



DOGWOOD EXPRESS

February 2019

BCLCA Denounces Proposed Changes to the Recreational Fishery in BC

The President of the BCLCA recently wrote a letter to the Hon. Jonathan Wilkinson, Minister of Fisheries, Oceans and the Canadian Coast Guard to express concerns on how the federal Department is managing the recreational fishery in British Columbia.

The Sport and Recreational Fishing in B.C. is worth approximately \$700M to the provincial economy and creates approximately 8,000 jobs in this province and has had a challenging year in 2018 for our members and their customers who participate in the recreational fishery. In some areas the chinook salmon have had the daily limits reduced by 50% over the summer months. Other areas have had total fishing closures, to protect Fraser River chinooks and to supposedly provide for the Southern Resident Killer Whales (SRKW) food source. The closed areas were to provide sanctuary areas where they can consume their food. The sanctuary areas were only closed to Recreational Fishing however, commercial fishing and other boating traffic activities continued in the sanctuary areas that would also disrupt the Orcas feeding.

More west coast closures have been announced and, if implemented, will greatly impact recreational fishing for other species such as halibut. The general public, some but not all, have been accepting of the closed areas as the public does not understand the need for conservation to help our SRKWs and Fraser salmon stocks beyond simply closing Recreational Fishing.

We now understand the Department is considering measures to limit recreational access to a variety of Shellfish species including prawns, oysters, and clams.

Prawns

The department is intending on cutting the recreational limit from 200 to 100 prawns daily. While at first glance the daily limit of 200 prawns per day seems generous, it must

(Continued on page 3)

BCLCA Denounces Proposed Changes to the Recreational Fishery	1
President's Report	2
Members Only Programs	2
Association News Bytes	4
Resale of Electricity	5
Web Stats	6
Online Campground Booking from Travel-British-Columbia.com—Are You Ready?	7
Before Entering into a Contract with a Supplier Check out these Tips	9
Changes to CPP. Is Your Business Ready?	10
Guest Advice Tips to Reduce Conflict	10
Preferred Supplier Listings	11-13
Groundwater Licensing Application Deadline March 1	14
Welcome New Members	14



JJ Belanger, President
BC Lodging and
Campgrounds Association

President's Report

On behalf of the board and staff of the BCLCA I wish you all a very happy and prosperous year ahead. The outlook for 2019 is on track to be another good year for tourism in our province. The key issues continue to be labour shortages, taxation issues and bigger picture items with global unrest for many reasons. In the end if we can get past all this, we should have another amazing year in front of us.

Preferred Supplier Task Force

It was back in 2015 when I and the BC Lodging and Campgrounds Association (BCLCA) reviewed its Preferred Supplier program. I have set up a Preferred Suppliers Task Force to look at the purpose of suppliers being associate members and the active members' purchasing expectations.

Members look to the Association to negotiate discounts or rebates greater than is available to non-members from each supplier, and to have the Association regularly verify that the price is competitive in the marketplace. The chosen suppliers are then looking for an endorsement from the Association and exclusive marketing access to the members.

The Preferred Suppliers Task Force will be making recommendations to the Board on suppliers that best fit the member's purchasing needs before entering into negotiations to exclusively endorse supplies of products such as cleaning supplies; paint and decorating items; propane; laundry appliances and supplies; furniture and mattresses; linens and draperies; uniforms; souvenirs and promotional items.

Letter to Minister of Fisheries

I draw your attention to the letter we wrote to the Minister of Fisheries outlining our concerns about the shellfish recreational fishery. The letter has been shared with 117 MLAs and BC MPs. To date I have received a reply from MLA Shirley Bond (thank you). Tourism Industry Association of BC also published the letter in their January e-newsletter. However there has been no reply from the federal Minister of Fisheries. You can read the letter in this issue of the Dogwood Express.

go2HR Responsible Beverage Server Program Support Letter

The BC Lodging and Campgrounds Association (BCLCA) is a founding member of go2HR and its predecessor the Hospitality Industry Education Advisory Committee (HIEAC) and has always proudly supported go2HR delivering the responsible beverage service (RBS) programs and services, including Serving It Right, Special Event Server, and supporting resources and tools. As such, the board were pleased to pen a letter of support for an upcoming government RFP to have go2HR remain delivering the responsible beverage service (RBS) programs and services.

Travel-British-Columbia.com Update – Featured Listings, Phase 1 through 3

This past year BC Lodging and Campgrounds Association has redesigned Travel-British-Columbia.com and in particular our members' listings. Your listing is now responsively designed so it appears correctly on all devices such as laptops, phones and tablets. As well, the listing has been search engine optimized so that it appears higher up in common search engines such as Google and Bing.

This spring we are working on a three-phase scope of work. The first phase will pull the API data into the database and be able to display members' listings throughout the travel-british-columbia.com website on pages like the Community Pages and Accommodation Type Pages. These listings would be listed on these pages and clicking on one, it would take you to the full listing page on Campground Booking. This should be completed in February.

Phase two will deal with search filter options for regions and sub regions and should be launched by the end of March. Phase three (April – May) we can start to look at implementing the Maps. This would include an overall Map and Maps on certain pages.

These changes will increase the views of member listings across all the landing pages.

I invite you to contact me directly if you have any comments or suggestions on the direction your Association is taking. I can be reached via e-mail at jj@crystalcove.ca or call my direct office line at 250-725-0090.

