



The Upper Windermere Private Leisure Centre remains one of the most unique and spectacular gems of our community. The centre is available for all residents to enjoy, but to maintain its lustre some simple rules should be followed.

### General

- Use the facility, pool or rink at your own risk.
- Call 911 in case of emergency.
- Call 911 for people inside the centre gates after hours.
- No horseplay or foul language.
- Fighting, weapons, drugs, smoking of any kind and alcohol will not be tolerated under any circumstances.
- All activities at the facility are unsupervised.
- No animals.
- Dressing rooms will be available at the discretion of the Windermere Residents' Association.
- Radios brought to the facility shall be kept at reasonable volumes in consideration of others.
- Pool policies, including hours of operation, may change from time to time at the discretion of the Windermere Residents' Association.
- If the leisure centre requires additional attention, the Facilities Manager can be contacted at 780-722-2965.
- Failure to comply with the Rules will result in immediate removal from the facility and suspension of all future facility privileges.

Guests **NO GUESTS AT THIS TIME!!!**

### Access

- All residents should have a key fob that allows them entrance to the centre.
- The facility is open from 9am to 9pm.
- Resident fobs must be readily available to staff when using the facility.
- Children under the age of 12 must be accompanied by an adult at all times, 14 for the swimming pool (16 years old to accompany a minor).
- Children unaccompanied by an adult may be required to provide proof of age.

### Pets

- No Pets

### Food & Drink [+]

- No alcoholic beverages are allowed within the facility.
- No glass containers are allowed within the facility.
- Food and beverages are not permitted within ice areas at any time.

### Lost & Found

- Windermere Residents' Association will not be responsible for any personal items left at the rink.
- Belongings left in the facility after dusk shall be placed in the clubhouse's "Lost and Found" for one week. If the item(s) are not claimed, they will be discarded.

### Rink- General

- The rink opens as soon as temperatures are cold enough to make ice and keep it. The rink closes once the temperatures stay consistently warm and the ice melts. Unfortunately we cannot give you an exact date for either opening or closing .
- Helmets are **HIGHLY RECOMMENDED!** Skate at your own risk!

- NO SLAP SHOTS.
- The rink will close at temperatures -21 or colder (including wind chill). The rink will close for maintenance or temperatures above 0 as the ice melting can cause injury to skaters as well as damage the ice making it difficult to repair.
- The rink schedule is strictly enforced.
- No animals.
- No smoking of any kind.
- No alcohol.
- No private bookings.
- No hockey teams, figure skating teams or private use over 5 household guest limit.

### Pool – General

- The swimming pool will be open from June 1 and close after the long weekend in September (or as weather permits).
- Lifeguards will not always be present at the pool. All persons using the pool and other facilities do so at their own risk.
- Parents are responsible for ensuring that their children do not urinate or defecate in the pool (water diapers must be worn for all children not potty trained.)
- Proper swimming attire must be worn while using the pool facilities (bathing suits or fresh clean clothing only.)
- Showering is mandatory before use of the facilities.
- No running.
- No diving.
- No floatation devices are allowed in the pool except for water wings and other lifesaving devices used by small children.
- No rough housing or chicken fighting.
- No balls or toys should be thrown within the pool area.
- No animals.
- Food and drink must stay in grassy area.
- Pool furniture shall not be removed from the pool deck area or placed into the swimming pool.

## FAQ

How do I obtain a key fob to access the Private Leisure Centre?

Please contact the Facilities Manager to set up an appointment to go through the required paperwork. You will need to provide proof of address and that you own the home.

### **What do I do if I lose my key fob?**

Please contact the Facilities Manager to report the lost key fob so we can have it disabled and re-issue a new one. You will be responsible to pay \$50 for a replacement key fob. Cheques accepted only. Please make cheques available to Upper Windermere Residents Association.

### **How many key fobs are we able to obtain?**

You are allowed one key fob per household.

### **What do my homeowners' fees pay for?**

Fees cover amenities such as the following:

- Snow removal of leisure centre.
- Maintenance of enhanced features including:
  - stone entranceway and masonry pillars
  - landscaping within parks, lakes, medians and walkways
  - wood and iron perimeter fencing
- Operations and maintenance of the Private Leisure Centre including:
  - outdoor ice rink, tennis/basketball court
  - heated pool
  - children's play area
  - amenities building with washrooms and change facilities

### **Who do I call if people aren't following rules?**

If you notice individuals breaking the rules for the Private Leisure Centre, please contact the Facility Manager or contact 911.

### **What are the PLC hours?**

The Private Leisure Centre is open from 9am to 9pm.

### **How will I know when registration is open?**

When registration opens for any Private Leisure Centre programming we'll send an email to the address connected to your resident's section account, post to Facebook and the resident website.

### **How can I pay for Private Leisure Centre programs?**

The Private Leisure Centre will accept cheques as payment, please make cheques payable to: Upper Windermere Residents Association.

### **Is the Private Leisure Centre supervised?**

Facility Manager will be on and off site at various times, but will not follow a set schedule. Lifeguards will be on site at specific times to supervise the pool area. Please remember that children under the age of 12 must be supervised by an adult at all times.

### **Is there a Lost and Found?**

The Private Leisure Centre does have a lost and found, but the Windermere Residents' Association will not be responsible for any personal items left at the pool, park or the rink.

Any belongings left in the facility after dusk will be placed in the clubhouse's "Lost and Found" for one week. If the item(s) are not claimed, they will be discarded.

### **How many guests can I bring to the Private Leisure Centre?**

**NO GUESTS AT THIS TIME!!!**

Contact the Facilities Manager with any questions or concerns! Thanks! 😊

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