

May 5, 2020.

Dear Members and Valued Customers:

With everything going on in the world today, I hope that you are all safe and healthy.

Being classified as a marina, the Boat Club is now permitted to prepare boats and work on docks to allow for the opening of the summer season. However, The Boat Club remains closed at this current time to the public. We are allowed to put boats in the water only if we deny access to the boats and secure them to the dock. The HHBC is ordered closed by the Government of Ontario, and any unauthorized access to the property or boats within is considered trespassing. We understand that it's your boat but The Boat Club has to follow the government's rules.

With all this considered, I please ask you to call Ben or myself with your request to launch your boat for the season. If you already have been in contact with us, you do not have to redo the request. You are still on the launch list. The HHBC will be launching one boat per customer/cottage first. Once that is done we will then launch second and third boats or seadoos.

All staff have been instructed to follow the Government of Ontario's protocols according to covid 19, washing your hands frequently, working in a safe manner and keeping 2 meters apart at all times (physical distancing). I please ask all of you to do the same while on The Boat Club property. The health of our staff and fellow membership/customers is the primary concern in this environment.

We all know that life has changed at the moment and I ask that you read below some rules to keep us all safe, this is a must in order to be able to keep our marina open and safe to all who enjoy and use it.

MEMBERS MUST INFORM THEIR FAMILY AND FRIENDS OF THESE RULES IF THEY ARE PLANNING ON BEING ON BOAT CLUB PROPERTY. THESE RULES ARE FOR THE SAFETY OF OUR STAFF, MEMBERS AND THE PUBLIC.

PLEASE RESPECT WHAT WE ARE DOING HERE.

Main Docks - Signs are posted as a reminder, please keep at least 2 meters apart (6 ft) at any one time. I ask that you move over and down a finger dock to allow another person to pass. **Dock Carts** will be available during our hours of operation only. You will have to come to a staff member to request a cart. The Club will provide a sanitized cart to you. You are to bring it back to us so we can re sanitize for the next person. The dock carts will only be available if everyone adheres to the rules and the Club can provide sanitization. If you can manage without a dock cart you are encouraged to do so.

Dock Staff Assistance - If you are requiring dock staff assistance to load or unload your boat I would ask you to call ahead and/or give staff notice as you arrive. You are to physical distance and keep 2 meters apart at all times. The staff will not be as readily available as in the past, so I ask you to have patience and load or unload your own boat if you are capable. Gratuities to the staff are encouraged but should not be in cash form. You can contact Bev or myself and we can charge your account then pay out the staff. If you want a suggestion maybe a weekly, monthly or year-end tip, or nothing at all which is totally at the discretion of the individual member/customer.

Loading Docks - Signs are posted at the dock. Only 1 boat is permitted to be at a loading dock at any one time. It does not matter what side of the dock. Please move quickly and load or unload the best you can to allow traffic to flow freely. Do not leave your boat unattended for any period of time for any reason. Do not park in someone else's slip to load or unload your boat. Please have patience with one another.

Gas Docks - Signs are posted. Only 2 boats permitted at gas dock at any one time. There are two fingers on the dock, so one boat only at each finger. It does not matter which dock you use. We can get you Regular or Hi test at either dock. We need to physical distance and will be asking you to get out of the boat and stand on shore in a designated spot. Upon docking at fuel dock, please provide the deck fitting on the dock side so the staff can easily access the fueling cap. Note that it is illegal to fill your boat from a jerry can, anywhere on The Boat Club property. It is encouraged to call or when you leave, to put yourself on a list to have the Club fill the boat for you prior to each arrival. We will fill the boat up with fuel and then sanitize and have it back in your slip. We are not going to check every boat. So any auto fill ups will have to be arranged to Ian or myself on a weekly basis.

Store - There will only be 3 customers allowed in the store at any one time. There is an Enter and Exit only door. Enter will be located at the North door (by the gas pumps) and will allow for a line up down the deck. The exit will be located on the east side (parking lot side of deck). Once in the store you are to stay within the lines on the floor. There will be no moving around within the store, our staff will gladly go fetch anything you need and bring it to the front counter. There will be a separate path that leads to the parts and service desk and also to the exit. You are encouraged to call ahead with any parts or store requests. If you know what you need, we can treat it as a curbside pickup. You are also encouraged to use your account as much as possible to allow for a touchless service. Also if you need to make payment we strongly encourage you to use debit or credit at the counter.

Taxi - Currently the taxi service will not be in operation. If there is a special request, you are to contact Ian or myself to see if we can make an arrangement.

Mechanical Service - If you require mechanical service to your boat, I ask you to call Ben or myself to let us know what is wrong and book an appointment. The boat will have to sit for 2-3 days before we touch it (if we are unable to sanitize properly). We will then assess the boat, fix it and re sanitize it.

Washrooms - Washrooms will be open to the public. Only 1 customer allowed in at a time (exception – parent with child or disabled requiring assistance). Please be extra clean in the washroom and show some consideration to the staff who will be keeping them clean. Washrooms will be cleaned three times a day or more if needed. If this request is not followed the washrooms can and will be closed.

Garbage - There will be no assistance with garbage this year. The garbage bins are located at the top of the hill. You are required to take care of your own garbage and bring it to the bins yourself. The garbage bin area must be kept clean and NO GARBAGE shall be left outside of the dumpsters. Recycling and house hold waste only in the bins. Any big or larger items must be brought to the transfer station as well as any hazardous materials; i.e. paint cans. Nothing is to be left outside the bins, below the hill, around the docks or our deck. Any small bins around the deck or property are not to have bagged garbage placed in them.

Please Note - The shop and designated staff areas are off limits to any of the public. The house properties are also off limits to any of the public. If special assistance is required or there is an emergency you are to contact myself. Please wash your hands and keep them clean as much as possible around the property. Physical distance yourself from everyone and if you have your own personal protective equipment and want to use it please feel free.

Please take care of yourself and feel free to contact me with any questions. We ask that you have patience with everyone once you arrive so that we can all enjoy our summer.

Sincerely,

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