Here's to a very busy 2019 and beyond! ■

BCLCA PURCHASING PROGRAM FOR MEMBERS ONLY

The following companies offer preferred pricing to BCLCA members

Beds & Sleep Products

Restwell Sleep Products, 604-576-2339 ex 112

Business Forms

Deluxe | Perfect Partner, 1-800-461-7572

Canadian Camping & RV Council Group Purchasing Program

Entegra Procurement Services, 416-805-6760 and Moneris 1-888-692-0321

Employee Recruitment Services

go2HR, 604-633-9787
GT Hiring Solutions, 604-795-9675 ext 4008

Furniture & Equipment to Hotel Industry

Nationwide, 604-277-9294

Grounds Equipment Maintenance

John Deere, 905-945-7326

Linen Products

Tex-Pro Western, 1-800-663-9266

Maintenance & Building Supplies

Cloverdale Paint, 604-421-8299
HD Supply, 1-800-782-0557
RONA, 604-882-6200 ex 6221

Online Accommodation Reservations

Campground Booking, 307-278-9244
Check In Canada, 1-888-612-2772

Paint & Associated Products

Cloverdale Paint, 604-421-8299
RONA, 604-882-6200 ex 6221

Pedestals & Power Centres

A.C. Dandy, 1-800-642-2952

Propane

Superior Propane, 866-952-7941

Property & Liability Insurance

Western Financial Group, 250-762-2217

Visa, MasterCard & Debit Services

First Data, 1-800-886-1052 ext 6023538

Access member benefit programs in the Partner Extranet—[click here](#)

Board of Directors & Staff

For a complete list of Board members and staff contact information [Click Here](#)

(Continued from page 1 - President's Report)

be remembered this year recreational anglers were no longer allowed the taking of prawns carrying eggs (berried females) and this was made illegal. The recreational fisherman according to DFO take about 20% of the B.C. catch with the Commercial and First Nations harvesting the remainder.

There is no indication that there is a conservation issue as seen by the fact that the commercial sector and First Nations have not been asked to take a cut in their access to their catch. A reduction in the Recreational limits is nothing more than a reallocation to the Commercial and First Nations Fishery.

The BCLCA has requested that the Departmental staff review these proposed restrictions being placed on the Recreational Fishery and apply any required Conservation based restrictions across ALL users of the Fisheries Resources.

Clams

The Department is suggesting introducing a size limit for clams as well as reduction in harvest opportunities. Presently recreational fishermen are allowed an aggregate daily limit of 75 clams, of which 25 can be butter clams. Now the Department is proposing to reduce the limit to 50 clams, of which only 15 can be butter clams. Along with minimum size limits for Manila and Littleneck clams to be 35mm and Butter clams 55mm. We would suggest if DFO sees a conservation issue on a particular beach simply close that beach, do not come in with changes in harvest limits and sizes that targets all of the West Coast and beaches in British Columbia.

Oysters

The Department's proposal to reduce the daily limit to 10 from 15 is without scientific justification or demonstrated conservation issues. Our members have asked where are the bio surveys that show that recreational harvesting coast wide is having an impact? We are led to believe there aren't any. We understand partial justification for the recreation sector having reduced limits is that oysters have elevated levels of cadmium. Has the DFO informed other harvesters of this issue and suggested limiting their harvesting?

The second part of the DFO regulation proposal is to prohibit the taking of ½ litre shucked oysters off the beach because it is difficult for monitoring and policing. For many years the DFO have requested that recreational oyster harvesters return shucked oyster shells to the beach that they were removed from. The reason for this was that spat and immature oysters frequently used other shells for attachment. By prohibiting the shucking of oysters on the beach it will mean more very small oysters ending up in the landfill, as harvesters will not likely have the ability or time to place the shells back on the beach from where they are harvested.

Our members feel that the DFO has been overly hasty in proposing these regulations and the impact they will have on our members' customers and recreational anglers, not just British Columbia residents but all Canadians that visit the West Coast who are entitled access to the Fisheries Resources here in B.C. These proposed restrictions will be detrimental to our members and to the whole tourism industry here in B.C.

The BCLCA has requested that the Departmental staff review these proposed restrictions being placed on the Recreational Fishery and apply any required Conservation based restrictions across ALL users of the Fisheries Resources. This will not just target the Recreational Fishery and will help reduce the impact on the recreational fishery and the tourism industry as a whole.

(Note: the letter was also sent to Hon. Melanie Joly, Minister of Tourism, Official Languages and La Francophonie, BC Premier the Hon. John Horgan, Hon. Lisa Beare, BC Minister of Tourism, Arts & Culture, Walt Judas, CEO Tourism Industry Association of BC.) ■

ASSOCIATION NEWS BYTES

BCLCA UPDATES

Membership and Board Items

- **Thank you to all the members that renewed membership for 2018/19.** If you know of a local business who would benefit from joining please contact Anne at anne@bclca.com.
- **A Preferred Supplier Task Force** has been struck by the Board to review existing benefits and search out new suppliers offering great pricing and services to the membership.
- **Annual Campground & RV Park Member Survey.** The BC Lodging and Campgrounds Association (BCLCA) is conducting the annual survey of member campground and RV Park operators in British Columbia to take a snapshot of the health of the camping/RVing industry for the two years 2017 and 2018. To access the survey click on the link: <https://www.surveymonkey.com/r/YYH7CH8> - We'd love to have your responses by Friday, March 29, 2019.
- **BC Tourism Industry Conference.** February 27, 2019 to March 1, 2019 two BCLCA directors will be attending the Tourism Industry Conference of BC in Vancouver to promote members concerns.
- **Meetings in Ottawa.** April 30 – May 2, 2019 Canadian Camping and RVing Council meetings and day on Parliament Hill, Ottawa. Jim Humphrey and Joss Penny will be attending and meeting MPs.
- **Meeting with BC Ministers.** May 8 – 9, 2019 Executive Committee meetings with Provincial Ministers in Victoria.
- **BCLCA Lodging and Camping Ideas Forum 2019** is taking place in Nanaimo, October 23 - 24, 2019. Plan to attend.

Marketing Initiatives

- **2019/20 Super Camping/Select Lodging Guide Listings** deadline February 15, 2019. 150,000 copies of the guide will be published in 2019 and with the demise of the Accommodation Guide, BCLCA now offers one of the few long running print directories (30 years) utilized by the travelling public.
- **Travel-British-Columbia.com Website Relunched.** On October 17, 2018 BCLCA re-launched the mobile friendly consumer website. Is your listing on www.travel-british-columbia.com up-to-date? If not, please contact anne@bclca.com. Over 500,000 people visited the site in 2018 and they deserve accurate information.
- **Online Campground Booking Are You Ready?** Claim your listing with Campground Booking. So far we have enrolled 30 campgrounds on these online approaches and want to enroll your campground. The team at Campground Booking, led by Heath Padgett, can assist you to claim your listing on travel-british-columbia.com including campsite types, rates etc.
- **Consumer Shows.** In January the consumer show season kicked-off with the Motorcycle Show followed by the Spokane RV Show and the Calgary RV Show. The association now attends 10 shows throughout the year.
- **Camping Week 2019.** May 21 – 26, 2019 is Canadian RVing and Camping Week <https://www.travel-british-columbia.com/events/canadian-camping-week/> to register please contact the office.
- **Camping Appreciation Weekend.** September 13 – 14, 2019 is the Fall Camping Appreciation weekend <https://www.travel-british-columbia.com/events/camping-appreciation-week/> to register please contact the office.

