



# Resort

## GUIDE

Welcome to  
Sonora Resort





WELCOME TO

# Sonora Resort

At Sonora Resort, we share the story of our land and seas through culinary experiences and bespoke activities that reconnect us to nature and to each other.

Experience world class salmon fishing, wildlife viewing, guided adventure tours, and helicopter excursions in an ancient rainforest archipelago filled with eagles, whales, bears, and more.

Savour a unique Canadian gastronomic experience, revered for gourmet cuisine that showcases the West Coast bounty and award-winning wine cellar.

Relax and rejuvenate with luxurious treatments at Island Currents Spa for total body and spirit wellness.

Delight in world-class indoor and amenities in the unspoilt wilderness and enjoy the luxurious accommodations where comfort and the elegance of the lodges are carried through to the smallest detail of the colours and materials.

This book will familiarize you with the services available at Sonora Resort. Please do not hesitate to contact a resort representative if you have any questions during your stay.

Together, we acknowledge the K'òmoks, We Wai Kai, Wei Wai Kum, Homalco, and Kwiakah First Nations peoples, on whose ancient and sacred land we live, work and play.

Sean Ross,  
President and COO





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# Hours

## OF OPERATION

TYEE DINING ROOM	
Breakfast	6:00 am - 10:30 am
Lunch	11:30 am - 2:00 pm
Bar Menu	2:30 pm - 5:00 pm
Dinner	5:30 pm - 9:00 pm



### TYEE LOUNGE & GAMES ROOM

**Tyee Lounge - 6:00 am – 12:00 am**

The elegant lounge invites guests to unwind with exquisite cocktails and mocktails. The games and billiards room offers a refined retreat, featuring virtual golf, shuffleboard, foosball, and a classic pool table. During the day it's open to all ages, but after 9:00 pm it's adults only.

### INNES CONFERENCE CENTER

**6:00 am – 10:00 pm**

During these hours The Innes Conference Center, workstations, and printing services are available at your leisure.

A representative is available between 9:00 am and 6:00 pm to assist with selecting and reserving activities.

### SONORA FRONT DESK & GIFT SHOP

**7:00 am – 9:00 pm**

We are available and delighted to take your call 24/7 outside of these hours. Kindly dial **0** from any resort phone to reach a representative.

### ISLAND CURRENTS SPA

Treatments	8:00 am – 9:00 pm
Fitness Facility	5:30 am – 9:00 pm
Mineral Pools	5:30 am – 9:00 pm

Prior to 8:00 am, access to the fitness facility and mineral pools is available at your pleasure but is unsupervised.

### OUTDOOR AMENITIES

**Sunrise – Sunset**

Because we're located in a wilderness setting, we advise enjoying all outdoor amenities between sunrise and sunset for your comfort and safety.

## TELEPHONE

# Directory

Worldwide phone calls and wireless internet are complimentary. Should you wish to receive calls from outside of the resort, please provide the Sonora Resort phone number and we will be delighted to transfer your calls to your guest room.

Front Desk/Concierge/ Housekeeping	0
North America International	<b>Add 9 before dialing</b> 1 + Area Code + Phone Number 011 + Country Code + Phone Number
Island Currents Spa	8251
Tyee Dining Room & Lounge	8255
General Manager	8266
Operations Manager	8260
Sonora Resort	(604) 272-8250

## TV Channel GUIDE

Here are some of the most watched channels. For the full guide, please turn to **channel 2**.

TV Guide	1
CTV BC	4
Global BC	5
CBC Vancouver	2
City TV Vancouver	7
KOMO ABC Seattle	8
CBS Seattle	9
NBC Seattle	10
PBS Seattle	11
Fox Seattle	12
CNN (US Feed)	13
CBC Newsworld	14
Fox News Channel	15
Business News Network	16
BBC World	17



## IN ROOM

# Amenities

Each of our uniquely themed B.C. lodges features spacious rooms with King or Queen-sized beds and luxurious amenities, including

- Luxury linens
- Iron & ironing board
- Complimentary WiFi
- Goose down duvets & pillows
- Safe
- Internet phone
- Plush bathrobes & slippers
- Coffeemaker & kettle
- Cable television
- Luxurious bath amenities
- Binoculars
- Hairdryer
- iHome charger & alarm clock

If there is anything we can provide to make your stay more comfortable, please reach out to us.

