

# Summer Recreation Policies

## Booking Policies

### EQUIPMENT RENTALS

RENTER understands that all equipment is available on a first-come, first-served basis. This means that Friday Harbour cannot reserve any recreational rental ahead of time. In the event the RENTER returns equipment before the two-hour rental period is over, there will be no refund issued for the remaining time of the rental period.

### RENTAL AND ACTIVITY PRICING

- Complimentary rental equipment is available exclusively to Homeowners with valid Homeowner ID cards.
- Guests of enrolled Homeowners receive a discount of 25% off all regularly priced rental equipment. Guests of Homeowners must be physically present with the Homeowner and their valid ID card to receive the discount.
- Public Guests and Marina Club Members will be charged the regular posted price for all equipment rentals.
- Charges and 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.

### RENTAL PERIODS

- All equipment rentals are based on a two-hour time period.
- The RENTER agrees to return equipment rentals on or before the two-hour rental period expiration.
- If equipment is rented with less than two hours before close, the RENTER understands that the rental price will not be discounted.
- Rentals must be returned no later than 6:45pm daily.



## RENTAL CLOSURES

- Friday Harbour may temporarily seize any, and all rentals due to, but not limited to, high winds, rain, thunder/lightening, emergencies, etc.

## DAMAGE TO FRIDAY HARBOUR 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 RENTER by a member of the Friday Harbour Recreation Team.
- RENTER 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 RENTER is responsible for notifying Friday Harbour before use of the equipment rental period begins.
- RENTER 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 RENTER acknowledges and understands that Friday Harbour may charge the RENTER for any repairs, replacement, or special cleaning of any damaged or lost property.

## THEFT / LOSS OF FRIDAY HARBOUR EQUIPMENT

- In case of theft or loss, the RENTER is responsible for the replacement value of the equipment borrowed during the rental period. In the case of abuse, damage by any person, the RENTER will be charged for the repair or replacement of the equipment.

## 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 RENTER at any time.

## EQUIPMENT SAFE USE

- RENTER acknowledges and agrees that the equipment will only be operated by RENTER(S) named in their rental booking.
- RENTER warrants that the RENTER(s) is a qualified operator of said equipment.



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- RENTER will not allow any person who is not qualified to operate any equipment owned by Friday Harbour.
- RENTER (i.e. the person who provides the account number / payment) undertakes all financial responsibility regardless of who is using the equipment.
- RENTER will not operate the equipment, or permit anyone to operate the equipment, while under the influence of alcohol or drugs.
- RENTER 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 RENTER to have or obtain the knowledge and understanding regarding all such laws and regulations.
- The RENTER understands that conditions (weather, water levels, etc.) are variable and that they must exercise caution, pre-planning and good judgment.
- In the event that there is a weight/size restriction on the equipment being borrowed, the RENTER shall ensure that at NO TIME will these restrictions be exceeded.
- Proper safety equipment must always be worn (i.e. bike helmet, lifejacket) by all participants while operating or using equipment.

#### RETURN OF FRIDAY HARBOUR EQUIPMENT

- RENTER acknowledges and understands that he/she will return all equipment to the rental site prior to, or promptly at the end time indicated on the rental agreement.
- Should users request equipment for additional time, the item is to be returned and a new booking inquiry made at that time.

#### LIABILITY

- All RENTERS aged 18 years and older will be required to fill out a waiver form prior to participation.
- All children under the age of 18 years are required to have an adult complete the required waiver documentation and acknowledge consent prior to participating.
- Children between the ages of 12-18 are permitted to use the equipment on their own so long as parents acknowledge and 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 years or older) with them while operating or using equipment.
- Public Guest waivers are only valid on the day of signing.



