



**RECREATION & LEISURE POLICIES
2024**



OVERVIEW

All exclusive amenities at Friday Harbour are operated by the Recreation and Leisure, Guest Services, Lake Club and Beach Club Teams. At the aforementioned locations, a verification of Homeowner Access Cards and enforcement of the Access Policy is conducted. To establish a diverse Member offering, to promote fairness amongst the Member Community and to ensure the safety of our Members, the following amenity guidelines are enforced, effective May 6th, 2024.

GENERAL

BOOKING

- Member reservations may be made 7 days and up to 24 hours in advance.
- Public Guest reservations in the summer are first come, first served only, and in the winter may be made 7 days and up to 24 hours in advance.
- Reservations day of are first come, first served.
- Booking windows may vary depending on activity, availability, time of year, etc.

CANCELLATION POLICY

- Members wishing to cancel their reservations may do so up to two (2) hours prior to the reservation time by calling the Welcome Centre, emailing info@fridayharbour.com or utilizing the "Manage This Booking" feature in the reservation confirmation email.
- Members who do not attend their reservation without notification are subject to the terms outlined in the "No-Show" policy.
- Public Guests who are attending public Recreation and Leisure Rental reservations are required to cancel their reservation 48 hours prior to reservation start time through their confirmation email. If cancelling less than 48 hours in advance call or email.
- Public Guests who are attending public Recreation and Leisure Rental reservations who cancel inside the cancellation window are subject to subsequent penalties and rental fees.
 - Between 24 hours – 48 hours = 50% Refund
 - Less than 24 hours = 0% Refund
- Friday Harbour will issue refunds if services close due to weather or unforeseen circumstances
- No individual cancellations will be permitted due to weather.

WAITLIST POLICY

- A waitlist may be available through the booking system.
- All individuals signed up on the waitlist will be notified of an opening when a reservation is cancelled.
- If a reservation is cancelled on the day of the reservation time and during regular business hours, the spot may also be given to a "Walk-in" if the spot has not been filled by a waitlist recipient.

NO SHOW POLICY

OVERVIEW

- All exclusive amenities at Friday Harbour are operated by the Recreation and the Guest Services Team. At the aforementioned locations, a verification of Homeowner Access cards and enforcement of the Access and Guest Policies are concluded.
- Amenity reservations can be cancelled up to two hours in advance of the reservation time. To cancel a reservation, Members are encouraged to call the Welcome Centre or email their cancellation to info@fridayharbour.com. Members can also utilize the link provided in their reservation confirmation email.
- Amenity reservations cancelled within the two-hour advance notice window will be considered a 'No-Show'.
- If a reservation time is missed as a result of a health concern or emergency situation, penalties will be waived upon presentation of supporting documentation.

PURPOSE

- Friday Harbour promotes Member diversity through the usage of Member-exclusive amenities.
- 'No-Show' guidelines and subsequent Escalations are designed to ensure equitable availability of Member-exclusive amenities and deter biased booking practices carried forth.

NO SHOW ESCALATION #1

- In addition to the two-hour cancellation requirement, if a Member fails to cancel, call or arrive at the reserved amenity within 15 minutes thereafter of their registered time, they will be considered a "No-Show" and their reserved time will be cancelled. The available reservation time slot will be offered to a Member who is seated on the Waitlist or a "Walk-in"; to be determined on a first come, first serve basis. The Member who made the reservation will be notified via email of their missed booking.
- After three (3) "No-Shows" by any Members residing in the same Unit, an email, telephone call or in-person warning will be issued as a reminder of the "Policy" and the subsequent penalties.

NO SHOW ESCALATION #2

- After escalation #1 and with a fourth (4) 'No Show' for all Members residing within the same Unit, Recreation Membership privileges for all those enrolled under the Unit will be suspended for the period of 30 days. Any future reservations made by an enrolled Member under the Unit will be cancelled immediately. During this suspension, all exclusive Recreation amenities will not be available. This includes access to the Lake Club Recreation Facilities, Beach Club Pool, Member-exclusive area of the Beach and Recreation rentals.
- The Member who made the reservation will be emailed and sent a written infraction letter outlining their first, second and third & fourth 'No-Show' details, a reminder of the No-Show Policy and subsequent penalties should adherence not be achieved thereafter.

NO SHOW ESCALATION #3

- After escalation #2 and with a fifth (5) 'No-Show' for all Members residing within the same Unit, Recreation Membership privileges for all those enrolled under the Unit will be suspended for the remainder of the season.
- The Member who made the reservation will be emailed and sent a written letter of notice outlining their first, second, third, fourth and final no-show details, the No-Show Policy and date of Membership privileges resumption.

MULTIPLE UNIT INFRACTION

- Friday Harbour recognizes the existence of Members who own more than one Unit. As such, Members who book reservations under differing Units of occupancy are not exempt from the noted Escalations. Members with multiple Units will be grouped by ownership and all necessary Escalations will be allocated by ownership grouping.

POOLS

GENERAL RULES

- Pools located at the Lake Club and Beach Club are available to Members only and those with Daily Pool Passes.
- One advanced reservation per Unit per day at both the Lake Club and Beach Club for a total of two possible pool bookings per Unit per day during leisure swim times.
- Non-leisure swim times can be reserved as required and based on availability.
- Presentation of Access Cards and Passes are required upon reservation check-in.
- During a "Walk-in" reservation, all Member and Guest information will be required to be provided to facilitate the booking as with advanced reservations.
- Marina Members have access to the Beach Club Pool Mondays, Tuesdays and Wednesdays, excluding Holidays, with a valid Member Card.
- Marina Premium Members have access to the Beach Club Pool seven days a week with a valid Member card.
- The Lake Club Pool is reserved exclusively for Friday Harbour Homeowners and their Guests. Guests must be present with the Homeowner and everyone in the party must possess a valid Member ID Card or Pool Guest Pass.