Group Purchasing Programs

- **NEW Program — HD Supply Facilities Maintenance Canada** is a single-source national wholesaler of maintenance, repair, and operations (MRO) supplies and services offering most major brands including lighting, electrical, plumbing, janitorial, hardware, hospitality supplies. Contact Isabelle Desroches at Tel: 403-461-5141 Toll: 800-783-0557 Email: Isabelle.desroches@hdsupply.com.
- Affinity program partner **DELUXE Perfect Partner** for printed materials and registration forms. Quote the Perfect Partner

(Continued on page 5)

(Continued from page 4)

- Code 97435 to save up to 15% on any regular-priced item. Call or go online today! 1.800.461.7572 or deluxe.ca
- Annual **Superior Propane program** pricing started August 1 with guaranteed prices throughout the year. 95 properties are enrolled and the next enrollment date is May 31, 2019. Missed this year's intake contact Amanda Imbery 604-495-7953 or amanda_imbery@SuperiorPropane.com to enroll.
 - Is your property or home insurance policy renewing in the next 60 days? If so, allow Lisa Jabbusch at **Western Financial Group** to quote for the business 1-800-667-2217.
 - For the past seven years, the BCLCA has had a preferred partnership with **First Data Canada** for merchant services (credit card/debit processing). BCLCA members have enjoyed the very best in rates and fees. Contact Paresh Karkanis at 1-800-886-1052 extension 6023538 or paresh.karkhanis@firstdata.com or direct 905-602-3554 and ask him to compare your current cost with this offer, it could help you save money.
 - **RONA** Contractor discounts – BCLCA Members save up to 15%. Must present a valid contractor card at time of purchase. If you do not have a **RONA** contractor card please contact the BCLCA office to arrange for one to be sent or contact Brad LeGrow at 604-882-6200 ext. 6221 or Cell: 604-314-1366
 - **Cloverdale Paint** offers BCLCA Members savings up to 30% off paint purchases from any corporate Cloverdale Paint store. Discount Code must be quoted at time of purchase. Discount Code "025 BCLCA". Contact Dave Picariello – National Business Development Manager 604-551-8083 or for information on the products, please refer to: www.cloverdalepaint.com
 - **Restwell Sleep Products** has created a special hospitality pricing catalogue for beds. The pricing catalogue can be requested from Bernie King at E-mail: berniek@restwell.com.
 - **Tex-Pro Western Ltd.** offers linen deals to members - Contact Al Fleming, Tel 604-254-9551 or Toll Free 1-844-633-9266 for a price list.
 - **Canadian Camping and RV Council group purchasing program** managed by entegra and offering Moneris Merchant Services. All BCLCA members qualify so contact Shannon O'Callaghan 905-336-8949 or info@ccrvc.ca for a benefits flyer with participating companies. **Two new services have come on stream:** United Leasing & Finance Inc. and Parking BOXX
 - **NEW Discounts Launched in 2018 - John Deere Canada ULC** - Grounds care equipment including commercial mowing equipment, Gator™ utility vehicles, compact utility tractors, lawn and garden tractors and accessories. Professional portable power equipment includes chainsaws, trimmers, edgers, blowers, generators and pumps. Contact your John Deere Dealer. Current members of the BC Lodging and Campgrounds Association are eligible for a **complimentary John Deere Rewards upgrade** (Platinum 1 status) – which unlocks the best loyalty rewards including [valuable equipment discounts](#). <http://johndeere.ca/bclca> is the link to the BC Lodging and Campgrounds Association page to apply. ■

Resale of Electricity

The Association recently had a question from a member about the rules around charging for power at campsites. After investigation the answer can be found in two regulatory areas.

- 1) Section 9.1 of the BC Hydro Electric Tariff states: If a Customer wishes to resell to a tenant of the Customer at the same Premises and on a metered basis Electricity provided by BC Hydro to the Customer, the price for such Electricity will not exceed the price that BC Hydro would have charged had such tenant been a Customer of BC Hydro. This requirement will be included in an agreement for resale between BC Hydro and the Customer.
- 2) Under the *Utilities Commission Act* the resales may only be made to "tenants" having a lease or tenancy agreement for a term of not more than 5 years (ie. strata owners, and tenants having leases or tenancy agreements with terms of more than 5 years, do not qualify); otherwise the owner/operator is deemed to be a "public utility" under the Act and is subject to regulation as such, or must apply for and obtain an exemption under the Act.

For more information contact BC Hydro directly or read their Advisory Notice - <https://app.bchydro.com/content/dam/BCHydro/customer-portal/documents/distribution/standards/ds-rmr-advisory-multiple-occupancy-meter-requirements-and-resale-of-electricity.pdf> ■

BCLCA Travel-British-Columbia.com Website Statistics

February 1, 2018 to January 31, 2019

Month and Year	Current Sessions	Past Year Sessions	Yearly Variation	Unique Visitors	Pages Viewed	Pages / Visitor	Returning Visitors	% of Returning Visitors	Member Listing Pageviews
January 2019	34,482	35,042	-4.51%	30,549	69,534	2.02	5,021	14.56%	30,613
February 2018	30,918	32,843	-5.86%	26,821	78,913	2.55	5,422	17.54%	14,507
March 2018	39,564	40,981	-3.46%	33,621	104,731	2.65	7,553	19.09%	24,840
April 2008	41,667	46,228	-9.97%	35,450	109,865	2.64	8,037	19.29%	31,547
May 2018	53,164	57,988	-8.32%	45,470	133,799	2.52	9,843	18.51%	40,055
June 2018	65,836	69,379	-5.11%	55,885	170,680	2.59	12,577	19.10%	52,234
July 2018	79,520	84,687	-6.10%	67,761	197,912	2.49	15,157	19.06%	55,156
August 2018	72,785	66,109	10.10%	62,715	166,851	2.29	13,506	18.56%	46,092
September 2018	37,698	39,718	-5.09%	32,514	85,693	2.27	7,332	19.45%	22,541
October 2018	29,415	29,076	1.17%	25,981	61,645	2.10	4,808	16.35%	16,835
November 2018	24,577	23,335	5.32%	22,105	43,935	1.79	3,356	13.66%	15,714
December 2018	22,793	21,204	7.49%	20,528	39,475	1.73	3,088	13.55%	13,839
Totals:	532,419	546,590	-2.66%	459,400	1,263,033	2.30	95,700	17.39%	363,973

