounded by the woods and all its creatures. You could encounter wildlife on the trails or in the campground. Deer are very common, but we also see black bears, wolves, coyotes, foxes, skunks, raccoons, mink, marten, weasels, squirrels, chipmunks, garter snakes, turtles, frogs, crawling and flying insects and more. We don't have a lot of pesky insects around thanks to our poultry and the dragonflies, but we are on a farm in the woods, and bugs exist. Keep your unit and area tidy, and your doors shut to help keep insects and critters out. Remember, you are camping and sharing space with nature. If you have an aversion to any creature, our place might not be a suitable vacation spot for you.

## Air Conditioning & Heating

Please use only one or the other, and not both at the same time. Besides being inefficient, you will probably blow a breaker and be without power. Shut windows and doors so that the A/C or heater is effective and not escaping into the atmosphere. The A/C creates a vacuum effect, so you might have to pull your door open harder when it is on.

If your unit has an electric **fireplace** you can choose 'heat' or 'no heat' appropriately.

Help save the planet, and keep operating costs down.

## Safety Features & Sanitization

**Smoke alarms, Carbon Monoxide Detectors, Fire Suppressant Canisters, Basic First Aid Kits** are provided in your unit, and must remain functioning and available. If you blow a breaker (e.g. using too many electrical items at one time), the CO alarm might go off. Re-set the tripped plug or breaker in or outside of your unit. Then re-set the CO alarm.

**Cleaning / Sanitizing products** are provided in each unit and the shared washrooms. Do not flush any wipes or paper towels, etc. down any plumbing - use the trash. Cabins and the outhouse are stocked with wipes, as they do not have plumbing.

Units are sanitized, inspected and documented with photos between guests, to ensure quality control. If you find a deficiency, please report it immediately on arrival so that we can investigate and correct the situation as needed. Fraudulent claims, rule violations and wilful damage can result in immediate cancellation of your booking without refund, and a report and restitution claim being lodged directly or through Airbnb, and possibly police.

Campground washrooms are sanitized multiple times per day. Guests are asked to do their part by not leaving messes, and tidying up after yourself. Supplies are provided so that you can leave it the way you would like to find it.

## Security Cameras, Privacy

**Security Cameras** are installed at our gates, retail feed and farm area, and our personal residence. Rest assured, no devices are installed inside guest units, or surveilling guest units, or in group areas, or washrooms. Your privacy is valued.

We live on-site and try to ensure a safe and peaceful vacation for all our guests, but we also give you space. We are available for you 9 am to 8 pm if you need us, and when we see you, we will check that you have everything you need to have a 5-star stay.

No guest access to the industrial / retail storage / compound area without permission and escort, for insurance and safety reasons. It's fenced in and its gate is between the Shower House and the Masterfeeds retail pick-up shed.

## Quiet Time

**Quiet Time** is from **10:00 p.m. to 7:00 a.m.** - municipal by-law. We are a family spot, not a party spot. No noise or music over normal conversation level at any time (headphones are great for your music, as everyone has different tastes). After 10 pm, quiet conversation outside is OK. Music, loud laughter, yelling, intoxication, carrying-on, revving engines, and other noises are NOT allowed, and will result in your immediate eviction, without refund.

Remember, you can come and go after hours QUIETLY, but you must unlock and re-lock the gate after you. Make sure you have your key and/or code and know how to work the locks, as our phones are off at night. Do not disturb other guests.

Our property is right in the city, a mile from downtown Kenora, though surrounded by green space on three sides. We are near a residential neighbourhood, which is also subject to the same noise restrictions, through a municipal by-law.

## Additional Guests or Visitors

Bunkies 3, 15 and 16 are suitable for up to 4 guests. Bunkie 11 sleeps 2. Bunkie 18 can accommodate up to 8 guests (4 in the cabin, 4 in the prospector tent). Check your listing for capacity, to make sure you've chosen an appropriate cabin.

