



## WINTER RECREATION POLICIES

### BOOKING POLICIES:

#### GENERAL

- All required bookings or reservations must be made in advance, online through the Friday Harbour website using the booking engine, Xola.
- 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-ups for bookable activities will be accepted after all booked participants have been checked in and if spots are available.
- A COVID screening will be performed upon check-in.

### CANCELATION POLICY:

- Cancelling more than 48 hours in advance = 100% refund
- Cancelling between 48-24 hours in advance = 50% refund
- Cancelling within 24 hours = 0% refund
- If cancelling more than 24 hours in advance, please contact [recreation@fridayharbour.com](mailto:recreation@fridayharbour.com) to have a member of the Recreation Team authorize the refund.
  - 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.

## EQUIPMENT 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 10% 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.
- 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.
- 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.
- In the event the RENTER returns equipment before the rental period is over, there will be no refund issued for the remaining time of the rental period.

## EQUIPMENT RENTAL PERIODS

- RENTER understands that all equipment is available on a first-come, first-served basis.
  - This means that Friday Harbour cannot reserve any recreational rentals ahead of time, and sizes cannot be guaranteed.
- All fat bike, cross country ski, and snowshoe equipment rentals are based on a two-hour time-period.
- All skate equipment rentals, including skate aids, are based on a one-hour time-period.
- The RENTER agrees to return equipment rentals on, or before the rental period expiration.
- If equipment is rented with less time remaining in the rental period before close, the RENTER understands that the rental price will not be discounted.
- Rentals must be returned no later than 15 minutes before close daily.
- If the RENTER wishes to use equipment for longer than the rental period, the RENTER must return the equipment on, or before the rental period end time and sign out the equipment again.
- A waiver must be completed by all RENTERS before equipment use.

## EQUIPMENT RENTAL AND FACILITY CLOSURES

- Friday Harbour may temporarily seize any and all rentals and/or close facilities due to, but not limited to, high winds, snow fall, unsafe conditions, 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, 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, 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.
- RENTER is responsible for all personal belongings. Friday Harbour will not store or be in the care of RENTER's personal belongings.

## 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.
- 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, snow, ice, 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. helmet, etc.) 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.

RENTER 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.

#### LIABILITY

- Each RENTER 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+) with them while operating or using equipment and Recreation facilities.
- Public guest, Marina Members' and The Nest Members' waivers are only valid on the day of signing.
- Homeowner waivers are valid from November 1 to April 30.

## ICE RINK AND GLICE

### BOOKING POLICIES

- Advanced booking, payment and waivers must be completed by all skaters before entry into Centre 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 FH.
- Participants should arrive 15 minutes prior to their scheduled time to check-in for the activity.
- Walk-ups will be accepted if spots are available with credit card payment only.
- Booking periods are one hour at a time.
  - When the hour is up, all skaters will be asked to vacate the rink and Glice, even if two consecutive periods have been booked.
- Booking 5 or more people entitles the booking to a 10% discount.
- Cancellations and date changes can be made through the "Manage My Booking" link in the confirmation email up to 48 hours prior to the booking time. Patrons wishing to make cancellations and date changes within 48 hours must contact [recreation@fridayharbour.com](mailto:recreation@fridayharbour.com).
- Cancellation policy is in effect for Ice Rink and Glice bookings.
- Each hour booking can accommodate up to 25 skaters maximum on the Glice and 15 on the rink.
- There is no limit to the amount of bookings created per person.
- Bookings must be made in advance and can be made up until the end date.
- Homeowner ID is required at check-in.

## GENERAL

- A COVID screening will be performed at check-in.
- Skaters using the ice rink or Glace 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 equipment on the ice during leisure skate times).
- Homeowner skate times on the ice rink are reserved exclusively for Homeowners only. Proof of ID required.
- Skaters may be asked to leave or use of the ice rink and/or Glace may be denied if:
  - Users appear intoxicated
  - Vandalism of rink/Glace, equipment etc. occurs
  - Abuse or harassment of staff or other skaters occurs
  - An attempt is made to gain access to the rink / Glace 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 and Glace does not include skate equipment rentals and vice versa.
- Public will only be able to access the Ice Rink during the designated public skate and shinny times and regular rates will apply. Advanced booking is required.
- Homeowners can access the rink at any time during operational hours free of charge with a booking, valid Homeowner ID card, and valid seasonal waiver.
- All Homeowners and Guests must check-in at Centre Ice (the Harbour Master Building) prior to entering the rink and Glace.
- Proof of booking is required before entering the rink and Glace as is a signed waiver for all skaters.
- Hockey sticks, pucks and nets are not permitted on the Glace surface at any time.
- No personal belongings will be stored by staff in the Harbour Master Building or the Access Hut.
- Children under 12 years must always be accompanied by a parent or legal guardian at all times.
- Last call for skate and helmet rentals is 8:00pm daily.
- COVID regulations, including mandatory mask wearing, social distancing and capacities will be strongly adhered to.

