



## WINTER RECREATION POLICIES

### GENERAL

- All required bookings or reservations must be made in advance, online through the Friday Harbour website
- All bookable items will require payment at time of booking
- Participants are highly encouraged to fill out their waiver in advance to expedite the check-in process
- QR codes for waivers are displayed on signage throughout the Resort for individuals to sign on their personal devices
- Participants should arrive 15 minutes prior to their scheduled activity time
- Participants should be prepared to wait outside during the check-in process to avoid crowding
- Walk-ins for bookable activities will be accepted after all booked Participants have been checked in and/or if spots are available

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### CANCELTION POLICY

- Cancelling between 48-24 hours in advance = 50% refund
- Cancelling within 24 hours = 0% refund
- If cancelling more than 24 hours in advance, participants can cancel using the “manage this booking” link provided in the confirmation email
  - No individual cancellations will be permitted due to weather
  - Friday Harbour will issue refunds if services close due to weather or unforeseen circumstances, and Participants will be contacted through the booking portal

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### EQUIPMENT RENTAL AND ACTIVITY PRICING

- Complimentary rental equipment is available exclusively to Members with valid Member ID Cards
- Guests of enrolled Members receive a discount of 10% off all regularly priced rental equipment and access fees
- Guests of Members must be physically present with the Member and their valid ID card to receive the discount

- Marina Club and The Nest Golf Members receive a 10% discount on rental equipment with the presentation of their membership cards valid in the present year or the following year
  - Public Guests will be charged the regular posted price for all equipment rentals
  - Additional charges or discounts may, or may not apply for specific guided tours and activities
  - Participants are responsible for understanding charges prior to booking as discounts/refunds will not be issued within the established cancellation period
  - In the event the Participant returns equipment before the rental period is over, there will be no refunds issued for access fees or the remaining time of the rental period
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## EQUIPMENT RENTAL PERIODS

- Participant understands that all equipment is available on a first-come, first-served basis
    - Friday Harbour cannot reserve any recreational rentals ahead of time, and sizes cannot be guaranteed
    - A reservation for the rink, ski trail, etc. does not guarantee equipment rentals
  - All fat bike, cross country ski, and snowshoe equipment rentals are based on a two-hour rental period
  - All skate equipment rentals, including skate aids, are based on a one-hour rental period
  - The Participant agrees to return equipment rentals on, or before the rental period expiration
  - If equipment is rented with less time remaining in the rental period, the Participant understands that the rental price will not be discounted
  - Rentals must be returned daily no later than the closing time for the last booking window
  - 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
  - A waiver must be completed by all Participants before equipment use
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## EQUIPMENT RENTAL AND FACILITY CLOSURES

- Friday Harbour may, at any time, temporarily seize any and all rentals and/or close facilities (rink, trails, etc.) due to, but not limited to, high winds, snow fall, unsafe conditions, emergencies, etc.
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## DAMAGE TO FRIDAY HARBOUR EQUIPMENT

- The Participant is responsible to inspect any rental equipment provided 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 use of the equipment
  - The 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
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## THEFT / LOSS OF FRIDAY HARBOUR EQUIPMENT

- 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, damage by any person, the participant will be charged for the repair or replacement of the equipment
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## THEFT / LOSS OF PERSONAL BELONGINGS

- 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
  - The Participant is responsible for all personal belongings
    - Friday Harbour will not store or be in the care of Participant's personal belongings
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## EQUIPMENT SAFE USE

- The Participant acknowledges and agrees that the equipment will only be operated by Participant(s) named in their rental booking
- The Participant warrants that they are a qualified operator of borrowed equipment
- The Participant will not allow any person who is not qualified to operate any equipment owned by Friday Harbour
- The Participant (i.e. the person who provides the account number / payment) undertakes all financial responsibility regardless of who is using the equipment
- The Participant will not operate the equipment, or permit anyone to operate the equipment, while under the influence of alcohol or drugs
- 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, snow, 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, etc.) by all Participants while operating or using equipment
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## RETURN OF FRIDAY HARBOUR EQUIPMENT

- The Participant acknowledges and understands that he/she will return all equipment to the rental site prior to, or promptly at the end time indicated
  - The Participant acknowledges and understands that all equipment must be returned 15 minutes prior to business close daily
  - Should users request equipment for additional time, the item is to be returned and a new booking inquiry made at that time
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## LIABILITY

- Each participant 18 years and older must sign a waiver prior to participation, assuming the responsibility of the equipment and of personal responsibility
  - All children under the age of 18 years are required to have a parent or legal guardian (18+) complete the required waiver documentation and acknowledge consent prior to participating
  - Children between the ages of 12-17 are permitted to use the equipment on their own so long as a parent/legal guardian acknowledges consent by filling out and signing a Parental Permission Form
  - Children under 12 years of age must always have a parent or legal guardian (18+) present while operating or using equipment and Recreation facilities
  - Public Guests', Marina Members' and The Nest Golf Members' waivers are only valid on the day of signing
  - Member Winter Seasonal Waivers are valid from November 1 to April 30
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## ICE RINK

### GENERAL

- A COVID screening will be performed at check-in
- Skaters using the ice rink will agree to and abide by all rules and code of conduct

