

# Arrowhead Beach Rules and Regulations for Usage 2023

## Operational Timings:

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1000-1500	Closed	Closed	1000-1500	1000-1500	1000-1500	1000-1500

## Customer Service:

Arrowhead is a warm-weather, friendly-fun activity program, so customer service should be the same - warm and friendly. Therefore, communication is the key in order to minimize risk, and to ensure all participants understand and enjoy the program.

**For our PSP 'Activities at Arrowhead' program, good Customer Service also means Education and Public Relations (Greet, chat and check-in with users, even when they are returning their items.)**

### Key Questions to consider asking:

- How you ever used a (kayak/paddleboard) before?
- How much experience do you have?
- How comfortable are you in the water?
- Do you have items in your pockets?
- Have you seen the map? (which shows where you can go)

### Key Reminders to share with users:

Have you ... Signed a waiver THIS Season (for you & your kids) ?

Remember to ...

- Wear your lifejackets / make sure you have your safety items
- Stay away from the yacht club boats and floating buoy balls
- Do not travel past the breakwater wall (because it's the path for ferry & other boats)
- Weather conditions can change extremely quickly Therefore, Watch. Listen. Feel (see below)
  - Watch – cloud color, more clouds appearing, birds changing behavior, rain coming down the lake, lightning flashes or strikes, wave size increasing and white caps appearing on waves, people on shoreline moving quickly to take cover, etc.
  - Listen – wind, rain, thunder sounds, birds making more noise or less noise, air horn or whistles being blown to get your attention, people on shoreline yelling at you, etc.
  - Feel – wind getting stronger, rain drops, bigger waves splashing you, air temperature and/or water temperature changes, etc.

**For these reasons, and others, ask users to stay within the mapped area !**

## Weather conditions:

**Pause activities at any time, for 10-15minutes and reassess if the following occurs:**

- ✓ Rain (impacts safety and/or visibility)
- ✓ Risk of imminent thunderstorm
- ✓ Moderate to high winds – Above 16 (please see chart)
- ✓ Rough/rolling water/white caps
- ✓ Anyone's safety is at risk

**If conditions continue or get serious, sound the Air Horn, and get users to return to the beach immediately!**

## Helpful Apps:

- Windfinder App - Kingston Yacht Club <https://www.windfinder.com/wind/windspeed.htm>
- Weather Network App – Kingston <https://www.theweathernetwork.com/ca/weather/ontario/kingston>

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1. All users MUST have a Military ID or Valid Base Gym membership  
**No required ID = No usage**

Scenario: A Military Member comes with their family and only the dad has the required ID. The only person that can use our equipment is the dad. The family members who do not have a Base Gym Membership are NOT ALLOWED to USE the EQUIPEMENT.

2. Ages 13 - 16years of age are allowed to use their own equipment with the supervision of a parent or legal guardian. Meaning, they can use their own kayak or paddleboard but their parent or legal guardian must be out on the water with them on their own piece of equipment. Note: Each user must have proper ID
3. Ages 12 and under will be allowed to use a double kayak only when accompanied by a parent or legal guardian who needs to be in the kayak with them as individual equipment will not be allowed. Note: Each user must have proper ID.
4. All users MUST sign a waiver prior to being issued any type of equipment. Those 17 and under must have the parent or legal guardian sign the waiver on their behalf and the child's name must be identified.
5. Participation is for a 30-minute or 60-minute at any one time. This allows multiple users to benefit.
6. No waiver signed = No usage (Note: Each user must sign an individual waiver. However, kids can be added to the parent's waiver – see space for kids names)
7. All Users MUST use all safety equipment provided (PDF, safety boat kits)
8. No user is allowed in the trailer unless invited to assist by the PSP attendant.
9. All Users are to stay within the defined area. (See attached map)
10. Users are not enter the Yacht Club dock area and that they stay at minimum 15 ft. away from the boats and moorings in the Bay.