BOOKING POLICY

- Loungers and Cabanas are available for advanced reservations between 7 days and 24 hours before reservation time. Loungers or Cabanas not reserved 24 hours in advance will be available on a first come, first served basis.
- Bookings can be made online through the Owner's Channel.
- Presentation of a valid Member ID card or Daily Pool Guest Pass is required at check-in for all individuals in the Member's party.
- If the reservation has been canceled the day of the reservation and during regular business hours, the spot may be given to a Walk-In if the spot has not been filled by a wait-list recipient. Cancellation and No-Show policy is in effect.

GENERAL GUIDELINES

- Bathers must take a shower using soap prior to entering the public swimming pool.
- Patrons must wash their hands with soap after using the washroom or changing diapers.
- Glass is not allowed on the pool deck or in other barefoot areas.
- Alcohol consumption is restricted to the pool bar service area and the outer perimeter of pool enclosure only.
- Patrons who are intoxicated will not be allowed to use the pool and may be asked to leave the area.
- Individuals with a history of diarrhea within the last two weeks are not permitted to use the facility.
- All persons with service animals are required to show documentation before entering, and service animals must always wear visible identification while in the restaurant and pool area (as per AODA guidelines).
- Food and drink are not permitted within the pool, past the barrier line, or within the Splash Pad enclosure.

- No outside food or drink is to be brought in or consumed within the Beach Club and Lake Club Pool area, including Cabanas, to control and prevent food-related illnesses, and allergies, and prevent intoxication of patrons in the pool which poses a safety risk.
 - Exceptions may be made by management for individuals with strict dietary requirements but may be restricted to the pool bar area. Arrangements must be made with management prior to the reservation date.
- Smoking is not permitted within the pool area. Patrons must leave the pool area and proceed to the designated smoking area.

LAP SWIM & AQUAFIT RULES AND CODE OF CONDUCT

- Only those participating in Aquafit may be in the pool during the Aquafit class time
- Only those participating in a lap swim may be in the pool during designated lap swim times
- Stay in your lane or own area and be respectful of other participant's space
- To pass another swimmer during lap swim times, tap their foot 1-2 times
- Only stop when at the wall, such as to take a break or allow another swimmer to pass. Do not stop in the middle of the pool when lap swimming

SWIM LESSON POLICIES

- Swimming lessons are for ages 6 to 10 years only.
- Instructor to participant ratio is 1:4 with a maximum of 8 participants per lesson.
- Swimming lessons accommodate a variety of swimmer abilities in a single lesson.
- There are no official awards, grades, levels or advancements recognized or given out within these lessons.
- All instructors are qualified and have a current NL and Swim Instructor certification.
- Private swim lessons are not available.
- Private or group lessons are not available outside of the scheduled lesson times.
- Swim lessons are only available at the Beach Club pool.
- All other Recreation & Leisure Policies are enforced as applicable.

AGE REQUIREMENTS

- Any child under 12 years of age must always have an adult, 16 years or older, in the pool area with them that is actively supervising them.
- Children 6 years of age or younger must be accompanied in the pool by a parent, guardian or designate who is at least 16 years of age who must be always within arm's reach.
- Unsupervised children will be asked to leave the pool area until a parent or guardian is able to accompany them.
- Children 7 to 11 years of age may be asked to perform a swim test or have direct parent or guardian supervision if they appear to be posing a safety risk to themselves or other swimmers.
- Children not yet toilet trained, still requiring diapers, and individuals who are incontinent must wear protective, water-resistant swim wear or swim diapers when using the pool.
- Minors 12 to 15 years old must have a parent permission form signed if entering the pool on their own.
- During unsupervised swim, all minors must be with a parent or legal guardian while within the pool boundaries.

BOOKING POLICY

- The Waitlist and No Show Policy are in effect.
- Pool bookings are available 7 days and up to 24 hours in advance.

INFLATABLE & POOL TOYS

- Pool items, toys, inflatables etc. that restricts the view of the bottom of the pool are NOT permitted in the pool at any time.
- Any request by a lifeguard or Recreation team member to remove any inflatable should be adhered to promptly and courteously.
- Exceptions may apply to facilitated activities and in-water classes or lessons.

ACCEPTABLE

- Lifejackets, PFDs, Inflatable Arm Bands
- Submersible Toys
- Infant Safety Pool Floater
- Pool Noodles
- Goggles

UNACCEPTABLE

- Flutter Boards
- Balls
- Inflatable Loungers, Rings, Toys, etc.
- Float Mats
- Water Guns

LIFEJACKETS & PERSONAL FLOATATION DEVICES

- Lifejackets and personal floatation devices are permitted to use at any time. Patrons must supply their own and they must be approved by Transport Canada, Canadian Coast Guard or Fisheries and Oceans Canada.
- Lifejackets are available to rent from the Outdoor Adventure Centre if needed.

SWIMWEAR

- Suitable swimwear must always be worn while at the pool for all ages.
- All swimwear must be suitable for general participation in bathing and must not impair swimming skills.
 - Heavy, wet clothing and some swimwear can interfere with swimming skills and increase drowning risk for the bather as well as other bathers, and any lifeguard assisting with a rescue.
- Appropriate swimwear is made of tight-fitting fabric that allows the body to move freely, does not impede buoyancy and does not create an increased risk to the bather's safety.
- The swimwear is clean and reserved exclusively for bathing.
- In the case of patrons, who for personal reasons cannot expose a part of their body, a modified version of traditional swimwear is permissible as an alternative.
 - Burkinis and rash guards are examples of acceptable alternative swimwear as face and neck are uncovered and fabric is tight-fitting enough to not interfere with swimming skills.
- Loose-fitting clothing OR clothing made of absorbent fabrics such as cotton, flannel, and bamboo are examples of unacceptable swimwear that may pose a health risk and may interfere with water quality and filtration systems.

