



# **PLEASANT BAY CAMP FAMILY CAMP POLICY HANDBOOK**

REVISED NOVEMBER 2023

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## General

**The order of priority of documents which govern PBC is as follows:**

- 1. Ontario Non-Profit Corporations Act (ONCA)**
- 2. PBC’s Bylaw**
- 3. Signed Leases**
- 4. This policy manual**

**Notwithstanding the order of priority listed above, unless otherwise specified, this document applies to all lots at Pleasant Bay Camp.**

## Agreement

**This handbook along with PBC’s Code of Conduct & Harassment Policy, as attached to this manual, form the agreement between Pleasant Bay Bible Conference Grounds Inc. and the Lessees. They are designed to help Pleasant Bay Camp fulfil its mission, maintain high spiritual standards, avoid misunderstandings, and ensure the safety, protection, and comfort of everyone at PBC. As a lessee at Pleasant Bay Bible Conference Grounds Inc. you agree that you have read, understand and will abide by this policy manual including the Code of Conduct and Harassment Policy.**

## Mission & Vision

To offer a family atmosphere setting that provides for both the personal and spiritual needs of those who spend time with us.

## Mission Rules

Because PBC is first and foremost a place of spiritual ministry and enrichment, the following apply:

1. All those registered as lessees including all registered family members of the lessee are expected to conduct themselves in accordance with biblical example and the mandates outlined in the PBC by-laws.
2. The ministry of PBC centres on the Word of God; therefore, it is encouraged that residents and guests will attend and support the chapel services at PBC. Parents should seek to have their children participate in the Children and Youth ministries available.
3. The waterfront will be closed during Chapel hours on Sunday. Sunday is a day of rest and therefore, manual work is discouraged.
4. Offensive language and profanity are not permitted at PBC.
5. The consumption of Alcoholic Beverages at PBC is prohibited.
6. Smoking is discouraged but permitted in the privacy of the occupant's campsite.
7. The use on non-medical drugs is strictly prohibited on the PBC grounds.
8. Residents and guest are expected to use Christian moral discretion in the choice of attire, swim wear and sportswear. Swimsuit coverups are required when walking through the campgrounds.

PBC's commitment is to the safety and comfort of our campers therefore, the following apply:

## Operational Rules

### Seasons:

1. **ON-SEASON:** May 1<sup>st</sup> through Thanksgiving weekend. During the On-Season, PBC will be regularly staffed, and all services as described in this handbook are available.
2. **OFF-SEASON:** All dates outside the "On-Season". During the Off-Season, PBC is not staffed nor are any of the services listed in this handbook offered.

### Usage for Trailer Lots:

1. ON-SEASON: All the following services, policies and procedures contained in this document apply to camp usage during the On-Season.
2. OFF-SEASON: Lessees may visit and/or occupy their trailer during the off-season at their discretion however, the following provisions apply:
  - a. Lots are for seasonal use only, are not mobile homes, and cannot be used as a permanent or principal residence.
  - b. Lessees understand and agree that there will be absolutely no expectation of any services that are provided during the on-season, including available staff and they shall not contact camp staff unless there is an emergency.
  - c. Lessees agree that there shall be no expectation of any snow removal except for that provided in the lake Lot leases.
  - d. Black water (sewage/waste) dumps at the bathrooms are not to be used.
  - e. Any stay exceeding (7) seven nights shall be approved by the Board of Directors in advance.
  - f. The Lessee(s) acknowledge that they have willingly assumed, without restriction, all risks arising from their use of the site and the campground at PBC during the Off-Season.

## **1.0 Site Registration & General Rules:**

1. Lessees must submit a completed Annual Trailer Lot Lease or shall renew their Lake Lot Lease per the provisions for doing so written therein. The due date annually to do this is before May 1<sup>st</sup> of the given year (the start of the On-Season).
2. In consideration of others, quiet time is between 11:00 pm and 8:00 am.
3. PBC assumes no liability for any damage, theft, fire, vandalism, etc. to your trailer or belongings. Occupants must maintain sufficient property and liability insurance for their trailer and belongings.