- The posted rink schedule will be adhered to (i.e. no shinny games or hockey equipment on the ice during leisure skate times)
- Skaters may be asked to leave or use of the ice rink may be denied 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 with no reservation
  - Any of the above rules are not being followed
- Only Friday Harbour staff are permitted to use shovels and other maintenance equipment on the ice
- All accidents, injuries, damages etc. need to be reported to Friday Harbour staff immediately
- Access to Ice Rink does not include skate equipment rentals
- Members can access the rink at any time during operational hours free of charge with an advanced booking, valid Member ID card, and valid winter seasonal waiver
- All skaters must check-in at Centre Ice (the Harbour Master Building) prior to entering the ice rink
- Proof of booking and signed waivers for all skaters are required before entering the rink
- No personal belongings will be stored by staff in the Harbour Master Building
- Children under 12 years must always have a parent or legal guardian present
- Last call for skate and helmet rentals is 6:30pm daily
- COVID regulations including social distancing, masking and capacities will be strongly adhered to

## BOOKING POLICIES

- Advanced booking, payment and waivers must be completed by all skaters before entry onto the ice
- Rental skates are available, but NOT included in the admission fee/booking
- Rental skates are first-come, first-served and sizes cannot be guaranteed
- Rental skates will be charged at check-in
- No individual cancellations will be accepted due to weather
- Friday Harbour will issue full refunds for any cancellations made on behalf of Friday Harbour
- Participants should arrive 15 minutes prior to their scheduled time to check-in for the activity
- Walk-ins will be accepted if spots are available
- Booking periods are for a one-hour time period
  - When the hour is up, all skaters will be asked to vacate the rink
- Cancellations and date changes can be made through the "Manage this booking" link in the confirmation email up to 24 hours prior to the booking time
- Participants wishing to make cancellations and date changes within 24 hours must contact [recreation@fridayharbour.com](mailto:recreation@fridayharbour.com) or call 705-812-8880 and speak to a member of Guest Services

- Cancellation policy is in effect for Ice Rink bookings
- Each hour booking can accommodate up to 40 skaters maximum on the rink
- Each person can book up to a maximum of 6 spots during each reservation time
- Bookings should be made in advance whenever possible
- Member ID is required at check-in to receive applicable discounts

## ICE RINK CODE OF CONDUCT

- Alcohol and drug consumption are not allowed in or around the ice rink
- A CSA approved helmet must be ALWAYS worn by everyone on the ice rink
- No Member or Guest is permitted on the ice rink surface without skates
- Strollers, baby carriers, backpacks, chairs, or any homemade skate assistance aid are not permitted
- No sitting on the dasher boards
- Carrying a child in your arms or on your back is not permitted
- Hockey sticks and/or pucks are NOT permitted during leisure skate times
- Inappropriate or unsafe behavior 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
- Members and Guests 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

## SHINNY HOCKEY RULES

- A CSA approved helmet must be ALWAYS worn on the rink surface
- This is a non-contact activity
- Pucks are to ALWAYS stay on the ice - no slap shots
- Any behaviour that does not support fair play towards other Members or Guests, as well as rink staff will not be tolerated
- Only shinny nets provided by Friday Harbour will be permitted on the ice rink
- Hockey sticks and pucks are available to sign out
- Family shinny time is reserved for all ages
- "13+ Shinny (Adult)" time is reserved for ages 13 and up
  - Children under 13 are not permitted on the ice at this time
- "12 and Under Shinny" is reserved for children
  - Ages 13+ are not permitted on the rink to play shinny at this time
  - Parents and guardians are permitted if assisting with their child
- Shinny hockey equipment is only permitted on the rink during designated shinny times

## RINK CLOSURES

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

## GENERAL

- A COVID screening will be performed at check-in
- Participants using the trails agree to abide by all posted signage, rules of the road and the skiers code of conduct
- Participants may be asked to leave or use of rentals may be denied if:
  - Users appear intoxicated
  - Vandalism of equipment, trails, etc. occurs
  - Abuse or harassment of staff or other Participants occurs
  - Any of the above rules are not being followed
- Only Friday Harbour staff are permitted to use motorized and other maintenance equipment on the trails
- All accidents, injuries, damages etc. need to be reported to Friday Harbour staff immediately
- Access to trails does not include rental equipment
- Members can access the ski trail at any time during operational hours free of charge with an advanced booking, valid Member ID card, and valid winter seasonal waiver
- All Participants must check-in at the Winter Outdoor Adventure Centre (The Nest Clubhouse) upon arrival
- Proof of booking and signed waivers for all Participants are required before use of rental equipment is permitted
- No personal belongings will be stored by staff in The Nest Clubhouse
  - Please keep personal belongings on you, at home, or in your vehicles
- Children under 12 years must always have a parent or legal guardian present
- Last call for equipment rentals is 4:00pm daily
- COVID regulations including social distancing, masking and capacities will be strongly adhered to

## BOOKING POLICIES

- Advanced booking, payment and waivers must be completed by all Participants
- Trail passes do not include rentals
- Equipment rentals are first-come, first-served and sizes cannot be guaranteed
- Equipment rentals will be charged at check-in
- No individual cancellations will be accepted due to weather
- Friday Harbour will issue full refunds for any cancellations made on behalf of Friday Harbour
- Participants should arrive 15 minutes prior to their scheduled time to check-in for the activity
- Walk-ins will be accepted if spots are available
- Booking periods are for a two-hour time frame



- Participants wishing to make cancellations and date changes within 24 hours must contact [recreation@fridayharbour.com](mailto:recreation@fridayharbour.com) or call 705-812-8880 and speak to a member of Guest Services
- Cancellation policy is in effect
- Bookings should be made in advance whenever possible
- Member ID is required at check-in to receive applicable discounts

## SKI TRAILS

- Access to groomed cross country ski trails requires a trail pass, which can be purchased from the Winter Outdoor Adventure Centre
  - 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

## SKIER'S 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

## SNOWSHOEING AND FAT BIKING

- Fat bikes and snowshoes are first-come, first-served. 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
  - Last call for snowshoe and fat bike rentals is 4:00pm daily
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