



YMCA of Hamilton/Burlington/Brantford

YMCA Wanakita  
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## BOOKING CONDITIONS

### CANCELLATION POLICY

Due to the nature of the Outdoor Centre business, bookings are confirmed months in advance of the actual visit. It is very difficult to book new groups with short notice. Therefore this policy is in place to protect both you and Wanakita. Your 10% deposit is non-refundable, except as set out below. The Guaranteed Number of Participants as indicated on the Contract Agreement represents the minimum number of participants you anticipate will attend your trip to YMCA Wanakita. A decrease of 10% from this number is permitted without penalty. If participant numbers decrease within 10% of this number, or increase by any number where space permits, we will adjust your final invoice accordingly. Any decrease in participant numbers over 10% will be billed at a charge of 100% per person over the 10% threshold. If you wish to reduce the number of participants by more than 10%, you may do so without penalty provided that you give notice to YMCA Wanakita at least 90 days prior to the date scheduled for your visit, and fees payable by the group shall be adjusted accordingly. If you do not give written notice to YMCA Wanakita prior to such 90 day period, no portion of the fees beyond the 10% threshold will be refundable.

Please read your program information carefully. There will be no refund for participants leaving during their stay, including those with homesickness. In case of major illness or injury or a serious family situation, refunds will be given minus an administrative fee of \$50 and a fee amount prorated to the number of days spent at camp. There will also be no refund for participants arriving late or leaving early or for those asked to leave based on inappropriate or unacceptable behaviour.

Wanakita reserves the right to cancel any program or event if minimum numbers of participants have not registered one week prior to the program. Full refunds, including the 10% deposit, will be issued if this occurs.

### RESERVING DATES FOR THE FOLLOWING YEAR

You will receive a Pre-Booking form with your invoice and feedback form. Please return this Pre-Booking form to the Wanakita office before April 30<sup>th</sup> for Winter programs, before September 15<sup>th</sup> for Spring programs and before November 30<sup>th</sup> for Fall programs in order to reserve the same corresponding dates for the following year. Our Outdoor Centre Director or Program Coordinator will be in touch to firm up the details of your visit. If a Pre-Booking form is not received, your time slot will become available to others. If you choose not to reserve early, please contact us at your earliest convenience for information on available dates.

### PAYMENT REQUIREMENTS

Deposit: You must pay a non-refundable deposit in an amount equal to ten (10%) per cent of the estimated total cost plus HST.

*Building healthy  
communities*



Charitable Registration # 10808 3825 RR0001

## ACCOMMODATION AND FACILITY USAGE

1. Groups will use one of the two sites available (Wanakita East or Wanakita West). Cabins containing washrooms are only available on the Wanakita West site. Wanakita East is open in the Spring and Fall only.
2. If your group's guaranteed number is less than 200 participants it is likely that your group will be sharing your assigned site with another group and sharing group leader accommodations.
3. Comfortable facilities include rustic sleeping cabins with lighting and electricity, several program and recreation lodges, and our main hall with dining area, fireplace, washrooms and showers.
4. Additional centralized washhouses are located in the sleeping cabin area.
5. Bunk bed accommodation for ten participants in each cabin (Wanakita does not provide bedding).

## ADDITIONAL CONDITIONS

1. For weekday visits, lunch is not provided by Wanakita on arrival day. For weekend visits, dinner is not provided by Wanakita on arrival day. Groups are responsible for eating before arrival or bringing a bagged meal that can be eaten at Wanakita upon arrival. ***Please do not bring any foods/snacks that contain/may contain nuts.***
2. Transportation to and from camp is the responsibility of the visiting group.
3. For school groups, adult chaperones are welcome at no cost to a ratio of 1 adult chaperone to 10 campers/participants. Additional adult chaperones are welcome but will be billed at the full rate. There must be a minimum of 1 adult chaperone to each 15 campers/participants for all groups.
4. Adult chaperones are expected to play an active role in the supervision and experience while at Wanakita. Supervision of students/participants between 9:00 p.m. and 8:00 a.m. is the responsibility of the adult chaperones.
5. It is the responsibility of each group/school to bring its own emergency vehicle to Wanakita, for use in the event of unexpected off site travel.
6. Please note that bookings WILL NOT be held without proper deposits or paperwork. Bookings are reserved on a first come first served basis. We also honour the commitment of previous campers/participants in some programs and events and allow a time period where they can pre-book their corresponding dates for the following year before we open it up for others.

7. YMCA Wanakita is a shared experience for all to enjoy. Each of us can make it better for everyone by being considerate of others. All Wanakita participants, volunteers and staff are to treat one another with respect and dignity. Behaviour that prevents others from enjoying a positive camp experience will not be tolerated. If necessary, campers or participants of any age from any season may be asked to leave based on inappropriate behaviour. All campers/participants must be aware that engaging in inappropriate behaviour may result in the parent/guardian being contacted and required to transport them away from the camp. Behaviour that would not be acceptable at home, school, work or community will not be acceptable at camp.
8. Unless otherwise specified in writing, permission is given for the camper/participant to participate in the full range of Wanakita activities. YMCA Wanakita reserves the right to limit, restrict or prohibit any camper/participant from participating in any camp programmed activity based on personal, medical or behavioural history or related risks.
9. The booking group must provide a list of the names of all participants and details of any medical/dietary/ behavioural issues which could possibly be relevant to the experience of the participant or his or her safety or the safety of others.
10. It is assumed that all participants are in good health and upon arrival at camp have not been exposed to any infectious diseases. If it is found that this is not the case, participants may be quarantined at camp until health returns or required to return home.
11. After booking is confirmed, other information related to the program or event at Wanakita may be sent regarding program schedules and waiver forms, what to bring to camp and other policies (smoking, alcohol, visitors while at camp, etc). Campers/participants shall read and comply with this information so their Wanakita experience can be as successful and rewarding as possible.

## OUR PRIVACY POLICY

The YMCA of Hamilton/Burlington/Brantford respects 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 you give to the YMCA of Hamilton/ Burlington/Brantford. 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 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 does not sell personal information we 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" passed by the Government of Canada in April 2000, for your benefit and ours.

**YMCA HBB's purposes for collecting personal information include:**

- a) To establish and maintain responsible relationships with its participants, 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 participant needs;
- f) To conduct participant 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.

**EXCLUSION FROM LIABILITY**

1. The Group is advised that campers/participants may be involved in activities at YMCA Wanakita that involve the risk of injury. This risk may be increased depending on the state of health or dietary or behavioural issues affecting the camper/participant, and for this reason the group is advised that it is essential that it provide to YMCA any information pertaining to campers/participants that may affect their experience or increase the possibility of injury to themselves or others.
2. The group agrees to provide to all participants information pertaining to these booking conditions as well as such further program materials, literature or information as YMCA may provide in connection with the program.