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## Watercraft Rentals and Conditions

Vessel Limits & Restrictions						
Item	Min Age in Watercraft	Min Age on Own with Adult Permission	Min Age Solo (adults)	Max Weight	Max # of Users	
Canoe	Min. 30lbs*	16	18	500	3	No animals
Kayak Single	12	12	18	300	1	
Kayak Double	Min. 30 lbs*	16	18	500	2	
SUP	12	12	18	300	1	

\*Friday Harbour supplied lifejackets are rated to a minimum of 30 pounds. If a guardian wishes to take a minor weighing less than 30 lbs, they must supply their own lifejacket approved by Transport Canada, Canadian Coast Guard or Fisheries and Oceans Canada.

1. Each RENTER 18 years and older must sign a waiver assuming the responsibility of the equipment and of personal responsibility.
2. Those under 18 years of age must have a waiver signed by a parent or guardian.
3. RENTERS 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).
4. RENTER acknowledges and understands that equipment is to be returned in the same condition as at the commencement of the rental period.
5. Any damaged or lost gear will be charged to the renter at full retail price.
6. RENTER 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 RENTER to have or obtain the knowledge and understanding regarding all such laws and regulations.
7. The RENTER understands that conditions (weather, water levels, etc.) are variable and that they must exercise caution, pre-planning and good judgment.
8. RENTERS can wear their own lifejackets, provided they are approved by Transport Canada, Canadian Coast Guard or Fisheries and Oceans Canada.

## Flag System

### GREEN FLAG

- All Rentals Available
  - Winds that are **between 1 – 6 knots**, and are favourable for travelling outside of visible area
  - Children ages 13 yrs and older can paddle their own single kayak or SUP
  - Swimming area is safe for swimming
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### YELLOW FLAG (Cautionary Flag)

- There may be restrictions on specific rentals – anyone interested in renting must inquire at the Beach Hut because winds are between **7 - 16 knots**
    - Watercraft that are allowed during this time will be restricted to “within sight”
    - Adults must be present and participating in all watercraft rentals
  - Elevated bacterial levels may be present. Enquire at the Outdoor Adventure Center as to swimming conditions
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### RED FLAG

- There are full closures and restrictions on all watercraft rentals because winds are **17+ knots**
  - Higher than acceptable bacteria levels exist
  - Swimming not advised
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Current Lake Simcoe Conditions can be observed at:  
[https://weather.gc.ca/marine/forecast\\_e.html?mapID=11&siteID=08300](https://weather.gc.ca/marine/forecast_e.html?mapID=11&siteID=08300)



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## Beaufort Wind Scale Table

FH Rental Policy Guideline	Force	Wind Speed		Term	Effects Observed On Water	Effects Observed On Land
		Km/h	Knots			
WATERCRAFT RENTALS ALLOWED AT USERS DISCRETION	0	Less than 1	Less than 1	Calm	Sea surface like a mirror, but not necessarily flat.	Smoke rises vertically.
	1	1 - 5	1 - 3	Light air	Ripples with the appearance of scales are formed, but without foam crests.	Direction of wind shown by smoke drift, but not wind vanes.
	2	6 - 11	4 - 6	Light breeze	Small wavelets, still short but more pronounced. Crests do not break. When visibility good, horizon line always very clear.	Wind felt on face. Leaves rustle. Ordinary vane moved by wind.
WATERCRAFT RENTALS ALLOWED WITHIN VISIBLE SIGHT ONLY	3	12 - 19	7 - 10	Gentle breeze	Large wavelets. Crests begin to break. Foam of glassy appearance. Perhaps scattered whitecaps.	Leaves and small twigs in constant motion. Wind extends light flag.
	4	20 - 28	11 - 16	Moderate breeze	Small waves, becoming longer. Fairly frequent whitecaps.	Raises dust and loose paper. Small branches are moved.
NO WATERCRAFT RENTALS DURING THIS TIME	5	29 - 38	17 - 21	Fresh breeze	Moderate waves, taking a more pronounced long form. Many whitecaps are formed. Chance of some spray.	Small trees with leaves begin to sway. Crested wavelets form on inland waters.
	6	39 - 49	22 - 27	Strong breeze	Large waves begin to form. The white	Large branches in motion. Whistling



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					foam crests are more extensive everywhere. Probably some spray.	heard in telephone wires. Umbrellas used with difficulty.
	7 +	50 - 61	28 - 33	Near gale	Sea heaps up and white foam from breaking waves begins to be blown in streaks along the direction of the wind.	Whole trees in motion. Inconvenience felt in walking against wind.

