



Rental Policies

General Guidelines:

1. The use of alcohol, marijuana and any non-prescription drugs (controlled substances) is strictly prohibited on Property. Smoking is permitted only at the smoking pit in front of the Quonset building by the RV Park. Violation will be cause for immediate dismissal without refund as per section 6.1 of the *Facilities Use Agreement*.
2. Possession or use of any weapon, firearm, fireworks, or paintball gun is strictly prohibited on Property.
3. Pets are not permitted on Property.
4. Fire Code requirements, including maximum occupancy limits, must be observed at all times.
5. The User is responsible to ensure proper supervision of minor guests (under the age of 18) adults at all times, including in the pool. Overnight lodging will not be permitted for minors without adult supervision.
6. Pool rules are posted outside the pool gate and must be strictly adhered to. Failure to abide by these rules may result in termination of pool use for the remainder of the Term.
7. The Owner reserves the right to book another group simultaneously if capacity of Facilities permits.
8. The Owner provides access to the following on-site amenities free of charge, and according to weather and other conditions: outdoor pool, canoeing/kayaking, mini golf course, outdoor sports court, playground, horseshoe pits, tether balls, floor hockey, hammocks, fire pits and outdoor walking trails. The User and their guests are required to sign a liability waiver for access to any of the above mentioned amenities. Please note that availability of these amenities is not guaranteed to any User.
9. Amenities that may be available by the Owner upon request and for an additional fee include: archery, rock climbing (climbing tower), and low ropes. When requesting access to these amenities, the User is responsible to identify and hire an external, certified professional to operate said amenities, apart from the Owner. To be granted access to said amenities, both the User and the external, certified professional are required to provide proof of a minimum of \$2,000,000 in commercial general liability limits and add the Governing Council of the Salvation Army in Canada as an additional insured. The Owner will have no involvement in the hiring or operating of the equipment by the User, and will not be held liable for any injury resulting from use of these amenities. The User and their guests are required to sign a liability waiver for access to any of the above mentioned amenities.
10. The Owner does not administrate programming. The User is responsible for their own speakers, counselors, ushers, first aid attendants, nurses, and any other personnel connected to the program. Sound/tech providers may be available by the Owner upon request, and for an additional fee.



11. All vehicles must be parked in the designated parking areas only (beside the dining hall and in the parking lot beside the canteen).
12. The User and their guests are expected to respect the rights of others. The User will be responsible to ensure that all guests observe the 11:00pm to 7:00am quiet hours.
13. The User and its guests must respect others' use of the Property and must not interfere with the activities or events of other users of the Property.
14. A final attendance number must be provided to the Owner **at least 10 days** prior to your event. The registration for the Users event should then be closed to avoid further guests registering. Please be aware that the User will be charged **the full amount** for meals based on the final attendance number provided, even if certain guests fail to show. The Owner orders food based on final numbers provided, so there are **no exceptions** to this policy.

Deposit/Payment Information:

15. To reserve a booking date, a deposit of \$250 is required for groups less than 50 guests; \$500 for groups between 50-100 guests; and \$750 for groups exceeding 100 guests. Dates will **NOT** be held until the deposit has been paid.
16. The deposit can be paid via cheque made payable to The Salvation Army Pine Lake Camp; via credit card over the phone; OR by cash, debit, or credit on site at our facility. An appointment must be arranged by the User for in-person payment.
17. The deposit will be used to hold the reservation date and cover any damages the facilities may obtain as a result of the Users stay. Once the group has left the property, a thorough inspection of the used Facilities will be completed, and the User will be charged for any damages.

Food Service:

18. Breakfast will be served at 8:00am, lunch at 12:00pm, and dinner at 5:00pm, unless otherwise agreed upon by the User and the Owner.
19. Meal times must be strictly adhered to. This maintains quality of food and ensures staff can work efficiently within their scheduled hours. Meals will be cleared away one hour after the meal time was intended to start. There will be no refunds for guests who miss meals.
20. An additional \$3/pp/meal will be charged for any allergies/dietary restrictions. This information must be given to the Owner at least **10 days prior** to your event, or accommodation may not be provided. Preferences, such as a group member not favoring a certain meal or ingredient, will not be accommodated, and these guests are expected to provide their own meal.



21. Meals are served buffet-style. If the User requires that the Owner serve guests, an additional fee of \$2/pp/per meal will be charged.
22. The User is responsible to ensure that guests clean-up their own tables/put their dishes in the appropriate bins following meals in a timely manner. This allows the Owner appropriate time to wash dishes and prepare for the next meal. If the Owner is required to clear away dishes that are left behind or not cleared in a timely manner, an extra fee of \$2/table will be charged.

Facility Care & Check-in/Check-out Times:

23. Check-in is no earlier than 3:00pm on the day of arrival, and check-out is no later than 11:00am on the day of departure. The User and other group leaders can arrive on site as early as 10:00am on the day of arrival to set-up/decorate, however, lodging facilities may not be available until 3:00pm. The User and their guests can also continue to use any common spaces until 4:00pm on the day of departure, but guests must be checked out of their rooms/lodging area by 11:00am.
24. Any guests that have arranged to come a night earlier than the event are required to check-in with the Owner no earlier than 7:00pm, unless otherwise agreed upon by the User and Owner.
25. The User must contact the Owner upon arrival and departure of the grounds. The User will be required to do a walk-through of the facilities with the Hospitality Manager upon arrival and departure of the Property. This must be done before attendees are allowed on site.
26. Furniture, beds, game tables, etc. are not to be moved or rearranged except by permission of the Owner.
27. Buildings, structures and trees are not to be climbed, altered or defaced in any way (this includes graffiti, as well as hanging or putting anything on or into the walls). If the User or their guests are taping schedules, meal plans, decorations etc. on the walls, the User will be responsible to use painters tape and ensure the posters are discarded prior to the Users departure from the camp. The User will be charged a take down fee of \$10/space if the Owner is required to remove any paperwork or decorations from walls.
28. The User and their guests are required to bring appropriate bedding for their sleeping arrangements, including towels and personal care/hygiene items. A \$10 fee per set of linens, and a \$2 fee per towel will be charged to the User, should guests fail to bring their own. Additional towels and bedding can be requested for an additional fee.
29. The Owner provides tea and coffee in all lodging areas for your enjoyment, as well as linens/towels for Evergreen guests ONLY; however, all other necessities will be the responsibility of the User and their guests (i.e. water bottles, bug spray, sunscreen, firewood, matches, etc.).
30. In inclement weather, shoes must be removed upon entering buildings. The User should notify guests to bring indoor shoes.
31. The User understands that the Owner has the final authority on all matters relating to the use of the Property and its Facilities, and agrees to pay for any damages to the Property beyond normal wear caused by the User and/or their guests.