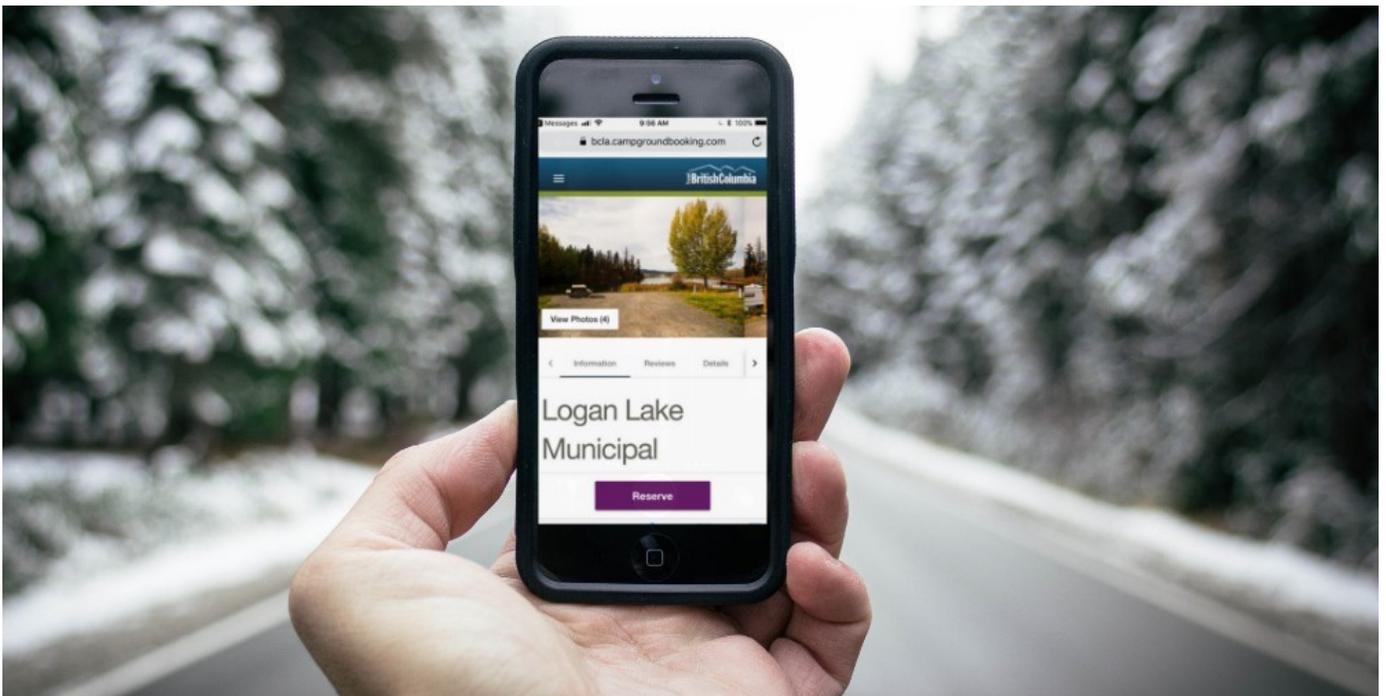
	Aug 31, 2016	Jan 31, 2017	Jun 30, 2017	Aug 31, 2017	Jan 31, 2018	May 31, 2018	Aug 31, 2018	Jan 31, 2019	Increase/decrease since Aug 31/18	% Increase/decrease since Aug 31/18
Twitter Followers	2,289	2,321	2,375	2,391	2,406	2,434	2,416	2,401	-15	-0.63%
Facebook Likes	9,266	9,248	14,961	16,805	16,750	17,299	18,956	18,873	-83	-0.64%
Pinterest Followers	550	566	596	600	607	613	620	629	9	1.53%
Instagram Followers	433	476	529	549	583	598	607	595	-12	-2.37%
Blog traffic	30,564	35,668	46,093	55,224	60,706	64,296	66,895	79,995	11,100	16.59%
Consumer Newsletter	Sent 14,372		Opens 5,684 (39.6%)		Clicks 11.5%					
October 2018	Sent 14,489		Opens 5,555 (38.4%)		Clicks 9.7%					
December 2018										

Online Campground Booking from Travel-British-Columbia.com - Are You Ready?

Today's camper wants more than a directory of places to camp they want to be able to book online.

Travel-British-Columbia.com started off as a directory of member's web profiles and directed the camper to your website, email or phone to make enquiries and reservations. Campers now expect their booking experience to be quick and simple. They want to just go online, review availability of sites, and then make a reservation within minutes.

This past year BC Lodging and Campgrounds Association has redesigned Travel-British-Columbia.com and in particular our members listings.



Your listing is now responsively designed so it appears correctly on all devices such as laptops, phones and tablets. As well, the listing has been search engine optimized so that it appears higher up in common search engines such as Google and Bing. The listing is fronted by a carousel of photos provided by you and carries a list of your main amenities and rates. But there maybe something missing your Reserve Now or Instant Book button if you have not signed up to receive online reservations.

Reserve Now

If you already have a property management system we recognize that you do not want to change service provider, so the reserve now allows us to capture one or two common site types as inventory to sell from your campground/RV Park, add your rates and set up an availability calendar.

How to Take Reservation Requests from Travel British Columbia

Step 1 - A camper visits our website and requests a stay.

The process is that a camper comes into the travel-british-columbia.com site and requests a reservation through the button and provides credit card information for payment and details to Campground Booking so the reservation is guaranteed unless you decline the booking.

(Continued on page 8)

(Continued from page 7 - Campground Booking)

Step 2 - You receive a reservation request, with payment details already in place.

An email is sent to the campground to approve or deny the reservation within a 72 hour window, as well the website team at Campground Booking will contact you after 24 hours if the campground has not responded to the email request.