## Tennis Court Policies

1. Use of all courts is at your own risk.
2. Drop-ins welcome: players will be required to vacate for any private booking or reservation.
3. No food, glass, or alcoholic beverages allowed on court surfaces
4. No pets allowed on court surfaces.
5. No personal transportation equipment allowed on court surfaces.
6. Proper footwear is required at all times (no bare feet or flip flops).
7. Children under the age of 12 must be accompanied by an adult.
8. Misuse of equipment will not be tolerated.
9. Always ask staff for assistance to modify or adjust the nets.
10. Tennis court are exclusive to Homeowners and their Guests.
11. Tennis court is available 7:00am to 9:00pm. Reservations are bookable between 11:00am to 7:00pm daily.
12. Homeowner ID Cards are required for court access.

## Basketball Court Policies

1. Use of all courts is at your own risk.
2. Drop-ins welcome: players will be required to vacate for any private booking.
3. Basketball court is a shared space. There may be multiple people playing at once. Please be respectful.



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4. No food, glass, or alcoholic beverages allowed on court surfaces.
5. No pets allowed on court surfaces.
6. No personal transportation equipment allowed on court surfaces.
7. Proper footwear is required at all times (no bare feet or flip flops).
8. Children under the age of 12 must be accompanied by an adult.
9. Misuse of equipment will not be tolerated.
10. Always ask staff for assistance to modify or adjust the nets.
11. Homeowner only play times are 11am-1pm and 5pm-7pm daily. Please be prepared to present your Homeowner ID cards.

## Homeowner Only Beach Area and Lounger Policy

1. Homeowners will now be allowed to bring Guests to enjoy the Beach, however loungers will remain available only to individuals holding a valid Homeowner or Marina Club Card.
2. All Guests utilizing the Beach must be accompanied by an individual holding a valid Homeowner or Marina Club Card.
3. Homeowners and their Guests are permitted to bring their own beach chairs and / or umbrellas for personal use, tents or sunshades are not permitted.
4. Homeowner Loungers are available for a maximum of 2 hours.
5. Homeowner Loungers are available on a first come first serve basis:
  - a. No waitlist will be taken at the Beach Access Hut
  - b. Individuals wishing to wait for an available lounge must wait in queue
  - c. No reservations will be honoured
6. Individuals who accept a lounge spot (umbrellas / no umbrella) will not be able to relocate to another lounge spot once in their assigned seat.
7. Homeowner Loungers will not be moved to accommodate larger group sizes.
8. If seats are vacant when the two-hour maximum has been met, personal belongings will be collected from loungers and available for pick up at the Beach Access Hut.

## General Beach Rules

1. Swim at your own risk and follow the directions of beach staff and lifeguards at all times.
2. Please ensure children under the age of 12 are supervised at all times.





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3. Swim only in designated swimming areas.
4. Watch the weather and clear the water immediately if thunder or lightening are present.
5. Underwater hazards such as rocks, branches, and shells may be present.
6. No glass containers permitted.
7. Alcoholic beverages are strictly prohibited on the beach and in the water.
8. Do not swim under the influence of alcohol or drugs.
9. Do not feed the wildlife.
10. No pets allowed on the Beach with the exception of service animals with proper documentation and identification.
11. No cooking or barbecuing.
12. No tents of any kind.
13. Umbrellas are allowed behind the lifeguard chair only.
14. No walking across rock break wall.
15. No fishing.
16. **In case of an emergency dial 9-1-1**
17. Have fun, stay hydrated, and re-apply your sunscreen often!