### **1.1 Visitors/Overnight Guests:**

#### **VISITORS:**

- **NON-REGISTERED FAMILY MEMBERS:** This includes the Lessee's parents, grandparents, in-laws, grandchildren, and non-dependant children.
- **GUESTS:** This includes anyone who is not a "Non-Registered Family member" as described above.
- All visitors must be registered with the camp manager prior to arrival at the camp.
- Lessee's must provide the Camp Manager with the following information for visitors:
  - Names of all visitors & whether they are Guests or Non-Registered Family members.
  - Expected length of stay.
  - Make, model, colour, and license plate number of any vehicles.
  - Any pets accompanying visitors. ***The Lessee hereby undertakes and agrees that they will inform any visitors attending their site with maximum (1) one visiting pet as to all rules and regulations as published in the "Pet Agreement" found in the Annual Trailer Lot Lease form and in section "15 – Pets" of this manual. This must be communicated to them prior to their arrival. The Lessee is responsible for the observance of the pet rules and regulations by their visitors.***
- **Trailer lots only:** Non-Registered Family Members may use the Lessee's trailer if the registered occupant(s) are not present.
- Lessees must ensure that no one under the age of 18 is left unsupervised overnight.
- The Lessee hereby undertakes and agrees that they will inform any visitors attending their site as to all rules and regulations as published in this Campground Handbook. This must be communicated to them prior to their arrival. The Lessee is responsible for the observance of these rules and regulations, by their visitors.

## **2.0 Applying to Lease a Trailer Lot**

The potential Lessee must contact the Family Camp Manager to apply.

1. The Family Camp Manager will set up a brief interview with the potential Lessee.
2. The Family Camp Manager will advise the Board of Directors of any successful applicants.
3. The Board of Directors shall ratify the decision of the Family Camp Manager.
4. Following approval or rejection, the applicant is notified in writing or by phone.
5. Successful applicants will be added to the waiting list.

### **3.0 Term, Payment, & Fees**

#### **3.1 Term of Trailer Lot Lease**

The term of the lease is (1) one year and runs from the 1<sup>st</sup> of May of the year indicated on the online Annual Trailer Lot Lease form through to the 30<sup>th</sup> of April the following year. Leases are renewable solely at the option of Pleasant Bay Camp.

#### **3.2 Fees**

Lessees will be invoiced annually in early spring per the [fee schedule](#) found on the camp website. Payment must be made in full by the payment due date.

#### **3.3 Overdue fees**

Any charges or payments overdue by 90 days from the payment due date shall be charged interest at 10% of the total overdue.

A fee of \$50.00 will be charged on all NSF cheques.

#### **3.4 Accounts in Arrears**

Should an account remain in arrears beyond 6 months of the payment due date, the property on the lot is subject to removal & storage at PBC's discretion, per the Terms & Conditions of the lease. The Lessee indemnifies PBC from any loss or damage to property being removed/stored under these circumstances and all associated costs for removal & storage shall be invoiced to the Lessee.

### **4.0 Transferring Trailer Lots/Selling Trailers/New Trailers, Trailer Lot Use & General Leased lot Policy.**

The Board of Directors of Pleasant Bay Camp reserves the right of control over all lot usage.

#### **4.1 Selling Privately Owned Property on Trailer Lots – General:**

- A. Restrictions due to Age/Condition:
  - i. Any privately owned property greater than 20-years-old requires the written approval of the Family Camp Manager unless selling to an outside buyer where the property is being removed from PBC.
  - ii. PBC reserves the right to deny the sale of any privately owned property that is more than 20 years old, or that is deemed to be unsafe or unsightly.
  - iii. Reasonable judgment shall be used in assessment in these cases.
- B. Fees:
  - i. An administration fee of **\$200 shall be paid in full, up front, prior** to proceeding with ANY other steps involved in section 4.0.
- C. Rights & Responsibilities:
  - i. The Lessee has no stake in ownership/value of the lot/land which remains under the sole control and ownership of PBC.
- D. Negotiations:
  - i. All selling/purchasing negotiations for privately owned assets will be done between the Lessee and potential buyer. PBC will not be involved.
- E. Unpaid/Pro-Rated Fees:
  - i. The onus is on the current Lessee to ensure that all outstanding fees or any pro-rated fees have been paid in full to PBC.