Step 3 – You get paid directly for your full reservation rate.

The campground operator accepts the reservation and is paid the full reservation amount directly into their bank account minus regular merchant credit card fees. There is no fee for the campground, other than regular merchant credit card fees, but the camper pays a \$7 per reservation fee in advance to make the reservation via Campground Booking.

Instant Book

If You Want to Take Instant Bookings (and not requests)

A number of campgrounds do not have an automated property management system or have an older system that they want to retire. In this case Campground Manager offers a free property management system.

Campground Manager Software is simple and intuitive to use and won't take you a month to learn how to operate. You can sign up for free, with no strings attached and begin immediately using the campground management software. The program gives you access to advanced reporting, email automation, a point of sale system, yield management system and a reservation system.

Campground Booking create a reservation widget for you that can live on your website and you will have the Instant Book button placed on your listing at Travel-British-Columbia.com. This way, when customers come to your site or travel-british-columbia.com you can immediately begin accepting online reservations with ease.

API Integration

Many campgrounds are using popular property management systems such as RMS, Let's Camp and Astra.

These campgrounds have asked for the online reservation service to integrate with these popular systems to pull inventory and make sales. Over the course of the coming year Campground Booking is working on offering API integration with some or all of these products so that members can be seamlessly added to the online booking through an Instant Book process.

Enrollment

So far we have enrolled 30+ campgrounds on these online approaches and want to enroll your campground. The team at Campground Booking, led by Heath Padgett, can assist you to claim your listing on travel-british-columbia.com including campsite types, rates etc., and then contact you for approval before the listing goes live.

Heath Padgett, CEO, Campground Booking can be reached at heath@campgroundbooking.com or (832) 247-4644

Sean Richards, Sales Representative, Campground Booking can be reached at sean@campgroundbooking.com or (512) 426- 6446.

Video Help and Webinars

Over the next few months we will be hosting informational webinars about online booking and how to claim your listing, so watch your email for invites. In the meantime, you can learn more by viewing these two videos:

<https://vimeo.com/269783314> - this video gives an overview of how the online booking system works on Travel-British-Columbia.com.

<https://vimeo.com/274414957#at=2> - in this video we show you how to claim your campground listing on Travel British Columbia. ■

Before Entering into a Contract with a Supplier, Check Out these Important Tips

The next time your business is entering into a contract with a new supplier (or even renewing contracts with old suppliers), be sure to negotiate the terms that work for your business. Although a vendor may present a contract to you as “non-negotiable,” it is best to remember that everything is negotiable. Brian Schaeffer, CEO / Executive Director, Texas Association of Campground Owners provided this overview prepared by the Association’s attorney with permission for BC Lodging and Campgrounds Association to share.

When you first look at the proposed contract, make sure to read it thoroughly, keeping these tips in mind:

1. Read the contract. All of it. Pay close attention to any definitions and fine print.
2. Ask for clarification when needed.
3. Google a sample contract for whatever services you are looking for. See what else you might want to include or change.
4. Don't be afraid to negotiate.
5. Generally, and especially for big ticket items, don't accept a verbal agreement. Get everything you want in writing.

In reviewing a contract, these are terms that lawyers generally look for:

- **Duration of the Contract:** How long is the contract for?
- **Termination of the Contract:** Who can terminate the agreement? How many days' notice and on what terms?
- **Liability/Indemnity:** What are the provisions for liability? Is the company you are hiring providing indemnity for actions of employees/contractors? Is the company disclaiming any liability for negligence, gross negligence, etc.? Is the company capping its liability to a certain dollar amount?
- **Price and Payment:** Is the agreed upon amount reflected in the contract terms? Is the payment schedule in accordance with the agreement? Are there any additional fees outlined in the agreement that you did not negotiate?
- **Arbitration/Litigation:** Is there a clause requiring you to resolve any disputes through arbitration? Are there any provisions about who has a right to collect attorneys' fees if the matter must be litigated?
- **Signature lines:** If you are entering into an agreement on behalf of your business, make sure your signature line identifies the person signing and in what capacity on behalf of the organization, so that you clearly are signing as an agent of the business and not in your personal capacity.

Finally, there are a few clauses you may want to negotiate to give you more leverage during the contract term. These contract terms are frequently litigated, so if you consider negotiating them or adding them to an agreement, you may want to seek advice of counsel.

- **90-day Termination Clause:** Adding in such a provision, if done correctly, gives your park the ability to terminate the contract if you ultimately find it just isn't working out for some reason. A sample 90-day termination clause would look like this:

Either party may terminate the Contract without cause by giving the other party written notice of termination at least 90 days prior to the termination date

- **Indemnity Clause:** An indemnity clause, if done properly, would allow you to seek indemnity from the vendor should its employees or contractors cause damage to people or property while in your park. A sample indemnity clause would read something like this:

Vendor shall defend, indemnify, and hold harmless RV Park, its agents and employees against any claims, losses, or expenses, including attorneys' fees arising from injury to persons or damage to property as a result of an act or omission of the Vendor, its employees, agents, or independent contractors. This indemnity and hold harmless clause extends to injury to persons or damage to property as a result of the negligence, gross negligence, or intentional conduct of the Vendor, its employees, agents, or independent contractors.

If you end up including an indemnity clause, make sure to place it in larger font than the rest of the text, bold it, and place it in all capital letters so it is conspicuous and obvious.

Please note that this article is intended to provide general information only and is not a substitute for legal counsel. If you have questions on particular contract terms, negotiations, need a lawyer to review any of your agreements, or have a specific legal problem you should contact a lawyer. The Canadian Lawyer Referral Service – can help see <https://cbabc.org/For-the-Public/Lawyer-Referral-Service> ■

Changes to CPP: Is your business ready?

On January 1, 2019, changes to the Canada Pension Plan (CPP) came into effect.

The changes, or enhancements, are being implemented to increase a person's pension income upon retirement from one-quarter of the person's average annual pensionable earnings throughout their lifetime to one-third. These changes will require both employees and employers to increase their rates of contribution over the next few years.

