



# Registration Notes & Conditions of Enrolment Wanakita Winter Lodge

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Please read the information below before signing and submitting your registration forms.

## REGISTRATION NOTES

- 1) Please note that reservations WILL NOT be held without proper deposits or paperwork. Reservations are on a first come first served basis.
- 2) All guests aged 12+ will be required to provide proof that they are fully vaccinated by showing their Ontario COVID-19 vaccine certificate with QR code printed or electronically; which clearly shows that they have received their second dose of vaccine at least 14-days before their check-in date. Individuals who possess proof of vaccination from out of province must contact our office at least 1-week in advance to confirm if their proof of vaccination will be accepted. Guests who cannot provide their Ontario vaccine certificate, or who do not receive prior approval for alternate proof of vaccination, showing a full series of vaccinations with the final dose at least 14 days prior to check-in will be turned away and will not be eligible to enter the Wanakita property. To get a vaccine certificate, visit: <https://covid-19.ontario.ca/get-proof/>
- 3) Registration forms must be accompanied by either full payment OR by the 50% non-refundable deposit for your stay. All balances are due one week prior to arrival. Failure to comply with the payment schedule may forfeit your reservation. The guest organizing the visit (main contact) must ensure that payment methods are valid until the final payment date.
- 4) Refundable Damage Deposit - The main contact shall remit a \$250 Damage Deposit at the time of booking for a Wanakita Winter Lodge visit. YMCA Wanakita shall have the right, in its sole discretion, to apply the Guest's Damage Deposit to any additional fees or costs incurred. Guests will be responsible for any deficiency. If no fees or costs are incurred, YMCA Wanakita will return the entire amount of the Guest's Damage Deposit to the Guest back in the same fashion payment was made within 14 days after conclusion of the Guest's visit. e.g. a damage deposit will be refunded back to the same card the payment was initially made from.
- 5) Confirmation of registration will be sent to you upon receipt of completed registration forms and deposit. It is the responsibility of the guest to ensure that we have correct contact information.
- 6) Wanakita Winter Lodge registrations are subject to a 50% non-refundable deposit. Cancellations received in writing 7 days or more prior to the Guest's scheduled arrival date will be eligible for refund of all fees paid less the 50% non-refundable deposit. No refund will be eligible if the cancellation is received within the 7 days prior to the scheduled arrival. Refunds will not be granted if guests arrive late, leave early, or if a guest is sent home for a breach of conditions of enrollment. YMCA Wanakita reserves all rights to charge any outstanding balance to the credit card or EFT account on file unless other methods of payments have been provided. In case of major illness, injury or a serious family situation, a pro-rated refund will be credited to the guest.
- 7) Transportation to and from Wanakita is the responsibility of the guest.
- 8) YMCA Wanakita reserves the right to cancel any visits if minimum numbers of guests have not registered. Full refunds will be issued if this occurs.

## CONDITIONS OF ENROLMENT

- 1) YMCA Wanakita Winter Lodge is a shared experience for all to enjoy. Each of us can make it better for everyone by being considerate of others. All guests, volunteers and staff pledge to treat one another with respect and dignity. Behaviour that prevents others from enjoying a positive experience will not be tolerated. If necessary guests may be asked to leave due to inappropriate behavior. Please ensure all guests in your group are aware of this. Behaviour that would not be acceptable at home, school, work or community will not be tolerated at Wanakita.
- 2) In registering to visit YMCA Wanakita, permission is assumed for any adult, youth or child to participate in activities and with this authorization, the Senior Regional Manager and/or his appointed staff in the event of accident, injury or illness affecting the guest, to administer all medical and other procedures including admission to hospital and all other necessary treatment.

- 3) It is understood that the guest may use their own equipment while on our site and that any damage to your own equipment or injury incurred from using such is not the responsibility of YMCA Wanakita and the YMCA of HBB.
- 4) It is understood that photographs and/or video taken at YMCA Wanakita may be used in promotional materials and therefore guests would consent to such use by YMCA Wanakita and the YMCA.
- 5) It is assumed that all guests are in good health and upon arrival at Wanakita have not been exposed to any communicable or infectious diseases. If it is found that this is not the case, at the sole discretion of YMCA Wanakita, and in consultation with local Public Health, guests would be asked to quarantine at Wanakita until health returns, or where necessary asked to return home.
- 6) After registration, important information will be sent such as waiver forms, what to bring to Wanakita and other policies (smoking, alcohol, visitors while at Wanakita, etc). It is expected that guests, share with other guests in their group, read and comply with this information so that their YMCA Wanakita experience can be as successful and rewarding as possible.

## OUR PRIVACY POLICY

The YMCA of Hamilton/Burlington/Brantford and YMCA Wanakita respect the rights of individuals to the protection of their personal information. We appreciate your concern about your personal information, and believe ensuring the security of your personal information is an important part of our job. We strive to protect any personal information your Group gives to the YMCA of Hamilton/ Burlington/Brantford and YMCA Wanakita. If we ask you to provide us with any personal information, we will tell you the purposes for which we intend to use that information. We will not collect, use, or disclose your personal information without your written consent. We collect no personal information about you unless you choose to provide that information to us. We do not use techniques that collect personal information about you without your knowledge.

YMCA of Hamilton/Burlington/Brantford/YMCA Wanakita do not sell personal information they collect. We will not disclose your personal information to anyone else without your prior knowledge or consent, except with agents or contractors of YMCA of Hamilton/Burlington/Brantford who perform services for us, when required by a government body or agency, or as permitted by law. It is our intention to fully comply with the *Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5)*, for your benefit and ours.

YMCA of Hamilton/Burlington/Brantford's and YMCA Wanakita's purposes for collecting personal information include:

- a) To establish and maintain responsible relationships with its guests, members, donors, parents/guardians, staff and volunteers;
- b) To manage, develop and enhance YMCA operations, programs and services;
- c) To acknowledge gifts, issue tax receipts, and other administrative requirements including information requests;
- d) To process and collect fees for service;
- e) To assess participants' needs;
- f) To conduct guest satisfaction research;
- g) To determine program, service, employment or volunteer eligibility;
- h) To provide safe and secure YMCA environments;
- i) To collect data for statistical purposes;
- j) To better understand the changing needs of communities we serve;
- k) To communicate a range of programs, services, and philanthropic opportunities that benefit people we serve;
- l) For administration, management, strategic planning, decision-making, research, and allocating of resources within the YMCA;
- m) For fundraising and marketing; and
- n) To meet legal, regulatory and contractual requirements.