



Spruce Sands RV Resort Code of Conduct Agreement

Our Park endeavours to provide services that promote a safe, welcoming, positive and inclusive environment where differences are valued. All Customers, guests and staff are expected to be considerate, to respect other people and their rights, and to show proper care and regard for our property and the property of others.

Any behaviour that violates our Code of Conduct may result in a ban from the property.

Our Park condemns harassment, denigration, discriminatory actions and the promotion of hatred. We will not tolerate, ignore, or condone discrimination or harassment and we are committed to promoting respectful conduct, tolerance and diversity at all times.

Every person has a right to equal treatment with respect to Park services and facilities, without discrimination or harassment because of one or more of the following prohibited grounds:

- Race
- Citizenship
- Gender Identity/ Expression
- Political Affiliation
- Ancestry
- Creed/Religion
- Level Of Literacy
- Place Of Origin
- Sex
- Age
- Colour
- Marital Status
- Ethnic Origin
- Sexual Orientation • Family Status
- Disability

All Customers, guests and staff are responsible for respecting the dignity and rights of everyone else at the Park, and every person has a right to equal treatment with respect to Park services without discrimination or harassment.

The following rules for behaviour are in place at our Park:

1. Quiet time at our Park starts at 11:00 PM and applies to EVERYONE with NO EXCEPTIONS.
2. Abusive language or conduct is not permitted. If you have a complaint in regard to our services, our products, or other visitors please discuss them with our Management. Do not raise your voice with our staff or other visitors, yell, use profane or abusive language, or threaten them in any way.

3. Incidents of physical violence or the threat of physical violence will be reported immediately to the police.

4. Our Management will investigate all reports of workplace harassment and sexual harassment. Workplace and sexual harassment include any and all comments or conduct that you should know will make another person feel uncomfortable and are unwelcome. Unwanted sexual advances, comments, or lewd suggestions towards our staff will not be tolerated. All persons exhibiting these behaviours will be asked to leave our facility immediately. If you do not co-operate with our request, we will call the police to escort you off of the property.

5. If you are choosing to self-quarantine in your unit for the designated period of time, you must contact the office first to book an appointment so we can minimize exposure to our staff and other customers. Do not just show up at our facility without making arrangements with the office ahead of time.

6. All customers will follow our COVID-19 protocols without exception!

This Code of Conduct will be actively monitored by our staff.

Violations of the Code that do not constitute a threat to the safety of others, their property, or Park property will result in some or all of the following progressive actions:

1. A verbal warning
2. A written warning
3. A ban from property

Violations of the Code that constitute an immediate or implied threat to the safety of others, their property, or Park property will result in an immediate ban from the property and potential legal charges.

By signing below you are agreeing to our Code, and will abide by our rules and standards:

Name _____ lot # _____ Date _____

This Code applies to our employees, Customers, guests and any persons in our establishment. If you have any questions in regard to this Code, please discuss it with the Management.

DISCLAIMER

The content of this Park Code of Conduct Agreement is provided for information purposes only. No legal liability or other responsibility is accepted by or on behalf of Spruce Sands RV Resort for any errors, omissions, or statements made within this document. Spruce Sands Rv Resort accepts no responsibility for any loss, damage or inconvenience caused as a result of reliance on such information.