POOL FOULINGS

- Pool fouling caused by vomit or feces result in pool closures between 2 to 13 hours.
- If a pool fouling occurs, all patrons will be asked to vacate the pool immediately.
- After an assessment has been completed, bathers will be notified of the duration of the closure either in person if at the pool, or via an email notification through the booking system.

THUNDER & LIGHTNING

- If thunder is heard and/or lightening seen, the pool and pool deck will be immediately vacated. All patrons and staff must exit and be on the outside of the perimeter fencing.
- The weather must remain thunder and lightening free for 30 minutes before patrons will be allowed back into the pool. Every time thunder is heard and/or lightening seen, the timer will start over to count down 30 minutes. A Lifeguard or Recreation team member will be monitoring the time and weather conditions.
- If it is expected that the pool will remain closed for an extended period of time, patrons will be notified either in person if at the pool, or via an email notification through the booking system.

CABANAS

GENERAL RULES

- The participant undertakes to remove her/himself in an orderly fashion and not to disrupt the enjoyment of others or to prejudice Friday Harbour's reputation with local businesses.
- Anyone in breach of Pool rules will be asked to leave with a possibility of being banned from the Pool.
- No outside food or drink is permitted in the Cabanas.
- Smoking is not permitted in Cabanas or the pool boundary.

BEACH CLUB CABANAS

- Each Beach Club Cabana can accommodate up to 4 Adults or maximum 5 including children.
- Cabanas can be reserved for a fee.
- Cabanas do not come with loungers.
- Friday Harbour will be entitled to recover from the participant the cost (estimated if not precisely known) of any damage caused by the guest or their group.
- Partial refunds or pro-rates will not be given to participants that choose to use their rental period for a shorter time than that which was booked.
- No refunds will be issued for no-show bookings.

LAKE CLUB CABANAS

- Each Lake Club Cabana can accommodate up to 2 people.
- Cabanas are complimentary to Members.
- Cabanas do not come with loungers.

DAILY GUEST POOL PASS PROGRAM

ELIGIBILITY

This program will be made available for Guests of Members, for Renters of Members (Example -Short-Term Renters) or Vacation Guests of Members only.

POOL PASS DEFINITIONS

- Guest of Member Pass – A Guest who will attend a pool reservation, accompanied by a Member
- Renter of Member Pass – A Renter who will attend a pool reservation without the accompaniment of a Member after presentation of their Short-Term Rental confirmation during pass purchase with Guest Services
- Vacation Guest Pass – A Guest vacationing at a Member's Suite without the accompaniment of a Member. A Vacation Guest will attend a pool reservation without the accompaniment of a Member after a Member has confirmed Suite occupancy to Guest Services prior to pass purchase.

RESERVATION OF TIME SLOTS

- Member Guest Pass reservations can be made 7 days and up to 24 hours in advance of booking date and time either in person at the Welcome Centre or online through the booking system.
- Member Guest Pool Passes purchased in advance can be picked up at the Welcome Centre.
- Following Member feedback, Day-of Guest Pool Passes can be purchased and picked up at the Lake Club Pool and Beach Club Pool check-in kiosks if space allows. Please note: Day-of Member Guest
- Pool Passes are not available at the Welcome Centre.
Day-of pool bookings and Guest Pool Pass purchases are on a first come, first served basis while space permits.
- Renter/Vacation Guest Pass reservations can be made on the day of at the Welcome Centre only.
- Renter/Vacation Guest Pass reservations cannot be made in advance.

LOCATIONS

Guests of Member Passes are permitted at both the Lake Club & Beach Club Pools while Renter of Member Passes & Vacation Guest Passes are only permitted at the Beach Club Pool.

TIME SLOTS

Like for Members, Daily Guest, Renter or Vacation Guest Passes for both pools are purchased for an available two-hour booking timeslot. They are valid for the reserved reservation time only.

VERIFICATION OF ELIGIBILITY

- Members are required to always be with their Guests when accessing the Pools. Any Guest attempting access without their accompanying Member, will not be permitted to enter the amenities
- Members who have Guests vacationing at their Suite (Vacation Guest Pass), must submit an advance email notice to homeowner@fridayharbour.com. Email notice must include the names of all Vacation Guests, duration of stay, and Suite number
 - Vacation Guests will be unable to purchase Vacation Guest Passes should advance email notice fail to be sent.
 - Only those noted in the email will be permitted to purchase Vacation Passes
- Renters are required to bring their formal proof of rental; including address, Suite number, number of occupants and duration of stay during the purchase of a Renter Guest Pass. Formal confirmation must either be printed and provided to Guest Services at the Welcome Centre or sent during the purchase of Renter Guest Passes to homeowner@fridayharbour.com. Only the number of Renters outlined on the formal confirmation will be permitted to purchase Renter Guest Passes.
- Members are not required to be present during the purchase of Renter or Vacation Guest Passes or during the check-in process.
 - It is the responsibility of the Member/Landlord to inform their Renters or Vacation Guests of the guidelines and requirements of this program.

OTHER

- The Resort Association reserves the right to halt the sale of all Pool Pass types each day to ensure the equitable distribution of Members at both the Lake Club & Beach Club Pools should occupancy reach threshold capacities.
- Misuse of the Daily Guest Pool Pass Program will result in penalties outlined in the Access Card Misuse Policy.

THE BEACH

GENERAL RULES

- Swim at your own risk and always follow the directions of beach staff and lifeguards.
- Please ensure children under the age of 12 are always supervised.
- Swim only in designated swimming areas.
- Watch the weather and clear the water and beach immediately if thunder or lightning are present.
- Underwater hazards such as rocks, branches, and shells may be present.
- No glass containers permitted.
- Alcoholic beverages are strictly prohibited on the beach and in the water.
- Do not swim under the influence of alcohol or drugs.
- Do not feed the wildlife.
- No pets allowed on the beach except for service animals with proper documentation and identification. Please clean up after your service animal.
- No cooking or barbecuing.
- No tents of any kind.
- Umbrellas are allowed behind the lifeguard chair only.
- No walking across rock break wall.
- No fishing.