Sonora offers the convenience of laundry and ironing services during your stay. Simply complete the laundry services form in your room, place garments in the garment bag provided, and dial the **Front Desk**.

We will return your freshly laundered items at your next turndown service (between 5:30 pm - 9:00 pm daily). Please let us know if you have an urgent request and we will do everything possible to accommodate it.

Dry cleaning and line drying are not possible due to our remote location.



# iHome

## GUIDE

### CHARGING YOUR DEVICE

1. Place Qi compatible device on charging rest with front facing you. Check the green wireless charging indicator LED below the charging rest.
2. Connect the standard size end of a USB cable to the USB Port on back of the unit and connect the other end to the charging port on your device.

### PAIRING YOUR BLUETOOTH DEVICE

1. Turn on your Bluetooth device and make it “discoverable” by turning on Bluetooth mode
2. Press the  Button to turn on the **iBTW39**.
3. Press and hold the  Bluetooth Button on back of the iBTW39 for 2 seconds. “PAIR” will appear on the display and the Bluetooth indicator will flash blue, a voice prompt will announce “PAIRING”, indicating the iBTW39 is in pairing mode.
4. Select “**iHome iBTW39**” in your device’s Bluetooth menu to connect device.
5. If pairing is successful, a voice prompt will announce “CONNECTED”, then Bluetooth indicator appear solid blue, indicating the iBTW39 is ready to play music.

### SETTING AND USING THE ALARM

1. Press and hold the Alarm Button for 2 seconds until the alarm time display and alarm icon flash. A beep sounds.
2. Press the – or + Buttons to adjust the alarm time to the desired time (hold for rapid setting). The PM indicator appears to the left of the time display; there is no AM indicator.
3. Press the Alarm Button to confirm the alarm settings and exit alarm setting mode. 2 beeps will confirm alarm setting is complete. The alarm icon will remain on the display, indicating the alarm is armed.





## SONORA RESORT

# Cuisine

At Sonora Resort, we tell the story of our land and sea through culinary experiences that reflect the bounty of the West Coast using techniques from around the world.

Our sustainable approach means we feast on local fare that is provided from sustainable sources, inspired by the changing seasonal harvest. Our cuisine is fresh, unexpected, and inspired.

*If you have any allergies or special requests, please inform us as soon as possible.*

## MEET THE CHEF

Executive Chef Justine Smith leads the talented Relais & Châteaux culinary team at Sonora Resort.

Drawing inspiration from the bounty and beauty of the West Coast, Justine's culinary philosophy centers around using whole products, showcasing natural flavours, and incorporating local ingredients.

Our Food & Beverage program is the product of intense collaboration by a highly accomplished team of passionate chefs, sommeliers, and service staff.

Representing a wealth of experience and insight born from years of travel, education, and immersion in their craft, each brings a unique perspective to the food and beverage experience at Sonora Resort.



## SEASONAL, LOCAL FARE

Breakfast is served tableside and includes a gourmet continental buffet along with an à la carte menu featuring hot breakfast items.

Lunch is a refined twist on local fare or a chef's picnic lunch if adventure takes you away from the resort.

In the evening, we offer a 4-course Chef's Tasting Menu or an À la Carte Menu. Guests may also request a special Dungeness Crab or Tomahawk Steak dinner for an additional charge.



# Tyee

## DINING ROOM

The Tyee Dining Room perches over the swirling Yuculta Rapids, where it's common to see eagles, Harbour seals, Steller sea lions, and large marine mammals feasting in the nutrient-rich waters nearby.

Inspired by nature, this space features sweeping windows that frame the ocean view, a large live aquarium teeming with marine life from the surrounding waters and unique artwork collection.

From the Tyee Patio, the panoramic ocean views are second only to the sumptuous fine dining experience.

In high summer, we offer a tapas deck featuring a wood stone oven for gourmet wood stone pizzas.

## TYEE LOUNGE & BAR

Open lunch to late, guests can enjoy a fine wine, hand crafted cocktail or refreshing brew at the Tyee Lounge, located in the Tyee Dining Room.