Additional guests of any age, exceeding capacity, must be requested and pre-approved. If accepted, additional fees will be payable and guest names added to the reservation for insurance and emergency reasons.

If you have a larger family or multiple families, check out our other listings and book an additional site, or one with higher capacity. Some sites are adjacent to each other, and work very well for group camping. Guests are not allowed to pitch their own tents.

Note that **Airbnb** policies do not allow third party bookings. The person booking the site **MUST** be staying at the site, and **ALL** guest names must be added when booking, for safety / emergency and insurance purposes. Employees can book their own sites, and submit expense claims to their employer.

**Unregistered day visitors** must be pre-approved to be allowed to visit you at your cabin or use our amenities, and only between 9 am and 8 pm. Additional fees may apply, depending on numbers, duration and activities. Visitors use our parking lot - no extra vehicles at your site. You are responsible for your visitors, and their safety and behaviour. Do not share any keys or lock codes with unregistered visitors.

If your visitors want to stay overnight, they **MUST** be registered for insurance and emergency reasons. If your unit is already at capacity, they must book their own unit, if one is available. Violations in this regard could result in immediate cancellation of your booking, without refund.

## Infants & Small Children & Dependents

Kids are very welcome at our place - they are our most excited guests! Parents/guardians have to be vigilant at all times and in all areas of the property, as children and their safety and behaviour are solely their responsibility.

Units are not baby-proofed and our terrain is rocky and rugged. Note that we have a duck pond and creek near the farm and lane areas, and there may be construction projects.

We also have a farm full of animals, free-range poultry and pets. They are friendly and offer a good opportunity to teach your children to be kind, peaceful and gentle. The Canadian Shield and forest provide kids a natural 'playground', and there are many developed parks close by.

Do not leave underage or limited capacity or unwell members of your group alone at any time. You are responsible for monitoring and caring for them. Failure to do so could result in immediate cancellation of your booking, without refund.

## Accessibility

Our terrain is rugged, and there are natural and built features that can be difficult for little ones, or for anyone with physical limitations. We are newly constructed, and parts of our property are still under development.

**Accessibility ramps** are included on the Shower House, and on Bunkie 16 Logger. Trails to the animals are fairly flat and gravelled/dirt/grass. Elsewhere, guests need the ability to use steps, rock stairs and hilly, uneven, gravel paths, with no handrails. Bunkie lofts are accessed via a sturdy log ladder.

Our tiny sleep bunkies are camping-sized - check the listing for square footage of units. Cabins 3 and 11 have 180lb weight limits for their bunk beds. Beds in cabins 15, 16, and 18 offer a higher weight capacity.

## Cancellation Policy and Lengths of Stay

**Cancellation Policies** are listed in the ads for each unit. Familiarize yourself with the policies, as we adhere to them, regardless of circumstance. If you want the ability to cancel and be refunded for whatever reason, you must have your own separate **travel insurance** - often available through your credit card or your benefit plan.

Note that some things are simply out of our control, such as weather, nature, smoke/fire conditions, city sounds and events, continuity of utilities, road conditions, illnesses, etc. and do not constitute grounds for refunds. Purchase separate trip insurance if you want the ability to cancel for any reason, with refund.

**Minimum length stays** may apply during peak season. Available dates may be offered for 1-2 night stays on short notice. Check our online calendars often, for any last-minute availability.

## Fees, Taxes, Check-Out, Deposit

**Taxes** are required to be charged and remitted by us: 13% HST for the provincial/federal governments, and 5% for the municipal government for tourism projects and events. Booking platforms may name these taxes differently.

**Guest Service Fee** is charged by Airbnb if you use their platform, and kept by Airbnb for use of their booking platform. As a host, we also pay them a fee. Note that while Airbnb requires you to pay for your stay in advance, we are not paid by them until after your stay has begun. Airbnb fees can be saved by booking directly, through our website.

We do not charge overnight guests any additional fees for cleaning, firewood, paddle craft, fishing gear or farm visits. If you compare our rates to other resorts in the Lake of the Woods area, you will see that we offer great value.