#### **4.2 Trailer Lot Transfers/Ending a Trailer Lot Lease:**

When a lessee chooses not to renew their lease or transfer to another lot:

**A. The following principles will apply:**

1. The Lessee reserves the right to sell all privately owned assets currently on the lot ***as a condition*** of lot transfer; “4.1 A” above applies to all sales.
2. In all cases, any successor is subject to “2.0 Applying to Lease a Trailer Lot”.
3. If the Lessee and the potential buyer cannot come to a mutual agreement on the price, the Lessee is under no obligation to transfer the lot to that potential buyer and the steps outlined in “B” below will apply.
4. All waiting lists for the purposes of lot succession are maintained on a first come, first served basis by the Family Camp Manager.
5. No refund of any fees whatsoever will be remitted to the current lessee when ending a lease early.

**B. The following steps will be followed:**

1. Priority for available lots shall conform to the following process in this order:
  - a) The lessee can choose to transfer their lot to:
    - Their own child
    - Their own grandchild; then:
  - b) Current PBC lessees according to the “PBC Internal Waiting List” maintained by the Family Camp Manager.
    - If there is no one on the list, or no one on this list wants what is available; then:
  - c) All other PBC Lessees:
    - An email will be sent to current PBC trailer lot lessees informing them that the lot has become available.
    - A waiting period of one week shall be given to respond to the Family Camp Manager after which time the process will proceed to the next step; then:
  - d) External applicants via the “PBC External Waiting List” maintained by the Family Camp Manager, according to the order listed; then:
  - e) If none of the above options “a-d” are successful, the Lessee has the option of continuing to renew their lease. Should they choose not to renew their lease, they shall have all private property and assets including their trailer removed from the lot no later than the end of the lease term.
    - The provisions of “3.4 Accounts in Arrears” will apply to any privately owned property including the trailer remaining on a lot beyond the end of the lease term.

#### **4.3 Multiple Lots**

- Lessees can lease only one (1) trailer lot at a time.
- Upon obtaining a new lot, the Lessee has 14 days from the date they signed the new lease to vacate the original lot.
  - Should a Lessee’s privately owned property remain on the original lot beyond the 14-day period, the Lessee will be charged all regular Trailer Lot Fees for both lots.
- The provisions of 4.1, and 4.2 above apply to the original lot.

#### **4.4 Multi-RV Restrictions**

- Only one recreational vehicle may be set up on each trailer lot.
- One tent per trailer lot in addition to an RV may be set up on a temporary basis.

#### **4.5 Subletting**

- **SUBLETTING:** is the re-renting of property by an existing tenant to a new third-party for a portion of the tenants existing lease contract.
- Subletting is strictly prohibited.

#### **5.0 Moving Trailers on Trailer Lots - New and Existing**

**Note:** Moving of trailers shall only occur between April - June and September - October, Monday - Saturday.

- ALL trailer movements, new and existing must be pre-approved by the Family Camp Manager.
- A written description detailing the move must be submitted to the Family Camp Manager prior to the move.
- The cost of moving trailers is outlined in the [Family Camp Fee Schedule](#).
- Applications for a move must be submitted 2 weeks prior to the intended date of move.
- New and existing trailers must fit within the dimensions of the lot and be directionally parallel with the road in front of the unit.
- The cleaning up of the old site is the responsibility of the Lessee whose trailer has been moved from that site.
- Lessees will be invoiced for the cost of any lots left uncleaned upon moving.

#### **6.0 Specific Trailer Requirements for Trailer Lots**

##### **6.1 Size Restrictions**

The maximum size for RVs including park models is 40' x 12'.