The Tyee Dining Room and Tyee Lounge are open to all ages during the day, but after 9pm, the Lounge is adults only.

## WINE CELLAR

In 2019, Sonora was awarded the Wine Spectator Award of Excellence for it's outstanding wine list, placing the Sonora wine cellar in company with the world's top restaurants and wine connoisseurs.

With over 1,500 bottles and over 400 selections of local and internationally sourced varietals, we have whatever the occasion calls for.

Choose your own oenological adventure: select the wine pairings that accompany the Chef's Tasting Menu, query the sommelier for a recommendation, take a cellar tour to scope out the right bottle or opt for our complimentary private label created by Burrowing Owl.



# Activities

Experience world-class salmon fishing, wildlife viewing, guided adventure tours, and helicopter excursions in an ancient rainforest archipelago filled with eagles, whales, bears, and more. Sonora Resort's curated activities are designed for all ages and preferences.

We proudly support our local community and indigenous partners to provide bespoke activities that are uniquely offered to guests of Sonora Resort.

*Please see the ADVENTURE GUIDE as part of your arrival package for a detailed activity information.*



## BOOKING

Our Guest Services team would be delighted to assist you with booking activities. To do so, please dial **0** on any resort phone or visit the Innes Conference Centre between 9:00 am – 6:00 pm, daily.

The activity schedule reflects the optimal tidal and environmental patterns to provide the best possible experience and as such, our tours will be offered at specific times of the day.

Sonora Resort reserves the right to make changes to activity itineraries or cancel booked activities at any time prior to the activity start in an extenuating circumstance including inclement weather, natural disasters, insufficient guest bookings or other external events beyond our control.

## CANCELLATION POLICY

As per our terms and conditions, no refund will be payable in respect to any cancelled transportation, accommodation or pre booked activities.

- Activities sold per person can only be considered exclusive when all available spots are booked. Until then, the experience remains open to additional participants
- Exclusivity of an activity is guaranteed only when all available seats are booked.

## ACTIVITY MEETING LOCATION

Please meet at the Gear Room 15 minutes prior to the activity start time where our staff will be delighted to assist you with any outdoor weather gear, food and beverage for your tour, and facilitate an on-time departure.

The Gear Room is located below the dining room patio beside the pool as noted on the Resort Map on page 19.





# ISLANDCURRENTS

## SPA AT SONORA

As peaceful as it is luxurious, our opulent ocean side spa is a retreat dedicated to health and wellness.

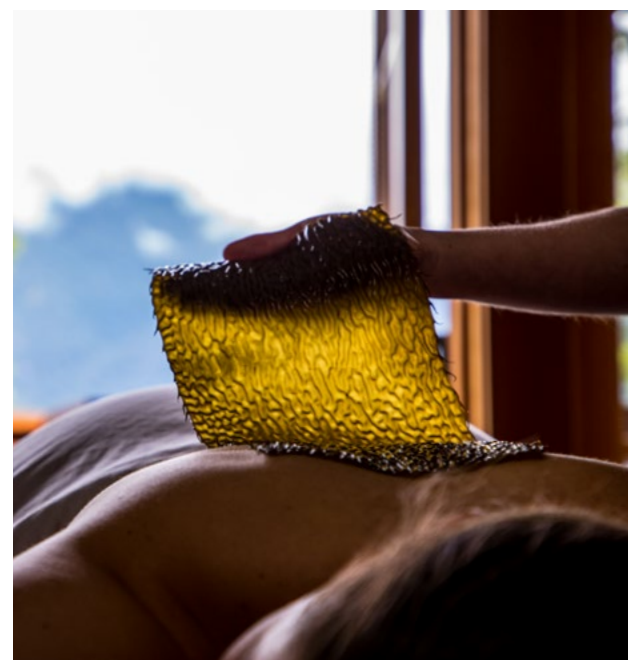
This 5,300 sq ft facility features 6 treatments rooms, manicure and pedicure space, fully equipped fitness centre, complimentary mineral pools overlooking the Pacific Ocean, sauna, steam room, and daily Hatha yoga classes.

Our dedicated team of highly trained professionals will curate a serene and nurturing environment, allowing you to fully unwind, reconnect, and rejuvenate.. We offer lavish spa services and treatments ranging from side-by-side massage, signature facial treatments, aesthetic services, and body care that are designed to sooth and pamper you from head to toe.