Upcoming changes

Starting in 2019, there will be two changes to CPP rates:

1. The rate of contribution will gradually increase by a total of one percent over a period of five years up to 2023.
2. In 2024, a new, additional CPP contribution is required for employees earning income greater than the yearly maximum pensionable earnings (\$70,100 in 2024). This additional CPP contribution will be at a rate of four percent on income between the yearly maximum pensionable earnings of \$70,100 (in 2024) and the new upper limit of \$74,900. In 2025, the range increases to between \$72,500 and \$82,700.

The changes are summarized in the following table.

Year	Projected yearly maximum pensionable earnings (YMPE)	Projected maximum limit	CPP employer/employee contribution rates (%)	
			Rate on income up to projected YMPE	Rate on income between projected YMPE and projected max limit
2018	(actual) \$55,900	(actual) \$55,900	4.95	n/a
2019	(actual) \$57,400	(actual) \$57,400	5.10	n/a
2020	\$60,100	\$60,100	5.25	n/a
2021	\$61,900	\$61,900	5.45	n/a
2022	\$63,700	\$63,700	5.70	n/a
2023	\$65,700	\$65,700	5.95	n/a
2024	\$67,700	\$72,400	5.95	4.0
2025	\$69,700	\$79,400	5.95	4.0

Note: the rate for self-employed individuals is two times the rates noted above.

Source Grant Thornton Insights – to read the full article visit <https://www.grantthornton.ca/en/insights/changes-to-cpp-is-your-business-ready/> ■

Guest Advice Tips to Reduce Conflict

Every year the BCLCA office fields calls from members about unruly and unreasonable guests that they have to deal with or evict. In a number of these cases the business has not followed some simple operational policies that would have prevented the conflict.

Policy 1 Don't Become Friends with Your Guests

It is important to keep your relationship as operator and guest. You are providing a service as part of a contract and they are accepting the terms and paying you for the service. Nowhere does it say you have to be friends. If you befriend guests and a problem arises in the end you will lose a friend and a customer.

Policy 2 You Cannot Solve Family Disputes or Disagreements

When you intervene and try to help the situation generally gets worse. When a situation arises tempers usually flare and the individuals can direct their frustrations at you the operator. You just need to calmly enforce the rules that apply to ensure your other guests have a pleasant and hassle free stay.

Policy 3 You Must Define Your Role

Adopt an appropriate self-image and persona. At all times remember you are the person in charge, you set the rules, you police the rules and you enforce the rules. When you enforce have a witness with you, know what rules and circumstances are negotiable, and always, always document what happened. ■

Preferred Suppliers List as of February 1, 2019

Support the suppliers that support your Association - Buy from a Member first!

Absolute WiFi Solutions

Toll: (877) 575-1575 Ext. 444
 Kathy@absolutewifi.com
 www.absolutewifi.com
 Contact: Kathy Schmidt
 Wireless Internet deployment and service for the hospitality industry.

Ace Manufacturing

Tel: (780) 352-7145
 Toll: (866) 352-7145
 aohman@acemfg.com
 www.acemfg.com
 Contact: Al Ohman
 We manufacture a complete line of power pedestals and custom enclosures for campgrounds, marinas and walkways.

Anizco Hotel Furniture Liquidators

Tel: (604) 682-2528
 Anil@anizco.com
 www.anizco.com
 Contact: Anil Dhanani
 Canada's largest supplier of pre-owned, high quality hotel furniture. We carry a large selection of Case goods, Soft goods, Lighting, Linen, Tables, Chairs, Art, Mirrors and much more. Buy 1 or 100 items, we offer wholesale pricing.

At The Lake (ATL) Distributing Inc.

Tel: (705) 743-9297
 Toll: (877) 285-3478
 jason@atldistributing.ca
 www.atldistributing.ca
 Contact: Jason Pulchinski
 At The Lake Distributing Incorporated is a wholesale distributor of water related recreational products with the head office located in Peterborough, Ontario, Canada. ATL Distributing's number one priority is customer service. We are committed to supporting our customers by providing the following services; supplying point of purchase material, updating customers on new trends, innovations and information relating to their business, and offering product guarantees. We offer our services

across Canada. We offer Aquaglide, Corcl, Future Beach Pedal Boats and Kayaks, Key Log Rolling, SUPs, and much more! We are your waterfront specialists!

Certified Folder Display Service Canada Inc.

Tel: (250) 382-4207
 Toll: (888) 697-5557
 markm@certifiedfolder.com
 www.certifiedfolder.com
 Contact: Mark Mackereth
 Provides the brochure distribution onboard BC Ferries & land racks are strategically placed in hotels, motels, restaurants, car rental offices, campgrounds, etc.

Chemistry Consulting Group (BCLCA Employee Recruitment Services)

Toll: (877) 382-3303 ext. 206
 c.willow@chemistryconsulting.ca
 Contact: Christine Willow
 Chemistry Consulting offers a range of HR services including executive search, recruitment, immigration consulting, policy review, analysis and development and outsourced HR services.

Cloverdale Paint Inc. (BCLCA Paint Program)

Tel: (604) 551-8083
 dpicariello@cloverdalepaint.com
 www.cloverdalepaint.com
 Contact: Dave Picariello, National Business Development Manager
 Cloverdale Paint offers BCLCA Members savings up to 30% off paint purchases from any corporate Cloverdale Paint store. Discount Code must be quoted at time of purchase. Discount Code "025 BCLCA". For more information on the products, please check out our website.

Coldstream Commercial Sales Inc.

Tel: (604) 940-8668
 Toll: (888) 872-0777
 sales@cold-stream.ca

www.cold-stream.ca
 Contact: Tony Terlaak/ Zack Davis
 B.C. owned & operated distributors of Electrolux/Wascomat/Crossover/ ADC (American Dryer) / CMV Sharper Finish OPL & Vended commercial laundry equipment.

Deluxe (BCLCA Business Forms Program)

Toll: (800) 461-7572
 Tel: (800) 563-0301 Ext. 2213
 corser@deluxe.ca
 www.deluxe.ca
 Contact: Cheryl Orser
 Deluxe (formerly NEBS) offers small businesses with printed products from stationery to business cheques, apparel & promotional items, along with logo design, payroll and web services that help businesses grow. We are known as Canada's leading supplier of short run printed products, specializing in the design, manufacturing and distribution of personalized business products since 1976. Our Perfect Partner Program gives members a 15% discount on all products. Please remember to quote your **Member Savings Code #97435** at time of order.