THUNDER AND LIGHTNING

- If thunder is heard and/or lightning seen, the beach will be immediately vacated. All patrons and staff must exit and be on the outside of the perimeter fencing.
- The weather must remain thunder and lightning free for 30 minutes before patrons will be allowed back into the beach. Every time thunder is heard and/or lightning seen, the timer will start over to count down 30 minutes. A Lifeguard or Recreation staff member will be monitoring the time and weather conditions.
- If it is expected that the beach will remain closed for an extended period of time, patrons will be notified either in person if at the beach, or via an email notification.

BEACH ACCESS OVERVIEW

- Everyone attending the Beach must abide by all Beach rules.
- Check in for Beach Access must be done at the Outdoor Adventure Centre on the Beach.
- A valid Member card must be presented for complimentary and/or discounted access.
- Wristbands are required to be worn by all who do not have a valid Member card.
- A valid Member card or wristband must be presented upon each re-entry to the Beach.
- Beach Access is available only on the date of purchase.
- Beach Access includes use of the volleyball courts, basketball court, children's playground, waterfront and swim area, facilitated beach activities and Beach campfire.
- Recreation rentals are not included in the Beach Access fee and are available for an additional fee on a walk-in basis.
- Exclusive Lounge Area remains available to Friday Harbour Homeowners only.
- Children under 12 must be accompanied by an adult/legal guardian at all times.
- Age 16+ may attend the beach unsupervised, but must provide proof of age identification (License, Health Card, OR Student ID Card)
- Anyone under 15 years of age, or without proper identification must be accompanied by a guardian that is 16 years of age or older

MEMBER ONLY BEACH AREA

- Members must present their valid Member ID cards upon entry.
- Member loungers are available on a first come, first serve basis:
 - No waitlist or reservations will be taken at The Edge Access Hut
 - Individuals wishing to wait for an available lounger must wait in queue.
- If demand is high, Member Loungers may only be occupied for a maximum of 3-hours.
 - Individuals wishing to stay longer, must inquire at the end of their reservation time.
 - When the 3-hour maximum has been met any personal belongings remaining on the loungers will be collected and available for pick up at The Edge Access Hut.
- Available loungers will be issued according to business demands.
- Individuals wishing to move to a different lounger after accepting a seating location must inquire at The Edge Access Hut first.
- When leaving the Member exclusive area, please notify the staff that your seats have become vacant.
- This area is available exclusively to Friday Harbour Members with a valid ID card.
- Member families are permitted to bring up to 4 guests per visit. Members must remain with their guests. Members and Guests must check-in at the Outdoor Adventure Centre first to receive Beach Access wristbands for Member Guests.
- Towels are available from The Edge Access Hut. Towels must be returned to The Edge Access Hut upon departure. Members and their guests are welcome to bring their own towels.
- Towels from Lake Club and Beach Club pools are to be used at the pools only.
- Marina Members do not have access to The Edge area.

FH FIT

BOOKING GUIDELINES

- Only enrolled Members are permitted.
- Children under the age of 13 are not permitted within FH Fit.
- Patrons under the age of 18 must be accompanied by an adult. Youth aged 16-17 may attend the gym alone if a Parent Permission Form has been signed by a legal guardian.
- Member Cards must be presented upon arrival at FH Fit.
- Members must have completed their Seasonal Member Waiver prior to visiting FH Fit.
- All equipment must be thoroughly wiped down between each use with the cleaning products provided.
- FH Fit reservations are limited to 1.5 hour intervals.
- All Members are encouraged to book their time at FH Fit in advance online through the Owners Channel. Walk-ins accepted if space permits. Members may book additional time only at time of check-in if space allows.
- Bookings can be made up to 7 days in advance of desired booking times.
- No more than one (1) advance booking may be arranged per Member, per day except for fitness classes or special programming.

ETIQUETTE AND GYM RULES

- Use equipment at your own risk.
- Consult your physician before using any equipment.
- Members are responsible for knowing his/her own physical limitations.
- Use equipment as intended and follow any posted directions.
- No horseplay.
- No food, smoking, vaping, alcohol or glass containers permitted.
- No pets permitted.
- Proper attire must be worn. No outdoor boots, street shoes, sandals, or bare feet permitted.
- No freelance personal training.
- Cameras of any kind are not permitted - No selfies.
- Please report any damaged equipment to FH Fit staff immediately.
- Always be courteous and respectful of others.
- Limit use of cardio equipment to 30 minutes if others are waiting.
- Please return equipment to its rightful place and wipe down machines after each use.
- Do not drop free weights.
- No excessive noise while lifting.
- Return all weights to the proper racks.
- Do not lean weights or bars against the walls or other pieces of equipment.
- Use a spotter and collars when necessary.
- Chalk is not permitted.
- FH Fit staff may ask anyone to leave the gym if they are engaging in mischief or unsafe or unacceptable behaviour.

LAKE CLUB ACTIVITY ROOM

GENERAL RULES

- No reservations required to utilize the Activity Room.
- Unsupervised play area.
- All persons using the Activity Room, Theatre, or Party Room do so at their own risk. Friday Harbour, it's staff or affiliates do not accept liability for any harm or loss suffered in connection with the use of the Activity Room, Theatre, or Party Room.
- No outside food or beverage is permitted, including chewing gum.
- Parent or guardian must always remain with children under the age of 12.
- Games tables are for game use only. Game table equipment is available for sign out at the Welcome Desk.
- No sitting, leaning, or uses other than what the equipment is intended for will be permitted.
- No pushing, shoving, running, climbing, horseplay.
- Be respectful to those around you.
- All games are first come, first serve.
- Participants are responsible for all equipment that is used.
- Please return all equipment to its original location.
- Gambling, or betting of any kind is strictly prohibited.
- Any misuse or abuse of the Lake Club, its' equipment, or Club Staff will result in disciplinary action, which may include loss of privileges and/or charge for damages.
- Please inquire at the Welcome Desk for assistance or use of the air hockey table, TV or PS5.