Please see the [Island Currents Spa Brochure](#) as part of your arrival package for detailed activity information.

### BOOKING

Our Spa team would be delighted to assist you with booking a spa appointment. To do so, please dial **8251** on any resort phone or visit the Island Currents Spa between 9:00 am – 9:00 pm, daily.







# Events & Retreats

Sonora Resort is the ideal venue for festive gatherings, family reunions, special events and corporate meetings. Whether your group is small, or your conference is large, we provide the perfect mix of world-class business facilities and outdoor adventure for your retreat.

## **ACTIVITY MEETING LOCATION**

With 88 guest rooms, Sonora welcomes groups of up to 125 guests. Lodge lounges provide inviting spaces to gather, while two private villas offer elegant settings for exclusive meetings. Cisco conference speaker phones are available in conference and board rooms.

## **SEAMLESS TRAVEL**

LAS helicopters seat up to 12 passengers, offering direct 50-min flights from Vancouver and private charters across the Pacific Northwest.

## **ALL-INCLUSIVE CULINARY EXCELLENCE**

Enjoy gourmet dining with house wine and beer included in your stay. Private catering is available for exclusive gatherings beyond the Dining Room and Lounge.

## **INSPIRING MEETING SPACES**

The Innes Conference Centre offers flexible configurations, while the Longhouse provides a striking venue for keynote speakers. Outdoor events shine at the Discovery Island Viewpoint Gazebo, with full AV support and resort-wide Wi-Fi ensuring flawless execution.

For the ultimate experience, exclusive resort buyouts are available for groups booking 65+ rooms.



# AV & Technical

## SUPPORT

Our knowledgeable AV staff are onsite to assist you prior to and during your presentation, meeting or event.

If you have any specific AV or technical needs beyond what is available onsite, please discuss this with our Event Manager.

We have a number of third-party rental companies we work closely with; with enough lead time, we can ensure that all of your requirements are taken care of.

Each meeting room is equipped with:

- Built in projectors, screens, audio, and HDMI wall connections
- Note paper, pens, flip charts and office supplies
- Podium
- Conference phones available upon request
- Microphones available upon request
- Flip charts available upon request
- Power bars & extension leads

## STAYING

# Connected

Wi-Fi is available property-wide and guests are welcome to make use of the resort's printer and scanner.