## ICE RINK AND GLACE CODE OF CONDUCT

- Alcohol and drug consumption are not allowed in or around the rink and Glace.
- A CSA approved helmet must be worn by everyone on the rink and Glace surfaces AT ALL TIMES.
- No Homeowner or Guest is permitted on the rink or Glace surface without skates.
- Strollers, baby carriers, backpacks, chairs or any homemade skate assistance aid will not be 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 time on the rink.
- Inappropriate or unsafe behavior will not be permitted.
- No headsets, cell phones, cameras or handheld devices are to be used while skating.
- No food or drink on the rink or Glace surfaces.
- Homeowners 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.
- All equipment to be returned prior to close.

## SHINNY HOCKEY RULES

- A CSA approved helmet must be worn on the rink surface AT ALL TIMES.
- This is a non-contact activity.
- Pucks are to stay on the ice AT ALL TIMES - no slap shots.
- Any behaviour that does not support fair play towards other Homeowners 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.
- 14+ shinny time is reserved for ages 14 and up. Children under 14 are not permitted on the ice at this time.
- Shinny hockey equipment is only permitted on the rink during designated shinny times.
- Shinny hockey time is for practice only.

## RINK AND GLACE CAPACITY

### GENERAL:

- Children and adults: up to 60 people on the rink at one time.
- Adults: up to 40 people on the rink at one time.

- During COVID-19 Regulations-GlICE:
  - All ages: 25 people at one time.
- During COVID-19 Regulations-Rink:
  - All ages: 15 people at one time.

## RINK AND GLICE CLOSURES

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

## CROSS COUNTRY SKIING

### GENERAL

- Cross country skis are first-come, first-served. Sizes cannot be guaranteed.

### 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.

### 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.

## SNOWSHOEING AND FAT BIKING

### GENERAL

- 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 at all times 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 RENTERS prior to borrowing equipment.
- Children under 12 years must always be accompanied by a parent or legal guardian at all times.
- Last call for snowshoe and fat bike rentals is 4:00pm daily.

## LUMA LIGHT TRAIL

### BOOKING POLICIES

- Advanced booking and payment are required. Walk-ins will not be accepted.
- Tickets are bookable through Xola every 15 minutes starting at 5:00pm Thursday to Sunday. Last bookable time is 8:30pm.
- A maximum of 25 people are permitted on the trail every 15 minutes.
- Booking 5 or more people entitles the booking to a 10% discount.
- Cancellations and date changes can be made through the "Manage My Booking" link in the confirmation email up to 48 hours prior to the booking time.
  - Patrons wishing to make cancellations and date changes within 48 hours must contact [recreation@fridayharbour.com](mailto:recreation@fridayharbour.com).
- Cancellation policy is in effect.
- No individual cancellations will be accepted due to weather.
- Friday Harbour will issue full refunds for any cancellations made on behalf of FH.
- There is no limit to the amount of bookings created per person.

- Bookings must be made in advance and can be made up until the end date.
- COVID regulations, including mandatory mask wearing, social distancing and capacities will be strongly adhered to.

## GENERAL

- Do not touch or climb any light fixtures.
- Please stay on marked trails.
- Pets must remain on leash. Please pick up after your pet.
- This is an outdoor activity. Please dress for the weather and wear appropriate footwear.
- Trail may be snow packed, icy, or muddy in sections. Please exercise caution.
- COVID regulations, including mandatory mask wearing, social distancing and capacities will be strongly adhered to.
- A COVID screening will be performed at check-in.
- Children under 12 years must always be accompanied by a parent or legal guardian at all times.

## FH FIT

### BOOKING POLICIES

- FH Fit reservations are limited to one-hour (60 Minute) intervals.
- Homeowners should be prepared to wait outside during check-in process to avoid crowding and to adhere to capacity restrictions.
- All Homeowners must book their time at FH Fit ahead of time online. Booking are available through a Homeowner Xola link, located on Owners Channel.
- Homeowners must make their own bookings. The Experience Team and the Rec Team are not responsible for making bookings.
- Bookings can be made up to 72 hours in advance.
- At this time, no Guests are permitted.
- No more than one (1) advance one-hour booking may be arranged per unit per day.

### 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 eight (8) 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.
- A COVID screening will be performed at check-in.
- Masks must be worn when entering and exiting 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 before and after each use.
- COVID regulations, including mandatory mask wearing, social distancing and capacities will be strongly adhered to.

## FRIDAY HARBOUR RESORT PROPERTY

### MARINA

- The RENTER agrees to read and observe all posted signage, including, but not limited to staying off the marked Boardwalks.
- Under no circumstances will RENTER(S) enter onto the frozen lake water in the Marina, lake or beach areas with rented equipment.

### NATURE PRESERVE

- All individuals using the trails in the Nature Preserve 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.
- Conditions (weather, snow, ice, etc.) are variable and caution, pre-planning and good judgment must be exercised.
- 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.

## Locker Rentals

- Lockers are not available for rent at this time.