RENTALS

EQUIPMENT AVAILABILITY

- Summer rentals are first come first served only for Public Guests. Winter rentals can be booked in advance by public in same time frame as Members through the Friday Harbour website.
- Rental equipment will be available to Members for complimentary advanced reservations between 7 days and 24 hours before the reservation time. Some restrictions may apply.
- Any equipment not reserved 24 hours in advance will be available on a first come, first served basis to both Members and Public Guests as a walk-in.
- Sports equipment and game rentals are available first come, first served to Members and public.
- Bookings can be made through the Owner's Channel for Members only.
- One advanced reservation per rental type is permitted each day per Member family.
- Skate rentals are first come, first served for both Members and Public Guests.

EQUIPMENT RENTAL PRICING

- Complimentary rental equipment is available exclusively to Members with valid Member ID cards. Presentation of a valid Member ID card is required at check-in for each participating Member.
- Guests of enrolled Members receive a discount of 10% off all regularly priced rental equipment.
 - Guests of Members must be physically present with the Member and their valid ID card to receive the discount.
- Public will be charged the regular posted price for all equipment rentals.
- Rental equipment reservations require payment at time of booking.
- Golf and Marina Club Members will receive a discounted price of 10% off the public price for all equipment rentals. Members must present their current membership card/documentation to receive discount.
- Participants are responsible for understanding charges prior to booking.
- Discounts/refunds will not be issued within the established cancellation period or for rentals returned early or if equipment is rented with less time remaining in the rental period.

EQUIPMENT RENTAL PERIODS

- Equipment rental times vary.
- Participants are required to check-in 15 minutes prior to their reservation time at the Outdoor Adventure Centre.
- The participant agrees to return equipment rentals on or before the end of the rental period.
- Rentals must be returned on the same day they are rented and no later than 15 minutes prior to business close.
- If the Participant wishes to rent the equipment for additional time, the Participant must return the equipment at the end of the original booking window, and inquire if there is availability for the subsequent rental period

DAMAGES TO RENTAL EQUIPMENT

- Friday Harbour certifies that the equipment provided to each guest is in good mechanical and physical condition. Any known damage or problems will be reviewed with the participant by a member of the Friday Harbour Recreation team.
- The participant is responsible to inspect said equipment and will continue the rental term without any additional representation or warranty by Friday Harbour. If equipment has damage or problems not known to Friday Harbour, the participant is responsible for notifying Friday Harbour before the use of the equipment.
- Participant acknowledges and understands that equipment is to be returned in the same condition as at the commencement of the rental period.
- If the rental equipment is not left in suitable condition, the participant acknowledges and understands that Friday Harbour may charge the participant for any repairs, replacement or special cleaning of any damaged or lost property.
- If equipment is returned damaged beyond repair, the following charges will apply to both Members and the public.

DAMAGE FEES

| | |
|---------------------------|-------|
| WATERCRAFT | \$500 |
| BIKE / CROSS COUNTRY SKIS | \$400 |
| SNOWSHOES / SKATES | \$200 |
| LIFEJACKET | \$100 |
| PADDLE | \$75 |
| HELMET | \$60 |
| SPORTS EQUIPMENT OR GAME | \$30+ |

THEFT OR LOSS OF EQUIPMENT OR PERSONAL BELONGINGS

- In case of theft or loss, the participant is responsible for the replacement value of the equipment borrowed during the rental period. In the case of abuse, or damage by any person, the participant will be charged for the repair or replacement of the equipment.
- It is expressly agreed that Friday Harbour shall not be liable for the loss or damage of any personal property left or stored by the Participant at any time.

RENTAL CLOSURES

- Friday Harbour may temporarily seize all rentals due to, but not limited to:
 - High Winds
 - Unsafe conditions
 - Emergencies
 - Snowfall/Ice Conditions
 - Rain/Thunder/Lightening
 - Equipment damages

EQUIPMENT SAFE USAGE GUIDELINES

- Participant acknowledges and agrees that the equipment will only be operated by participant(s) named in their rental booking.
- Participant warrants that the participant(s) is a qualified operator of said equipment.
- Participants will not allow any person who is not qualified to operate any equipment owned by Friday Harbour.
- Participant (i.e. the person who provides the account number/payment) undertakes all financial responsibility regardless of who is using the equipment.
- Participants will not operate the equipment, or permit anyone to operate the equipment, while under the influence of alcohol or drugs.
- Alcohol and drugs are not permitted to be carried on watercraft.
- Participant will be responsible to ensure that all users operate equipment within all local, Provincial, and Federal laws and regulations and that it is the responsibility of the participant to have or obtain the knowledge and understanding regarding all such laws and regulations.
- The participant understands that conditions (weather, water levels, ice, etc.) are variable and that they must exercise caution, pre-planning, and good judgment.
- If there is a weight/size restriction on the equipment being borrowed, the participant shall ensure that at NO TIME will these restrictions be exceeded.
- Proper safety equipment must always be worn (i.e. helmet, lifejacket) by all participants while operating or using the equipment.
- Participants may be asked to leave or use of rentals may be denied if:
 - Users appear intoxicated
 - Vandalism of equipment, property, etc. occurs
 - Abuse or harassment of staff or other Participants occurs
 - Any other rules are not being followed

RETURN OF EQUIPMENT

- Participant acknowledges and understands that they will return all equipment prior to, or promptly at the end time indicated.
- Should participants request equipment for additional time, the item is to be returned and a new booking inquiry is made at that time.
- If the participant returns equipment early or does not use for the duration of the rental period, no discounts or refunds will be issued.
- If equipment is returned damaged, the participant will be required to wait and speak with a member of the Friday Harbour Leadership Team to achieve a resolution.