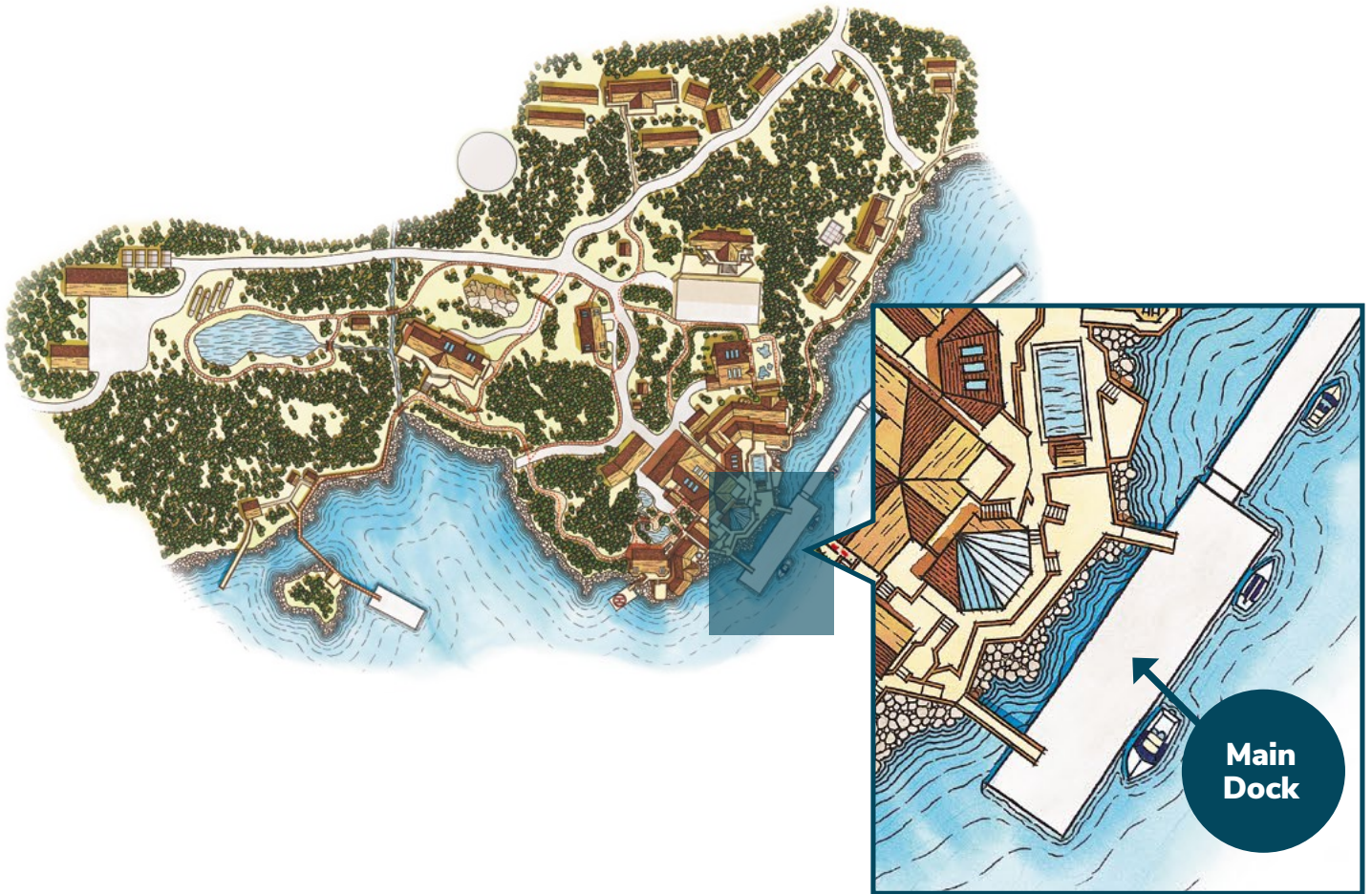
Cell phone coverage is available (we are Telus, Bell Mobility, and Rogers compatible).

International long-distance calling is complimentary from all resort telephones including those in meeting rooms.

To connect to Wi-Fi , please choose our password-free network:

**airsonora**





## FIRE Safety

Sonora Resort is equipped with the latest fire fighting equipment, including sprinklers, alarms, fire hydrants, fire truck and full turnout gear for our Fire Brigade Team. All staff have been trained in fire safety and suppression for your protection.

In order to facilitate the safety of all guests, we ask that you familiarize yourself with the following:

- If you discover a fire, stay calm and get to a safe place.
- Before opening any doors, place the back of your hand on the exit door to check whether it is hot or cool. A hot surface will indicate fire on the other side.
- Report all incidents of fire to resort staff and evacuate the affected area via the nearest safe exit. If possible, close doors as you evacuate.
- Assemble on the main dock. Should a secondary assembly station be required, you will be directed by our staff.
- Listen carefully to all instructions from the resort staff.

*For health and safety reasons, Sonora Resort is a non-smoking facility.  
Should you have any concerns or questions regarding fire safety, please ask our staff.*



# First Aid

Our first aid attendants are trained in emergency medical response protocols, including the use of heart defibrillators and administering certain medications which may be needed for specific medical conditions, such as a heart attack, allergic reaction or diabetic shock. We are equipped to determine blood oxygen readings (pulse oximeter), as well as heartbeat and respiration readings.

We have 24/7 access to a medical doctor who will provide medical guidance in an emergency. For guests who have a medical condition that requires care, we can provide direct contact with a doctor or nurse.

Sonora Resort is proud to offer its entire staff of vessel operators with fire training, as well as standard marine first aid training. They are certified in Marine Emergency Duties A-3 or higher. All the vessels used at the resort are equipped with first aid kits and re-boarding devices. We also remain in constant communication with the boats and the resort by VHF radio.

## WATER Safety

Maintaining the highest standards in safety and equipment, we are proud to offer certified and experienced operators for our fleet of Transport Canada approved vessels. In addition to Transport Canada approved life jackets stored on the boats, we provide warm, comfortable jackets which act as personal flotation devices.