We try to keep our base rates affordable for small families. **Optional add-on services** are available at additional cost: linens (bedding and towels) for short stays, additional guests, pony and farm programs, Barnyard Breakout Escape Room, laundry.

**Check out time is 11:00 a.m.** We are sometimes able to accommodate a later checkout, but that must be pre-approved, as it depends on the cleaning staff schedule. Late check-out fee is \$30 per extra hour or part-hour, to continue your accommodation contract with us.

Please leave your unit in tidy condition, as you found it. Remember to take all your personal belongings - check under the bed, the fridge, drawers, etc. If you rented our bedding, there is no need to strip the beds - housekeeping does that - but if you do, you might find your items amongst the bedding.

Remember to leave our **keys**, remote controls, flashlights etc. to avoid extra charges. Send us a quick message that you have left, so we know the cleaning staff can get started.

**Deposit:** While the vast majority of our guests are great, a few are not. Therefore, a deposit is required, in the event a guest causes damage to or loss of our property, items or critters, whether accidental or intentional. A HOLD is automatically put on your credit card before you check in to cover the deposit (like at a hotel). If there are no issues with your stay, that hold is automatically released after you check out, and may take a few days for your bank to process. Again, it is a HOLD, and is only paid to us if there was a problem with your stay.

If you leave your cabin in an unacceptable condition (damaged/missing items, messy, dishes not done or put away dirty, trash/cigarette butts on the ground, unauthorized pets or extra guests), it will result in extra charges being kept from your deposit.

If you booked through Airbnb, an Airbnb Resolution Centre claim will result, which will impact your review and standing in their platform.

## Seasonal Campsites

Our serviced campsites are offered for full-season trailer and RV vacations - no short-term sites and no full-time housing available. Our regular season is from May long weekend to September long weekend. Sometimes we are able to extend the camper trailer season a bit, depending on frost. Incoming trailers must be 10 years or newer. 30amp + 20amp plugs, city water and sewer, picnic table, fire pit included.

If you are interested in spending your summer weekends at Kenora Bed 'n' Bale and becoming part of our seasonal family, inquire!

## Ratings and Reviews

**Ratings and Reviews** through Airbnb and Google have a *very different standard* than hotels, for both hosts and guests. We only accept bookings from guests who have a rating of 4 or 5 stars.

To maintain our Super Host status on the Airbnb platform, we must maintain a stellar average of 4.8 or higher, so rating us a 4 means you wouldn't want to return.

Note that a "5-star hotel" i.e. a luxury full-service hotel with full concierge services) does not mean the same thing as a "5-star Airbnb stay" (i.e. a fun glamping vacation at a farm).

**5 stars** = good or great: an enjoyable stay; any issues were addressed.

**4 stars** = poor; several issues were not addressed; you wouldn't return.

**3 stars** = several *major* problems were not addressed; you wouldn't return.

**2 stars** = the listing / guest should be removed from the entire booking platform.

**1 star** = suggests a life-time ban from all booking platforms for listing / guest.

Our goal is to earn a 5-star rating from every guest, in every aspect of your stay, and we provide fair and honest reviews of our guests.

Scan this handy QR code with your phone camera for Google Review link



# Thanks for Hitting the Hay at Kenora Bed n' Bale !

**Thank you** for spending your precious vacation time at Kenora Bed 'n' Bale. And thank you for reading our thorough information, and agreeing to our policies, which we are continuously developing in response to guests' needs, suggestions, experiences and questions, as well as booking platform and insurance requirements.

If you need anything during your 5-star stay at our unique little camping farm 'village', please let us know. We are available for guests daily 9 a.m. to 8 p.m.

Follow us on social media to see some of the animals' antics, and to see our ongoing projects and operations!

**Laura & Dave Loohuizen**

**[www.KenoraBedAndBale.com](http://www.KenoraBedAndBale.com)**



Laura with Appleton



Dave with Ragnar