LIABILITY

- All participants aged 18 years and older will be required to fill out a waiver form prior to participation and check-in
- Waivers can be filled out through the link in the confirmation email or by scanning the QR code displayed on the signage at check-in.
- All children under the age of 18 years are required to have parent or legal guardian complete the required waiver documentation and acknowledge consent prior to participating.
- Children between the ages of 12-17 are permitted to use some or all the equipment on their own so long as parents acknowledge and consent by filling out and signing a Parental Permission Form.
- In the case of non-motorized watercraft rentals, weather conditions must be in the
- “green zone” indicated below.
- Parental Permission Forms are available from the Outdoor Adventure Centre or by emailing recreation@fridayharbour.com.
- Children under 12 years of age must always have a parent or legal guardian (18 years or older) with them while operating or using the equipment.
- Public Guest waivers are only valid on the day of signing.
 - Friday Harbour Member summer waivers are valid from May 1 to October 31 and winter waivers are valid from November 1 to April 30.

WATERCRAFTS

MARINA

- Entering the Marina in a non-motorized watercraft (canoe, kayak, SUP, etc.) is strictly prohibited.
- Swimming is not permitted within the Marina.

WATERCRAFT RENTAL & CONDITIONS

- Each participant 18 years and older must sign a waiver assuming the responsibility for the equipment and personal responsibility.
- Those under 18 years of age must have a waiver signed by a parent or legal guardian.
- Participants 12 to 17 years old must have a “Parent Permission Form” signed by a guardian if they will be in a vessel on their own and/or going out on the water without a guardian (18 years plus). Weather conditions must be in the “green zone” as indicated below.
- Any damaged or lost gear will be charged to the participant as indicated in the chart above.
- The participant will be responsible to ensure that all users operate equipment within all local, provincial and Federal laws and regulations and that it is the responsibility of the participant to have or obtain the knowledge and understanding regarding all such laws and regulations.
- The participant understands that conditions (weather, water levels, etc.) are variable and that they must exercise caution, pre-planning and good judgment.
- Participants can wear their own lifejackets, provided they are approved by Transport Canada, Canadian Coast Guard or Fisheries and Oceans Canada.
- The participant is required to wear their lifejacket at all times when in or on the watercraft. Stand-up paddleboard ankle leashes must be worn at all times.

| Item | Min. Weight/Age | Min. Age Solo (Minors) | Min. Age Solo (Adults) | Max Weight Total | Max # of Users | Other |
|----------------------|-----------------|------------------------|------------------------|------------------|----------------|------------|
| Canoe | min. 30lbs | 16 | 18 | 500 | 3 | No Animals |
| Kayak Single | 12 | 12 | N/A | 300 | 1 | No Animals |
| Kayak Double | min. 30lbs | 16 | 18 | 500 | 2 | No Animals |
| SUP | 12 | 12 | N/A | 300 | 1 | No Animals |
| Schiller Water Bikes | 16 | 16 | 16 | 350 | 1 | No Animals |

GREEN FLAG

- All rentals available.
- Winds that are between 1 – 6 knots and are favourable for travelling outside of visible area.
- Children aged 12 years and older can paddle their own single kayak or SUP with a waiver and Parent Permission Form signed by a parent or legal guardian.
- The swimming area is safe for swimming.

YELLOW FLAG

- There may be restrictions on specific rentals – anyone interested in renting must inquire at the Outdoor Adventure Centre at the Beach because winds are between 7 - 16 knots.
- Watercraft that are allowed during this time will be restricted to “within sight.”
- Children aged 12-15 cannot paddle their own single kayak or SUP.
 - Children aged 12-15 can go out in a double kayak or canoe with someone aged 18 or older.
- Minors aged 16 and 17 can go out on their own, within sight, with a parent permission form.
- Adults must be present and/or participating in all watercraft rentals.
- Elevated bacterial levels may be present. Enquire at the Outdoor Adventure Center as to swimming conditions.

RED FLAG

- There are full closures and restrictions on all watercraft rentals because winds are 17+ knots.
- Thunder, lightning and/or heavy rain may be present.
- Higher than acceptable bacteria levels exist.
- Swimming is not advised.

SPORTS COURTS

TENNIS AND PICKLEBALL COURT RULES

- Member cards are required for court access.
- Use of all courts is at your own risk.
- No food, glass, smoking, or alcoholic beverages are allowed on court surfaces.
- No pets are allowed on court surfaces.
- No personal transportation equipment is allowed on court surfaces.
- Proper footwear is always required (no bare feet or flip flops).
- Children under the age of 12 must be accompanied by an adult.
- Misuse of equipment will not be tolerated.
- Always ask staff for assistance to modify or adjust the nets.
- Equipment rentals are only available during operating hours.
- The Pickleball court setup allows for two groups of players at the same time. Please be respectful.

TENNIS AND PICKLEBALL COURT USAGE & BOOKING

- Tennis and Pickleball Court is available to Members and their guests only. Members must remain with their guests while using the court.
- One advanced reservation per Member family per day.
- Presentation of Member Cards required upon reservation check-in.
- Court times can be booked between 7 days and 24 hours in advance.
- Court schedule is subject to change based on operating hours, availability of clinics and lessons, etc.
- Members wishing to book court time the day-of must do so at the Outdoor Adventure Centre as a "Walk-in" – This can include additional reservations above the allocated advanced reservation guideline.
- Court schedule is in effect and is strictly adhered to.
- Waivers are required to use the Tennis and Pickleball court.
- Members must check in at the Outdoor Adventure Centre prior to entering the court.

BASKETBALL COURT RULES

- Use of all courts is at your own risk.
- The Basketball Court is a shared space. There may be multiple people playing at once. Please be respectful.
- No food, glass, smoking, or alcoholic beverages are allowed on court services.
- No pets are allowed on court surfaces.
- No personal transportation equipment is allowed on court surfaces.
- Proper footwear is always required (no bare feet or flip flops).
- Children under the age of 12 must be accompanied by an adult.
- Misuse of equipment will not be tolerated.
- Always ask staff for assistance to modify or adjust the nets.