Although the waters surrounding Sonora Resort are a beautiful sight, rushing by with great boils and whirlpools, please note that at the dock's edge and shoreline the current is still strong and the water is cold. When on or near the water, please use caution. Take the time to notice the change of tide, and the direction of the ebb and flow. Please do not swim in our dangerous ocean waters.

## Security

Sonora Resort is committed to providing the safest environment for our guests, and all staff have received safety and security training. In order to facilitate the security of all guests, we ask that you familiarize yourself with the following:

- Familiarize yourself with your lodge and room number.
- Place any valuables in your room's safe.
- Please ensure your door is securely closed. Our staff have been instructed to close and secure all doors for your security and privacy.
- At your request, additional key cards for your room are available.

Should you have any concerns or questions regarding safety, security, or privacy, please press the **Front Desk** button on any phone or ask a member of our resort staff.



## SONORA RESORT

# F.A.Q.

### Check in, check out

Check in time is 4:00 pm; check out time is 1 hour prior to departure or 12:00 pm if your departure is scheduled after 1:00 pm.

Upon arrival, our concierge team is to deliver your luggage to your guest room. If arrival is before 4:00 pm, luggage will be stored in a safe location until check in is available. For your departure, we ask that you leave all luggage just inside the door at time of checkout for our concierge team to collect.

While we make every effort to accommodate early check in requests, we cannot guarantee room availability prior to our standard check in time. If you are arriving before check in time and would like immediate access to your room, we recommend booking your room for the night prior.

Similarly, if you are departing later than 12:00 pm, and must have access to your room beyond this time, please consider reserving your room for an additional night to guarantee extended access. You are welcome to use the Resort amenities including the Island Currents Spa after check out and prior to departing the resort.

### Do I need a password for the Wi-Fi?

No, Wi-Fi is complimentary. Simply select **airsonora**, our Guest Wi-Fi network.

### How can I inquire about a lost and found item?

Kindly inform the front desk by pressing the **Front Desk** button on any resort phone. All found items are returned to the front desk on a daily basis.



### **Is the tap water at Sonora safe to drink?**

Yes, Sonora's spring water is sand filtered, and UV radiated in a state-of-the-art facility located on property making it safe to drink right from the tap.

### **Where do I fill up my Sonora water bottle?**

You can refill your water bottle right from the tap, or visit the many refreshing water stations located throughout the property.

### **What is the suggested resort attire?**

Many of our guests enjoy participating in the outdoor activities, so we suggest comfortable outdoor wear suitable for your time of visit and activities scheduled. Resort casual attire is suggested in the Tyee Dining Room and high heels are not advisable for daytime activities.

### **What should I wear or bring for an outdoor activity?**

Detailed information on advisable dress and packing for each activity is included in the Adventure Guide. If you are fishing be sure to bring your fishing license. A selection of outdoor gear is available to borrow at the Gear Room, and high-quality camera lenses are available to borrow from the Sonora Gift Shop.

### **Can I smoke in my room?**

No. Smoking is strictly prohibited indoors. A \$500 fee will apply to any guest who smokes indoors across the resort. To help prevent forest fires, **please do not smoke on the hiking trails, at Florence Lake, or in any forested areas**. Smoking is permitted in the outdoor areas, please use the ashtrays provided around the resort.

### **What is turndown service?**

Housekeeping will refresh your room, leave a gift compliments of Sonora, and create a sleep-inducing atmosphere including dimming the lights and turning down the bed while you're enjoying dinner.

### **Does Sonora recycle?**

Yes, we participate in a rigorous recycling program in partnership with Campbell River recycling plants for aluminum, plastics, glass, batteries, light bulbs, oil, and fuel filters. We are also partner with Clean the World which is a not-for-profit charity organization that collects partially used soap and shampoo bottles.

They recycle and sanitize the soap to distribute to homeless shelters and developing countries to improve the sanitation of the poor communities around the world.

## Where can I find an ATM?

An ATM is located in the Tyee Lodge, near the movie theatre and games room.