##### **6.2 Age of Trailers**

Trailers that are new to the park or that are to be sold within the park, will require the written approval of the President of the Board of Directors if the age of the trailer is more than 20 years old. This policy is to ensure that older trailers are structurally safe and well maintained for continued use at Pleasant Bay Camp.

##### **6.3 Skirts**

Travel trailers may have skirts providing skirting material is aesthetically pleasing. Skirting is encouraged for trailers sitting more than 24" off the ground.

##### **6.4 Wheels and Tongue**

Wheels may not be removed. Tongue may be removed from park models but need to be stored and readily available.

##### **6.5 Black and Grey Water**

All trailers and park models must have a factory installed black water (human waste) holding tank. Grey water, (primarily sink and shower water) may be discharged by current municipal standards. Any issues arising must be fixed by the Lessee at their own expense. Sewage dump stations are located at the upper and lower bathrooms.



## 6.6 Propane Tanks

For safety reasons, propane tanks must be properly and securely attached to the unit. Extra tanks must be stored out of sight in a safe location away from the access of children. Expired must be disposed of according to local municipal laws by the Lessee.

## 7.0 Lot Regulations

### 7.1 Lot Maintenance

Lessees are responsible for the general upkeep of their lot. At a minimum this means mowing the grass but may include personal gardening. Pleasant Bay Camp will clear unsightly lots at the expense of the Lessee. The costs are listed in the [Family Camp Fee Schedule](#).

### 7.2 Natural Habitat

Trees may not be cut down except with written permission from the Family Camp Manager regardless of the tree's location. This does not mean regular maintenance and pruning of personal plants on a Lessee's lot.

## 8.0 Lot Utilities and Services:

### 8.1 Potable Water – Trailer Lots

- Potable water will be provided to each lot by Pleasant Bay Camp, the cost of which is included in the annual fee.
- Tap water must be used conservatively to ensure the supply lasts all summer and to limit the cost of filtering and treatment at a sustainable level.
- Lessees are expected to make every effort to use water sources other than the potable water system, such as pumping directly from the lake, where available, for the following purposes:
  - Trailers may be washed once per year.
  - Use of potable water for the upkeep of grass shall be limited to establishing new growth only, and only between April – May and September – October.
  - Established grass is not to be watered using the potable water system.
  - Plants shall only be watered using potable water on a minimal basis to keep plants alive.
  - During any time where water levels are low, potable water shall not be used to clean trailers or to water plants or grass in any case.
- Potable water is not to be used to wash personal vehicles.

### 8.2 Hydro – Trailer Lots

Hydro Meters are installed on each site and will be read and monitored on a regular basis. An invoice will be forwarded to each Lessee to be paid in full by the date stated. These costs may fluctuate annually based on the cost of such services and the maintenance of the on-site systems to deliver these services to lessees.

Modifications made to the Hydro Meter or Hydro Services supplied to your site are **strictly prohibited**.

### 8.3 Washers & Dryers

- Machines are provided for your convenience; they are located at the back of the upper washrooms.
- A fee to use the machines is required. The fee is posted in the laundry room. Please use the drop box provided to remit the fee.

## 9.0 Lot Enhancement and/or Modification

- Prior to making any enhancements or modifications to their lot, lessees must print the [Lot Modification Form](#) (found on the PBC website) and submit the completed form to the Camp Manager.
- Written approval must be received prior to beginning any work.
- Work must conform to current municipal and camp guidelines and comply with the Terms & Conditions of the lease.
- Approvals will be completed as quickly as possible.
- PBC does not assume responsibility for violation of municipal bylaws on the site by lessees.
- **NOTE:** Any planned construction **must not take place between July 1 – Labour Day – emergency repairs shall not be reasonably withheld...approved by the Family Camp Manager...**

### 9.1 Decks – Trailer Lots

- Decks will not exceed 40' in length or 12' in depth for maximum size.
- Decks will be constructed from Pressure Treated Wood, Cedar, or Composite Decking Material only.
- Pallets shall not be used in any way as decking or in deck construction.
- Decks must meet safety standards and be maintained.
- A lot Enhancement Application must be submitted and approved prior to any construction per 9.0