BASKETBALL COURT USAGE AND BOOKING

- Court use is first come, first served except for scheduled activities and Members-only court times.
- Member only play time requires the presentation of valid Member ID cards.
- Members and the public are expected to follow the posted Basketball court schedule.

VOLLEYBALL COURT RULES

- Court use is included in the Beach Access fee.
- Court use is first come, first served for Members and Public Guests, except for scheduled activities, lessons and clinics
- No food, glass, smoking or alcoholic beverages permitted
- Children under the age of 12 must be accompanied by an adult.
- Misuse of equipment will not be tolerated.
- Always ask staff for assistance to modify or adjust the nets.
- Balls and court boundary lines available for sign out at the Outdoor Adventure Centre.

KIDS CAMP POLICIES

CAMP SUPERVISION

- A member of the Recreation & Leisure leadership team will oversee the daily operations of the camp ("camp leader").
- Camp ratio is 1:6.
- All camp facilitators, camp leaders and Lifeguards are Standard First Aid and CPR-C certified and have successfully completed a background check.
- All Lifeguards have a current National Lifeguard certification.

COMMUNICATION

- Camp facilitators and leaders will always carry a two-way radio and cell phone.
- Lifeguards are equipped with 2-way radios.
- Parents/legal guardians may phone the camp leaders or Friday Harbour should they need to.
- All email correspondence to be directed to recreation@fridayharbour.com.
- Bookings, payments and confirmation emails will be conducted through Xola.
- Any changes to the drop off location, or camp cancelations will be communicated at least 1 hour prior to camp commencement by the camp leader.

INCLUSION & ACCESSIBILITY

- Friday Harbour strives to provide a camp environment that is free from distractions. It is asked that campers leave their cellphones and electronic devices at home or in their day packs.
 - Should campers require a cellphone on them for medical conditions or extenuating circumstances, this must be indicated on the registration form and/or communicated to camp leaders and facilitators ahead of time.
- Should campers or parents need to get in touch, please do so through the camp leaders.
- Friday Harbour is committed to providing an inclusive camp environment. Information provided on the registration form may be discussed further between the Camp Leader and the Parents/Guardians to ensure a mutual and detailed plan is in place that supports all campers and camp staff.
- Friday Harbour's accessibility plan, commitment and feedback forum can be found at www.fridayharbour.com/accessibility.

BOOKING POLICY

- A 50% deposit is required upon booking.
- All outstanding camp fees must be paid at least 7 days prior to the camp start date.
- A registration form is required to be filled out and emailed to recreation@fridayharbour.com at least 7 days prior to the camp start date.
- Campers under 4 years of age will not be accepted into any Friday Harbour camp without exceptions.

CANCELATION & REFUND POLICY

- <4 days= 0% refund
- 7 to 4 days in advance = 50% refund
- >7 days in advance = 100% refund
- Refunds will not be issued for any days missed. Exceptions may apply but must be discussed with the Camp Leadership Team.
- Campers will be issued refunds for any whole days missed of camp due to illness.
- Refunds will be issued for any cancellations made on behalf of the camp.

CODE OF CONDUCT & BEHAVIOUR POLICY

- Bullying, harassment, or violent behaviour in any form will not be tolerated. If this type of behaviour occurs, the camp leader will meet with the camper's parents. The camper may be subject to immediate dismissal or directed to not return to camp, without a refund.
- Golf attire is required for the golf portion of the "Golf & Adventure Camp".
- Appropriate footwear and clothing must be provided.

WEATHER & CAMP SAFETY

- Campers will be provided adequate indoor breaks with air conditioning. The time indoors will be adjusted based on the day's weather conditions.
- Wind and water conditions are monitored daily and water-related activities will be conducted only when safe to do so.
- Daily camp activities may change or be modified based on weather conditions.
- Only the parents/legal guardians and those designated on the registration form will be permitted to drop off and pick up the camper.
 - Children will not be released prior to the end time, or to any individual not noted at the time of drop off or on the registration form.
- Drop offs and pick ups will require the parent/legal guardian to check-in with a camp facilitator and sign off.
- If a camper will be dropped off late, is running late, or will be picked up early, the camp facilitators and leaders must be made aware prior to so that proper arrangements are made.
- If for any reason children are late for drop off, and the group has moved to their first activity location, parents will be responsible for escorting their child to the activity location to sign them in.

HEALTHCARE POLICY

- The registration form must outline any medical conditions the camper has or any medications that the camper needs throughout the day. Parents/legal guardians must outline details in writing should assistance from camp facilitators be required for either.
- If a camper is to fall ill while at camp, the camper will be put in the care of the Camp Leader until a parent/legal guardian can pick up the camper.
- If a camper becomes ill prior to coming to camp, the camper will not be permitted to attend camp and must be symptom free for 24 hours prior to returning to camp.
- All snacks brought by campers must be nut-free.
- The provided lunch is predetermined and may not be able to be modified. If campers have food allergies it is recommended that they pack their own lunch.
- Campers will have access to fresh drinking water and washroom facilities at all times.

INJURIES & MEDICAL EMERGENCIES

- If the camper is injured or has a medical emergency while at camp, the camp facilitators will follow the appropriate course of action, which may include:
 - Immediately notify the Camp Leader of the incident.
 - Notify the parent/legal guardian of the incident as soon as possible.
 - A conversation with the parent/legal guardian upon pick up.
 - Arranging an early pick up of the camper with the parent/legal guardian.
 - Notifying the emergency contact as needed.
 - Providing a follow up call to the parent/legal guardian to check-in after the camper has gone home.
 - Providing first aid or aquatic emergency care.
 - Calling EMS.