## How do I leave a gratuity for a staff member?

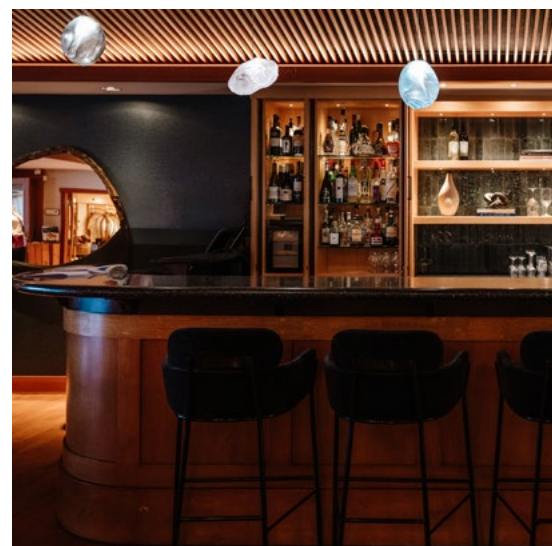
Gratuities are always very much appreciated by our staff, but never expected. All staff with the exception of Outdoor Guides and Spa Practitioners are part of a shared gratuity pool.

If you have enjoyed your experience and wish to acknowledge the staff, you may leave a gratuity directly with the staff member, or at the end of your stay via the provided gratuity envelopes at the Front Desk.