### 9.2 Sunrooms – Trailer Lots

- Only Factory Built Sunrooms which are specifically engineered for trailers and park models to withstand snow load for this area are permitted.
- Sunrooms will not exceed 12' depth and length will not exceed the length of the trailer or what has been approved by the Family Camp Manager.
- A lot Enhancement Application must be submitted and approved prior to any construction per 9.0

### 9.3 Sheds – Trailer Lots

- Sheds will not exceed 100 sq. ft and will have maximum dimensions of 12' long and 8' high.
- Sheds must be maintained and be visually pleasing to the park.
- Sheds will be located at the rear of the lot.
- Only one shed is permitted per site.
- Sheds must be built to withstand four-season weather conditions.

Pleasant Bay Camp assumes no responsibility for damage to sheds that need to be relocated to allow maintenance or upgrades to the water and/or electrical systems. Sufficient notice will be given prior to any requirement to move a shed or deck in these cases.

#### 9.4 Fire Pits

- All fire pits must be set away from any structure by a minimum distance of 10'
- All lessees must ensure that a fire pit is able to safely contain the fire.
- Campfires are subject to Ministry of Natural Resources and any seasonal restrictions that may from time to time be put into place. Any such fire restrictions in force in the area will apply to all Lessees and guests. Fire Bans will be posted in a visible location. Please check regularly during dry seasons.
- Fires **MUST** always be attended by an adult. Children should not be left unattended.
- Fires **must be completely extinguished** before leaving the area.
- Any burning, other than campfires, will be carried out by camp staff only with the proper burning permit in place.

#### 9.5 Fences and Hedges – Trailer Lots

- Fences and hedges are not permitted.
- A hedge is any row of shrubs over 24" high.
- Pleasant Bay Camp assumes no responsibility for damage to hedges if it is necessary to dig them up for maintenance to hydro or water lines.
- Sufficient notice will be given to the lessee to make arrangements to have the hedge removed.

### 10.0 Motorized Vehicles

**The Highway Traffic Act applies to all motor vehicles operated on all Pleasant Bay Campgrounds.**

**Adherence to posted speed limits must be observed at all times.**

#### 10.1 Registration:

All motor vehicles must be registered via the online Annual Trailer Lot Lease form.

#### 10.2 GENERAL SPEED LIMIT

- Within the campground — **Walking speed OR MAXIMUM 20 Km/h.**
- A warning will be given once. After the second offence the camper will be require to park in one of the parking areas only.

#### 10.3 Cars and Trucks

- All age, license and insurance regulations apply and are strictly enforced.
- Non-licensed driving is not permitted on any Pleasant Bay Camp property.
- The vehicle must be licensed for the highway, have a minimum of \$1,000,000 liability insurance and may only be driven on roads within the camp.
- Passengers are not permitted to ride on laps in any vehicle or in the back of a truck on camp property.

#### 10.4 Golf Carts

- All golf carts must be registered with the Camp Office and have a minimum of \$1,000,000 liability insurance.
- Golf carts will be driven on roads only.
- Golf cart drivers must be a minimum of 16 years old.
- The number of people permitted on the vehicle will be determined by the number of seats provided.
- Standing passengers are prohibited.
- The vehicle's owner will be responsible for any activity of that vehicle on Pleasant Bay Camp Property.

#### 10.5 ATV's, Dirt Bikes & Motorcycles

- All the above must be registered via the online Annual Trailer Lot Lease form filled in at the beginning of each camp season.
- ATV's must have a minimum of \$1,000,000 liability insurance and may only be driven on roads while within the trailer park.
- All drivers must be appropriately licensed to operate the vehicle and be a minimum of 16 years old.
- The driver and all passengers must wear the required safety equipment while riding on the vehicle.

#### 10.6 Vehicle Parking and Storage

- One vehicle is permitted to be parked at each trailer lot.
- Visitor and overflow parking is provided at the Chapel and in the Upper Parking area.
- Vehicles must be parked in a way that does not obstruct the view of other campers.
- Boats are not allowed on trailer lots during camping season.
- Boat storage is provided in the upper field holding area.
- Utility trailers will be stored in the field holding area not on trailer lots.