## Pool Rules

### AGE REQUIREMENTS

- Any child under 12 years of age must have an adult in the Pool area with them at all times 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 14 years of age who must be within arm's reach at all times.
  - Unsupervised children will be asked to leave the Pool area until a parent or guardian is able to accompany them.
- Children 7 to 12 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.

## GENERAL RULES

- Pool use is restricted to Homeowners and members only.
- 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 Pool Bar service area and 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 wear visible identification at all times 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 Pool area as a means to control and prevent food related illnesses, 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.

## LOUNGERS

- Loungers are organized in pod sizes of 2, 4, and 6 and are spaced according to social distancing guidelines.
- Loungers are available to book up to 48 hours in advance.
- One person per lounge is permitted.

## POOL ACCESS

- A lounge booking is required to access the Pool.
- All members, including children, must present a valid Homeowner or Marina Club Member Card to access the Pool.
- Friday Harbour Members must make their own bookings through the Owner's Channel at [Fridayharbour.com](http://Fridayharbour.com).

## CANCELLATION AND NO-SHOW POLICY

- Pool patrons have 15 minutes post-reservation time to arrive for their booked time at the Pool deck. If they fail to arrive or call within those first 15 minutes, the reservation will be automatically cancelled and their spot will be opened up to a waitlist.
- Pool reservations can be cancelled up to three hours of the reservation time. To cancel a Pool reservation, Homeowners can do so using the link provided in their XOLA confirmation email. If the cancellation takes place outside of the three hour cancellation window an email must be sent to [homeowner@fridayharbour.com](mailto:homeowner@fridayharbour.com).
- If the reserved Guest(s) fail to call or arrive at the Pool within 15 minutes of their reserved time, they will be considered a “No-Show” and their reservation will be cancelled.
- After one no-show for a reserved Pool time, the individual who booked the Pool reservation will be sent a written reminder of the No-Show Policy and subsequent penalties.
- After two no-shows from the same unit, Pool reservation booking privileges for all those enrolled under the unit will be suspended for a minimum of 14 days and any future reservations made by an enrolled Member under the unit will be cancelled immediately.
- After three no-shows from the same unit, Pool reservation booking privileges for all those enrolled under the unit will be suspended for the remainder of the season.
- 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.

## WAITLIST PROCESS

- When booking a Pool reservation, there will be an opportunity to join a waitlist should the time-slot desired is full. If a spot becomes available at the Pool during that time frame, all waitlisted individuals will be sent an email notification. The first individual to respond to the notification will receive the spot. This is in the interest of filling spots as quickly as possible.

## INFLATABLE TOYS AND INFLATABLE LOUNGERS

- Inflatable toys, loungers, rings, mats, etc. 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.



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## LIFEJACKETS AND 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 and personal floatation devices are not provided in the Beach Club Pool by Friday Harbour.

## SWIMWEAR

- Suitable swimwear must always be worn at all times while at the Pool.
- All swimwear must be suitable for general participation in bathing and must not impair swimming skills.
  - Because wet clothing is heavier or effect of water resistance caused by clothing wideness, 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 Closures

### POOL FOULING

- Pool foulings 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 a Xola notification.

#### YOU CAN HELP PREVENT POOL CLOSURES BY:

1. Refraining from eating large meals or feeding children immediately before entering the Pool.
2. Visiting the washroom before entering the Pool.
3. Refraining from entering the Pool if you or your child feels ill.
4. Using swim diapers for children who are not toilet trained and adults with incontinence (see pool rules).
5. Showering prior to Pool entry to remove contaminants including dead skin, dirt, sweat, body oils and feces from entering the Pool.

#### THUNDER/LIGHTENING

- 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 staff 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 a Xola notification.

## Cabanas

#### BOOKING POLICIES

Due to the high demand for Pool Cabanas the following policies will be in place in addition to the refund policy.

- Cabana bookings are only permitted to Friday Harbour Homeowners and Marina Club Members.
- All Cabanas require payment at time of booking.
- Friday Harbour will be entitled to recover from the RENTER the cost (estimated if not precisely known) of any damage caused by the Guest(s) or their group.