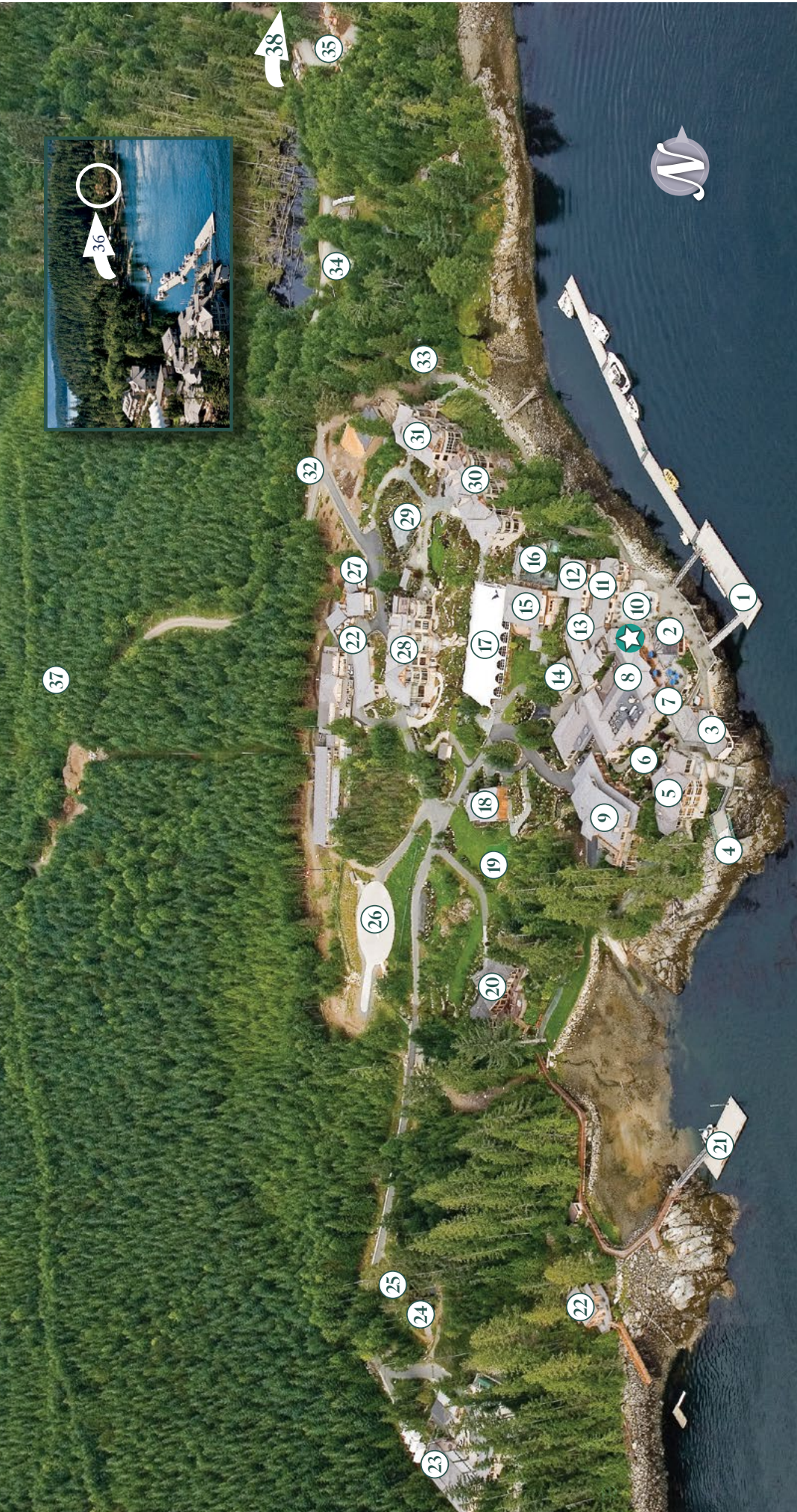
## SUGGESTED GRATUITIES

Gratuities are of course at the discretion of our guests, however, our guests often appreciate receiving suggested gratuity guidelines as follows:

<b>General Staff</b>	\$80 per person, per day
<b>Spa Practitioners</b>	20 percent of bill before tax
<b>Fishing Guides</b>	\$40 per person, per 4 hours fished
<b>Grizzly Tour Guides</b>	\$40 per person. This is distributed between Sonora and Homalco guides.
<b>Eco Tour Guides</b>	\$10 per person, per hour
<b>Other half day tours</b>	\$40 per person, per half day tour
<b>Other full day tour</b>	\$80 per person, per full day tour







We hope this map helps you find your way around the resort. If you need transportation or assistance, please ask any resort representative.

- |  |  |  |  |  |
|--|--|--|--|--|
| <b>1.</b> Sonora Dock  | <b>9.</b> Innes Conference Centre<br>(Business Centre + Activity Desk) | <b>17.</b> Tennis Pavilion                 | <b>24.</b> Eaglets Perch Kids'<br>Playground | <b>33.</b> Story Pointe  |
| <b>2.</b> Chinook Room   | <b>10.</b> Swimming Pool   | <b>18.</b> Longhouse                       | <b>25.</b> Eagle Trout Pond                  | <b>34.</b> Gillard Pass Salmon<br>Hatchery                       |
| <b>3.</b> Marine Lodge   | <b>11.</b> Bute Lodge  | <b>19.</b> 9 Hole Putting Green            | <b>26.</b> Main Helicopter Pad               | <b>35.</b> Sea Lion Trout Pond                                   |
| <b>4.</b> Marine Helicopter Pad  | <b>12.</b> Arran Lodge   | <b>20.</b> Eagle Rock Lodge                | <b>27.</b> Fire Hall                         | <b>36.</b> Sea Lion House  |
| <b>5.</b> Yuculta Lodge  | <b>13.</b> Coho Lodge  | <b>21.</b> Eagle Rock Dock                 | <b>28.</b> Haida Lodge                       | <b>37.</b> Archery Range   |
| <b>6.</b> Japanese Garden  | <b>14.</b> Salish Lodge  | <b>22.</b> Private Staff<br>Accommodations | <b>29.</b> Conservatory                      | <b>38.</b> To Discovery Island<br>Viewpoint and<br>Florence Lake |
| <b>7.</b> Tapas Bar  | <b>15.</b> Island Currents Spa<br>(Gym, Treatment Rooms)               | <b>23.</b> Maintenance Area                | <b>30.</b> Arbutus Lodge                     | <b>39.</b> Gear Room   |
| <b>8.</b> Tyee Lodge<br>(Tyee Dining Room, Guest<br>Services, Gift Shop, Theatre,<br>and Games Room) | <b>16.</b> Mineral Pools   |  | <b>31.</b> Gillard Lodge                     |  |
|  |  |  | <b>32.</b> Trail Map Sign                    |  |







## Sonora Resort Canada

Reservation Tel 604-233-0460  
Toll Free Tel 1-888-576-6672  
[info@sonoraresort.com](mailto:info@sonoraresort.com)

[SONORARESORT.COM](http://SONORARESORT.COM)