#### 11.0 Garbage Disposal

- A garbage bin is provided for **general household** garbage disposal.
- Garbage must be bagged and deposited in the bin. Please ensure you get the garbage in the bin and close the lid to discourage racoons and other wild animals.
- This bin is meant for garbage while at the camp. Do not bring garbage from home and deposit in the camp bin. Remember, the cost ultimately goes back to your annual fees.
- Non-household garbage, such as furniture, hazardous waste, construction materials and other large items are not permitted and must be disposed of by the lessee off-site.
- A burn pile is located via the road leading south off the back field.
  - ***This area is NOT A DUMP and is provided for the disposal of FIBROUS materials ONLY such as wooden scrap, cardboard, and yard waste.***
  - All other items are not to be dumped here and are to be properly disposed of as described above.

## **12.0 Safety**

All Lessees are expected to adhere to general safety expectations of Pleasant Bay Camp for their own safety and that of others. This include but is not limited to the following:

- Any refrigerators or freezers not inside a trailer must be in a locked shed to avoid being a hazard to children.
- Bicycles: Campers under the age of 18 must wear helmets.
- **Lessees are NOT to adjust, change or modify any camp electrical breakers or panels under any circumstances.**
- Firearms are prohibited on PBC property between April 1st – End of Thanksgiving Weekend. Permission will be granted for the use of firearms on PBC property on a case-by-case basis outside the above dates. Those wishing to seek said permission must apply to the Board of Directors in writing. All firearms brought onto PBC property where permission is granted, must be contained in a case and use a trigger lock while not in use. Those granted permission to use firearms on PBC property shall carry their own personal liability insurance covering the use of firearms.
- Any extension cords used outdoors must be approved for outdoor use and must not create a potential safety hazard. Cords must not be placed in the way of lawn mowing equipment.
- Trailer Lots: Bunkhouses (additional structures in which people sleep) are strictly forbidden at Pleasant Bay Family Camp as per County bylaws. A tent is allowed on a temporary basis only.
- Coverall-type structures (structures with tarping) are not permitted for storage on individual's trailer lots or public areas such as the back fields during the On-Season.
- Fireworks are prohibited unless authorized by the Camp Manager for public displays.

## **13.0 Waterfront**

### **13.1 General**

- Pleasant Bay Camp provides and maintains waterfront areas for everyone's use. This includes the Beach Swimming area, Beach Playground area, Kayak and Canoe storage, Boat Launch, Docks, and Swim Rafts.
- Boats are only to be operated by licensed boat operators. Boat license cards and safety kits are required in each vessel. Provincial boating laws and requirements are the responsibility of the operator.
- **Absolutely** no boat shall dock at the swim rafts.
- **Absolutely** no boat shall enter swimming area. The swimming area includes the area surrounding the swimming rafts. If waterskiing or tubing, the area on the outside of the docks away from the swimming area shall be used to drop skiers and tubers off.
- Beach equipment and toys must not be left on the beach at the end of the day.
- For safety reasons, large holes dug in the sand are to be filled back in prior to leaving the beach.
- The entire PBC waterfront area is **unsupervised**. **Users make use of these areas AT THEIR OWN RISK**. Children must **never be left unattended in these areas**.
- Fishing from the docks, swim rafts or beach area is prohibited.
- Please report any safety or maintenance concerns immediately to the Maintenance Manager or the Family Camp Manager.
- The waterfront portable toilet provided per 14.0 is a camp wide, shared facility.