First Data Canada (BCLCA Merchant Services Program)

Toll: (800) 886-1052 ext 6023554
 Direct: (905) 602-3554
 www.firstdatacanada.ca
 Contact: Paresh Karkhanis
 First Data, the world's largest payment processor, offers BCLCA members the latest in wired, mobile, and wireless payment terminals. If you are interested in on-line payments, First Data offers great solutions for e-Commerce. Member enjoy preferred processing rates for Visa™, MasterCard™, low Interac™ fees and zero set-up fees. Call today to receive a free, no obligation price comparison!

(Continued on page 12)

(Continued from page 11)

FMI Brands Inc.

Tel: (888) 514-1663 Ext. 222
sales@outlandliving.com
www.outlandliving.com
Contact: Jon Weenk
FMI Brands offers BCLCA Members wholesale pricing on their products such as propane Firebowls.

Frank's Campfire Sticks

Tel: (250) 833-9578
orders@frankscampfiresticks.ca
www.frankscampfiresticks.ca
Contact: Gena Giandomenico
Frank's Campfire Sticks are fantastic for roasting skewered vegetables, meats and marshmallows over the campfire.

Good Sam RV Travel & Savings Guide

Toll: (800) 685-6246
Christine.distl@goodsam.com
www.goodsam.com
Contact: Christine Distl
With one investment reach the entire market of RVers & Family Campers with the Good Sam RV Travel & Savings Guide and through our websites, mobile app & social media channels. Call today 1-800-685-6246 /

Haddon Equipment & Supplies

Tel: (604) 325-3281 Ext. 223
Toll: (888) 442-3366
shane@haddon.ca
www.haddon.ca
Contact: Shane Bichin
B.C. owned & operated distributors of UniMac/Continental Girbau/Huebsch, OPL & Vended commercial washers & dryers.

Happy Campers

Tel: (403) 533-2294
Toll: (866) 530-2294
crwells@telusplanet.net
www.happy-campers.ca
Contact: Curtis & RoseMary Wells
Happy Campers Odourfree Holding Tank Treatment is a natural formula that is environmentally friendly and biodegradable with no formaldehyde. It is safe, clean, easy to use and not chemically sensitive.

HD Supply Facilities Maintenance Canada

Tel: (403) 461-5141
Isabelle.desroches@hdsupply.com
www.hdsupplysolutions.ca
Contact: Isabelle Desroches
Is the single source national wholesaler of maintenance, repair and operations supplies and services. Offering fast, easy, online ordering with no minimum order size and free shipping in Greater Vancouver and Victoria areas (delivery costs apply outside of these areas). BCLCA members receive volume pricing for all orders of catalogue items, regardless of the quantity ordered, 2-day delivery in most of BC, 3-days on Vancouver Island. Our advantage is an extensive product selection, reliable delivery and expert knowledge in lighting, electrical, plumbing, janitorial, hardware, hospitality supplies and more. Call us for more details.

Indigo Ridge Lavender Farm.

Tel: (250) 878-0815
deanie@smallbatchstudio.ca
www.smallbatchstudio.ca
Contact: Deanie Foley Gillespie
2019 Wholesale Program, confirm your 2019 order by December 31 and receive 2018 pricing. Initial orders will be shipped for delivery in March, April and/or May. Unsold inventory can be returned after September 30, 2019 for refund (excluded shipping). Conditions apply.

John Deere Canada ULC (BCLCA Grounds Equipment Program)

Tel: (905) 945-7395
Cell: (905) 979-4632
Toll: (800) 465-9825
WalterPascal@JohnDeere.com
www.deere.com
Contact: Pascal Walter
Grounds care equipment including commercial mowing equipment, Gator™ utility vehicles, compact utility tractors, lawn and garden tractors and accessories. Professional portable power equipment includes chainsaws, trimmers, edgers, blowers, generators and pumps. Contact your John Deere Dealer.

Ministry of Environment, BC Parks

Tel: (250) 356-6831
Fax: (250) 387-5757
Wendy.Magnes@gov.bc.ca
www.gov.bc.ca/bcparks
Contact: Wendy Magnes
The provincial system of parks is dedicated to the protection of natural environments for the inspiration, use and enjoyment of the public.

Nationwide Hotel Supply Inc.

Tel: (604) 277-9294
Toll: (877) 277-9294
nhsibob@shaw.ca
www.hotelsupplycanada.com
Contact: Bob Duncan
Full service supplier of furniture & equipment to the Hotel & Hospitality Industry. Furniture fixture & equipment lease programs available o.a.c. Assistance with new construction and project funding o.a.c. Procurement and purchasing services. New program available - put a cash infusion back into your property with our Lease Back Program - Call us for Details.

Quokka Systems Consulting Ltd.

Tel: (604) 644-6796
Toll: (866) 222-8898
Robert@quokkasystems.com
www.quokkasystems.com
Contact: Robert Ford
Quokka's TravellnBC.com site and Online Booking System helps hotels, motels, campgrounds and B&B capture more bookings.

RE/MAX KELOWNA

Tel: (250) 862-8100
larry@syberrealty.com
www.syberrealty.com
Contact: Larry Berisoff
Commercial realtor specializing in motels, pubs, hotels, RV parks and other owner-operator businesses.

Restwell Mattress Co. (BCLCA Beds and Sleep Products Program)

Tel: (604) 576-2339 Ext.112
Toll: (888) 665-1112
berniek@restwell.com
www.restwell.com
Contact: Bernie King

(Continued on page 13)

Restwell Mattress Company is a family-owned and operated BC manufacturer of mattresses and box springs.

**RONA Inc.
(BCLCA Maintenance & Building Supplies Program)**

Tel: (604) 882-6200 ext 6221 or
Cell: (604) 314-1366
brad.legrow@rona.ca
www.rona.ca

Contact: Brad LeGrow

RONA Contractor discounts—
BCLCA Members save up to 15%.
Must present a valid contractor card at time of purchase. If you do not have a **RONA** contractor card please contact the BCLCA office to arrange for one to be sent or contact Brad LeGrow.

RV Rental Association of Canada

gord@recessrv.com
www.rvrac.com

Contact: Gord Rees

RV Rental companies in BC operate more than 2,300 campers and motorhomes from rental stations located near International Airports in Vancouver, Calgary and Edmonton.