WATERFRONT SAFETY

- All swimming takes place in Lake Simcoe.
- A lifeguard with a current National Lifeguard and Standard First Aid with CPR-C certification will be on duty at all times while campers are on the Beach or in/on the water.
- Permission is obtained from a Lifeguard before campers enter a designated swim area.
- Lifejackets will be available to campers during swim times.
- Campers will swim in the designated swim area only.
- A mandatory swim test will be conducted on all campers. Those who do not perform adequately will be required to wear a lifejacket during swim times.
- If the Camp Facilitators feel there are any safety concerns or for campers who choose not to obey the safety rules, they will not be able to join us in or on the lake. An alternative activity will be provided.
- Lifejackets are mandatory for all campers and camp facilitators when using watercrafts.
- Watercrafts will be properly equipped with the required safety equipment and be in good working order prior to use.
- Campers will receive instruction on land prior to using watercrafts.

WINTER OUTDOOR ADVENTURE CENTRE

TRAIL GUIDELINES

- Participants using the trails agree to abide by all posted signage, rules of the road and the skiers code of conduct.
- Access to the groomed cross-country ski trails requires a trail pass, which can be purchased from the Winter Outdoor Adventure Centre at time of check-in or in advance when booking rental equipment.
- Trail passes are only valid on the day they are purchased.
- Cross-country skiers must stay on the designated track-set trail and are not permitted to travel off the ski trail onto the golf course.
- Cross country skiers are welcome to use the multi-purpose, ungroomed Nature Preserve Trails
- Skis must be removed when crossing roadways or any surface not covered in snow.
- Skiers must adhere to the Skiers Code of Conduct.
- Only Friday Harbour staff are permitted to use motorized and other maintenance equipment on any trails.
- Access to trails does not include rental equipment.
- Members can access the ski trail at any time during operational hours free of charge with a valid Member ID card and valid winter seasonal waiver.
- Skiers may use the groomed trail with their own equipment with the purchase of a trail pass.
- Snowshoes and fat bikes are not permitted on the groomed cross-country ski trails.
- Nature Preserve trails are multi-use. Please be respectful.
- Trail conditions may vary. Exercise caution at all times.
- Groomed cross-country ski trails may be closed at any time due to, but not limited to trail conditions, emergencies, weather, and unsafe conditions.

SKIERS CODE OF CONDUCT

- Please stay on marked trails.
- Be courteous of other skiers.
- Never stop in the track. If you need a break or to stop for any reason, please step to the side of the track and leave enough room for someone to ski by.
- When a faster skier catches up to a slower skier going the same direction, the slower skier should yield the right of way.
- Ski with care and control and use caution.
- If you fall, move out of the track as quickly as possible.
- If you must remove your skis and walk for any reason, please stay off the track-set trails.
- Keep pets off track-set trails.
- Please return all equipment to the Winter Outdoor Adventure Centre when finished.

SHOWSHOEING AND FAT BIKES

- Fat bikes and snowshoe sizes cannot be guaranteed.
- Fat bikes and snowshoes are not permitted on the golf course.
- Fat bikes are in adult sizes only.

- Helmets are required to be worn while biking.
- Fat bikers and snowshoers are encouraged to use the Nature Preserve Trails.
- Snowshoes must be removed when crossing roadways or any surface not covered in snow.
- A waiver must be signed by all Participants prior to borrowing equipment.
- Children under 12 years must always be accompanied by a parent or legal guardian.

ICE RINK

GENERAL

- Skaters will agree to and abide by all rules and code of conduct.
- Waivers must be completed by all skaters before entry onto the Harbour Skate Trail.
- Skaters may be asked to leave or may be denied entry if:
 - Users appear intoxicated
 - Vandalism of rink, equipment etc. occurs
 - Abuse or harassment of staff or other skaters occurs
 - An attempt is made to gain access to the rink after hours
 - Any other rules are not being followed
- The posted rink schedule will be strictly adhered to.
- No one is permitted on the ice outside of business hours.
- Only Friday Harbour staff are permitted to use shovels and other maintenance equipment on the ice.
- Anyone on the ice must be wearing skates.
- No other footwear is permitted, except by Friday Harbour staff for maintenance.
- All accidents, injuries, damages etc. need to be reported to Friday Harbour staff immediately.
- Access to the Ice Rink does not include skate equipment rentals.
- No personal belongings will be stored by staff.
- Children under 12 years must always have a parent or legal guardian present.
- Children 12 and under must wear a helmet.

RINK CLOSURES

- The ice rink may be closed at any time, without warning, due to weather, temperature, ice conditions, maintenance, private events, emergencies, etc.

SKATE AND HELMET RENTALS

- Rental skates and helmets are first-come, first-served. Sizes cannot be guaranteed.
- Waivers are required for all rental equipment.
- Friday Harbour will issue full refunds for rentals for cancellations or closures made on behalf of Friday Harbour
- Skate and helmet rentals must be returned 15 minutes prior to business close on the day of the rental
- There is no time limit for rentals
- Skaters may wear their own skates and helmets
- Helmets must be CSA approved and in good working order. Skaters 12 and under must wear a CSA-approved helmet when on the ice.
- Waivers must be completed when renting skates or helmets

RINK CODE OF CONDUCT

- Skate at your own risk.
- Alcohol and drug consumption are not allowed in or around the ice rink
- A CSA approved helmet must ALWAYS be worn by everyone 12 and under.
- No one is permitted on the ice rink surface without skates, except by Friday Harbour staff for maintenance
- Strollers, baby carriers, backpacks, chairs, toboggans or any homemade skate assistance aid are not permitted
- No sitting on the railings
- Carrying a child in your arms or on your back is not permitted
- Hockey sticks and/or pucks are NOT permitted
- Inappropriate or unsafe behavior and foul language is not permitted
- No headsets, cell phones, cameras or handheld devices are to be used while skating
- No food or drink on the ice rink.
- Smoking or drug use is not permitted on the ice.
- No dogs or pets on the ice
- Skaters are asked to skate at a reasonable and safe speed in the same direction as other skaters
- Please report all incidents or injuries to rink staff immediately