### 13.2 Watercraft & Docking

- Dock spaces are not automatically included as part of lease.
- Priority for docking areas will be given to trailer lot lessees as they have no other access to waterfront for storing watercraft.
- WATERCRAFT: include any powered or non-powered vehicle used in the water. This includes all canoes, kayaks, paddle boards and paddle boats.
- All Watercraft that are kept at the waterfront must be registered each year via the Annual Trailer Lot Lease Form.
- The use of any waterfront area or the upper field to store any watercraft for the season is permitted on an annual basis.
- Users will be invoiced per the [fee schedule](#) annually.
- There are a limited number of spaces available on the docks. Users wishing to use a dock space must apply via the online Annual Trailer Lot Lease form.
- Dock spaces will be granted to watercraft on an “as needed” basis.
- Preferred location on docks will be determined based on the following order of priority:
  - Depth of draught
  - Less maneuverability
  - Greater maneuverability
  - Seniority
- Watercraft may be moored to a buoy during the On-Season and shall be positioned so as not to create a hazard to other vessels in the area or so as not to impede the docking or undocking of other vessels.
- Watercraft may be beached along the shoreline during the On-Season and shall be positioned so as not to create a hazard to other vessels in the area or so as not to impede the docking or undocking of other vessels.
  - Watercraft are not to be beached within the swim area.
- Small watercraft shall be stored on the provided racks at the waterfront. Rack spaces are granted on an annual basis to those who have registered watercraft.
- Watercraft - on racks shall not be rearranged by users as those spaces have been paid for by users.

### 14.0 Public Washrooms

*Public washrooms will be cleaned on a regular basis and therefore will be closed during those times.*

- Please do not leave the bathroom untidy when you leave. Make sure the paper towels are put in the waste basket and personal items are taken with you.
- Please do not leave children unattended in the bathrooms or showers.
- Please be considerate of others with the length of your showers. (Ultimately the hot water costs are included in your annual fees.)
- A portable toilet is provided at the waterfront.

### 15.0 Pets

- Family pets are permitted on the grounds subject to the following regulations. **Failure to comply with these rules could result in the pet being expelled from Family Camp.**

- All reasonable attempts to resolve nuisance pet behavioural issues will be made prior to expulsion.
- Any aggressive pet behaviour shall subject the pet to immediate expulsion.
- Expulsions must be approved by the Board of directors.
- **Trailer Lots:** All pets must be registered with Pleasant Bay Camp via the Annual Trailer Lot Lease form.
- **Lake Lots:** All pets must be registered with the Family Camp Manager on an annual basis.
- Certified service animals must be registered the same as all other pets. Owners must provide proof of certification for their pet to be considered a “service animal”.
  - All rules under “15.0 Pets” apply to service animals except for the following:
  - There are no limitations on numbers of service animals per lot or where they are permitted to go on PBC property.
- In general, only one (1) dog per site is permitted.
  - Visitors with (1) dog may bring the total number of dogs permitted to (2) on a strictly temporary basis while the visitor attends PBC.
- All pets, including pets brought by visitors, must have up to date shots. A copy of their vaccination record must be submitted each year along with the Annual Trailer Lot Lease form.
- Owners are responsible to "stoop and scoop" anywhere on PBC property, including their lots, forested pathways, and the back field.
- Owners must not place scoop bags in public garbage cans around the campgrounds. They must be disposed of with your trailer garbage in the garbage bin.
- Every effort must be made to keep pets quiet. Excessive noise will not be tolerated.
- Dogs must always be kept under control and on a leash.
- Dogs are not allowed in the playground area.
- Dogs must not be left outside and unattended at any time.
- Any damages caused by pets will be repaired at the Lessee's expense.
- Dogs are not allowed at the beach at any time.
- Cats must not be allowed to roam about camp off-leash.

## **16.0 Grievances/Complaints**

- All grievances and complaints (related to the campground) will be handled through the Board of Directors.
- Except for immediate safety issues, all complaints must be made in writing. Verbal complaints will not be accepted.
- All complaints will be acknowledged upon receipt and every reasonable effort will be made to resolve the grievance within 2 weeks.
- ***The following guidelines should be considered when submitting complaints:***
  - Urgent Safety Issues:**  
Any complaints/issues related to the safety of individuals on the property will be dealt with immediately. Issues of this nature should be brought to the attention of the Board of Directors or the Family Camp Manager.

### **Non-safety Issues/Complaints:**

Campers are respectfully encouraged to pray and to wait 24hrs prior to submitting their complaint.