Septo-Clean Limited

Tel: (905) 683-0111
Toll: (800) 558-4845
garnet@septoclean.ca
www.septoclean.ca

Contact: Garnet Thibideau

Septo-Clean is a biological treatment for septic systems, holding tanks and outhouses.

Snowbirds & RV Travelers Magazine

Tel: (250) 451-9676
Toll: (866) 609-2383
jason@suncruisermedia.com
www.suncruisermedia.com

Contact: Jason Tansem

Our specialty is building your business by reaching your new and existing customers with print, web, email and mobile apps. Snowbirds & RV Travelers is Canada's favourite RV Publication. You can find the magazine on Newsstands Coast to Coast 8x per year, by subscription or digitally through the iTunes Store.

**Superior Propane
(BCLCA Propane Services Program)**

Toll: (866) 952-7941
pacificisr@superiorpropane.com
www.superiorpropane.com

Contact: Amanda Imbery

Canada's only national provider of portable fuels, equipment and service delivered to over 200,000 customers from coast to coast.

TengolInternet Inc.

Tel: (512) 469-7660
sales@tengointernet.com
www.tengointernet.com

Contact: Eric Stumberg

TengolInternet provides wireless network consulting, design, implementation and management services to customers across North America. For over 14 years, TengolInternet has been enabling its customers to delight their guests with purpose-built wireless networks.

**Tex-Pro Western Limited
(BCLCA Linen and Towels Program)**

Tel: (604) 254-9551
Toll: (800) 663-9266
afleming@texpro.net
www.texpro.net

Contact: Al Fleming

Tex-Pro Western Ltd. offers linens to members at 5% off their annual Hospitality Wholesale Price list. Contact Al Fleming, 604-254-9551 or 1-800-663-9266 for a price list. As well, Tex-Pro Western Ltd. offers quarterly BCLCA special features towels and sheets. Invest in high-quality linens – Thomaston sheets & 1888 Mills towels (made in the USA) designed to withstand the intensity of today's commercial laundries. Save money by using cost effective linens that last longer than imports wash after wash.

Valid Manufacturing

Tel: (250) 878-2522
Toll: (888) 632-6477
tomm@validmanufacturing.com
www.validmanufacturing.com

Contact: Tom McWilliam

BC based manufacturer providing electrical distribution, power metering, RV and marine pedestals.

**Western Financial Group
(BCLCA Insurance Program)**

Tel: (250) 762-2217
Toll: (800) 667-2217
lisa.jabbusch@westernfg.ca
www.westernfg.ca

Contact: Lisa Jabbusch

Property and casualty insurance, life, health and employee benefits insurance as well as loans, GICs, mortgages and other banking products.

WorkSafeBC

Tel: (604) 276-5153
Toll: (888) 621-7233
lorne.scarlett@worksafebc.com
www.worksafebc.com

Contact: Lorne Scarlett

WorkSafeBC is dedicated to promoting workplace health and safety for the workers and employers of this province.

YasTech Developments (Let's Camp)

Tel: (306) 249-9609
info@yastech.ca
www.letscamp.ca

Let's Camp is a web based campground management software built to help the owners, managers, and employees of campgrounds, RV parks, and cabin rentals manage their properties and accept bookings online. This robust management system will help you save time and human error. Contact us for a free demo today.

Groundwater Licensing Application Deadline March 1, 2019

On February 29, 2016, the provincial government brought the [Water Sustainability Act](#) and new regulations into effect. The Water Sustainability Act updates and replaces the old Water Act and delivers on an important government commitment to ensure our water stays healthy and secure.

The regulations include new [licensing requirements for groundwater users](#). If you operate a groundwater-sourced water supply system, such as a well, associated with a commercial enterprise (e.g., motel, hotel, resort, lodge, campground, RV Park) you will likely require a water licence. Applications must be submitted on or before March 1, 2019 to be in compliance with the law.

Benefits

Licensing gives groundwater users greater security. By applying for a water licence, well owners will be brought into the water licensing system and receive a water right and be assigned a date of precedence just like surface water licensees. The date of precedence establishes who is allowed their full allocation of water under the First-in-Time-First-in-Right priority allocation system during times of water scarcity or drought. The Province will also have a more complete picture of existing groundwater use and be better able to better manage the resource and protect the water rights of water users.

Application process

The regulations provide a three-year transition period (ending March 1, 2019) in which to apply. Applications can be made online by visiting [FrontCounter BC](#) or in person at one of FrontCounter BC's many [locations](#). Staff are available to assist with the application process by calling (toll free): 1-877-855-3222 or by email to FrontCounterBC@gov.bc.ca. You can also find a [step by step guidance document](#) on the FrontCounter BC website.

Fees and rentals

Like surface water users, commercial and industrial groundwater users are now subject to [application fees and annual water rentals](#). Annual water rentals for existing groundwater use begin to accrue from February 29, 2016, regardless of when a licence application is submitted during the three-year transition period. Use the [online rental estimator](#) to estimate the annual water rentals payable. For answers to questions on why you are paying for water, please refer to the website [Frequently Asked Questions about Water Billing](#).

Note that "domestic groundwater users" are exempt from the licensing requirements and associated fees. A domestic groundwater user has a well and uses that water for household purposes, such as drinking, washing, watering a garden, or providing water for domestic animals and poultry.

More information

More information about the Water Sustainability Act and the new regulations is available on the [Province's water website](#). For specific direction and guidance on how to apply for a groundwater licence, please visit [FrontCounter BC](#). For general inquiries about the Water Sustainability Act or water in BC, send an email to FrontCounterBC@gov.bc.ca ■

Welcome New Members

Mark Wall & Michele Humphrey
Bone Creek Wilderness Resort
Blue River, BC

John Kent
Roche Lake Resort
Kamloops, BC

Faraz Fareed
Tsawwassen RV Resort
Tsawwassen, BC

Michael Shellnutt
Williamson Lake Campground
Revelstoke, BC

January 30, 2019

Flyers that may be included in this newsletter are products/services provided by Preferred Suppliers of BC Lodging & Campgrounds Association.

They may contain time limited offerings and pricing. For a complete list of Preferred Suppliers go the BCLCA website [Buyers Guide](#).

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