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- The RENTER undertakes to deport her/himself in an orderly fashion and not to disrupt the enjoyment of others or to prejudice Friday Harbours reputation with local businesses or other Guests.
- The agreement of any Guest in breach of this clause shall be terminated forthwith and shall have no further Cabana booking privileges with Friday Harbour without Executive consent.
- All belongings brought onto Friday Harbour premises are at all times at the RENTERS own risk.
- Guests under the age of 16 years need to be accompanied by an adult (aged 18 and over).
- Unaccompanied Guests between the ages of 16-18 years of age can use Cabanas on their own with a signed parental consent form.
- The RENTER can show up at any time during their rental period, but no exceptions will be made to extend rental period due to other potential bookings.
- Partial refunds or pro-rates will not be given to RENTERS that arrive late or choose to use their rental period for a shorter time than that which was booked.
- No refunds will be issued for NO SHOW bookings.

#### CANCELLATION POLICY

- Between 24-48 hrs = 50% Refund
- Less than 24 hrs = 0%

RENTER understands that when a space is reserved, it is no longer available for other Homeowners and members. This means that Friday Harbour cannot commit the space to another customer during the reserved dates/times. Consequently, in the event the RENTER cancels, changes the dates, shortens the rental period, or in any other way seeks to change the rental period, then above percentage of the total booking charge will still be due and payable at such time.

## FH Fit

#### BOOKING POLICY

- FH Fit reservations are limited to 1-hour (60 Minute) intervals.
- All Homeowners must book their time at FH Fit ahead of time online.
- Homeowners must make their own bookings. The Experience Team and the Recreation Team are not responsible for making bookings.



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- Bookings can be made up to 72 hours in advance.
- Homeowners may book up to six individuals from their unit for a given time slot. At this time, no Guests are permitted.
- No more than one (1) advance booking may be arranged per unit per day.
- Individuals wishing to spend more than 60 minutes in the gym may inquire when they arrive for their reserved time. If availability exists for the next immediate time slot, the Recreation Attendant can extend the booking.

### CANCELLATION AND WAIT LIST POLICY

- If Homeowners are unable to attend their reserved time slot, reservations can be cancelled through the cancellation link in the confirmation email under “manage my booking”.
- Reservations can be cancelled up to one hour before the start time.
- If all time slots have been fully reserved, Homeowners can choose to be added to a wait list for their preferred time. If a slot becomes available during that time, Homeowners on the wait list will receive an email. The first individual to respond to the wait list email will be assigned to the open slot.

### ACCESS POLICY

- Maximum of six (6) individuals will be permitted inside FH Fit at any given time.
- Only enrolled Homeowners are permitted. Guests are not permitted at this time. Homeowner Cards must be presented upon arrival at FH Fit.
- Homeowners must have completed their Seasonal Homeowner Waiver prior to visiting FH Fit.
- Masks must be worn when entering FH Fit, and while travelling between exercise stations. Masks can be removed while actively exercising.
- All equipment must be thoroughly wiped down with the cleaning products provided at the Sanitization Stations between each use.

## Friday Harbour Resort Property

### MARINA

- RENTERS are not permitted to enter the Marina in a non-motorized watercraft (canoe, kayak, SUP, etc.).



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#### NATURE PRESERVE

- The RENTER(S) agree to read and observe all posted signage in the Nature Preserve, including, but not limited to:
  - Staying on marked trails
  - Keeping pets on a leash
  - Picking up after pets
  - Disposing of trash in proper receptacles
- The RENTER understands that conditions (weather, mud, etc.) are variable and that they must exercise caution, pre-planning and good judgment.
- The RENTER understands that the Nature Preserve trails are multi-use and that they must respect all users.

#### GENERAL RULES

- The RENTER(S) must follow and obey the rules of the road at all times.
- Smoking is restricted to designated areas on Resort property.