## **17.0 Access Gate**

- A new access code will be issued to lessees by the Family Camp Manager in Spring of each year.
- Codes must not be shared with anyone outside of those registered on the Annual Trailer Lot Lease form or those who are authorized visitors.
- Visitors registered with the Family Camp Manager can be given the access code.





## **Pleasant Bay Camp Code of Conduct & Harassment Policy**

### **PLEASANT BAY CAMP CODE OF CONDUCT**

#### **PBC MISSION & VISION:**

##### Family Camp:

To offer a family atmosphere setting that provides for both the personal and spiritual needs of those who spend time with us.

##### Children's Camp:

The purpose at Pleasant Bay Children's Camp is to provide a safe place for children to experience the outdoors, be challenged through group activities, community, while having fun and growing in their faith with God.

##### Code of Conduct:

#### **1. Commitment to the Mission:**

I wholeheartedly commit to upholding and promoting the mission of both "Family Camp" and "Children's Camp," as written above, ensuring that my decisions and actions align with the camps' objectives.

#### **2. Biblical, Christ-Centered Approach:**

I recognize the importance of providing a welcoming, Christian, family atmosphere at PBC, fostering an environment where Biblical, Christ-Centered community values and relationships with others are maintained during all interactions between myself and all those also attending PBC.

#### **3. Professional Conduct and Collegueship:**

I agree to conduct myself in a professional manner and consistent with the principles stated above in items #1 and #2, fostering a collegial and respectful atmosphere during all correspondence and meetings, whether by telephone, electronic means, or in person, and during all other interactions with any of PBC's staff or volunteers.

#### **4. Biblical Values and Faith:**

I have read, understand, agree with, and agree to abide by any statement of faith as written in any of: The Letters Patent, Bylaws, and or other PBC policy manual(s).

#### **5. Harassment:**

I understand that PBC has a ZERO TOLERANCE policy toward all forms of harassment. I have read, agree with, and agree to abide by the "Harassment Policy" as stated below.

## **6. Bylaw & Policies:**

I have read, understand, agree with, and agree to abide by the Bylaw of PBC and any other PBC policy manual(s).

## **7. Compliance with Laws and Regulations:**

I pledge to comply with all Provincial and Federal laws and regulations while at PBC.

### **PLEASANT BAY CAMP HARASSMENT POLICY**

Pleasant Bay Bible Conference Grounds Inc, operating as Pleasant Bay Bible Camp, Pleasant Bay Children's Camp, Pleasant Bay Family Camp, Pleasant Bay Camp, or PBCC is fully committed to respecting and protecting the personal dignity and human rights of everyone who attends at any of our locations. All those who attend PBC at any of our locations have a right to enjoy the PBC experience in an atmosphere free from any form of harassment or intimidation. Everyone shares a responsibility for ensuring that such an environment always exists.

Harassment can be a single incident or a series of incidents that includes, without limitation, what is commonly referred to as bullying, or vexatious words, acts and or gestures, of a malicious, hateful, abusive, or irritating nature, or the like, regarding a person or group of persons that are known or ought reasonably to be known to be unwelcome. This includes areas such as the following but is not limited to:

- Academic ability
- Language
- Political convictions
- Race
- Ethnic or national origin
- Sex
- Sexual orientation
- Disability/handicap
- Physical appearance
- Religion
- Civil status
- Age

Anyone found to be in violation of this entire policy and or code of conduct will be liable at the discretion of the Board of Directors for:

1. A formal apology
2. A re-affirmation of commitment to all the Camp's policies
3. Suspension or expulsion according to Biblical principles and or the provision(s) of the corporation's Bylaw and or policies.

In addition to any sanction imposed by the Board of Directors, anyone found in violation of this policy could face sanctions imposed under the Ontario Human Rights Code.

Pleasant Bay Bible Conference Grounds Inc. is a Christian organization in the evangelical sense and the advancement of Christian beliefs and practices and the exclusion of beliefs and practices not in conformance with our Statement of Faith will not be considered harassment under this Policy.