

**CUSTOMER SERVICE AND GENERAL MAINTENANCE CONTRACT  
Town of Hanna  
Fox Lake Park Campground Manager Operations**

**Contractor's Name:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

Current Business License: # \_\_\_\_\_

To supply Fox Lake Park Campground Manager Operations as described in the attached Fox Lake Park Customer Service Contract for the weekly fee stated.

It is understood that the Contractor will be required to carry additional insurance coverage at a minimum of \$2 Million dollars liability.

Service Contract Fee: \$ \_\_\_\_\_ per week (including GST)

The contract is to begin on May 15 , 2020 and complete on September 15, 2020. The contract can be terminated without cause by either party upon 30 days written notice.

\_\_\_\_\_  
Service Provider Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Accepted on behalf of Town

\_\_\_\_\_  
Date

**Fox Lake Park  
Customer Service/General Maintenance Contract**

**CUSTOMER SERVICE / GENERAL MAINTENANCE CONTRACTOR  
RESPONSIBILITIES:**

- Insure registration and payment from all campers.
- Inspect all buildings, campsites and playground equipment and advise the Community Services Foreman or Director of Community Services of any necessary repairs required to insure the safety of all Park users.
- Inspect all buildings and grounds daily or as required to maintain safe and sanitary conditions including the following:
  - monitor/light cleaning of washrooms throughout the day
  - regular cleaning of washrooms on daily basis
  - pick up litter
  - clean up unused firewood
  - clean up sites each time they are vacated.
- Provide information to all campground visitors and guests and maintain a high level of positive public relations with all persons using the Park.
- Refer security issues to Community Services Foreman or RCMP to ensure that all campground rules are adhered to.
- Immediately contact the R.C.M.P. in the event of any infractions which cannot be safely dealt with comfortably.
- Sell wood to campers on a daily basis once in the morning and once in the evening (suggested times: 10 a.m. – 11:30 a.m.; 7:00 p.m. – 9:00 p.m) and maintain a record of the sales. Advise the Community Services Foreman when additional wood is required.
- Provide a weekly report to the Director of Community Services detailing occupancy, requested resources and other items. Report should also include items of interest or uniqueness.
- Liaise **directly** with the Director of Community Services and/or Community Services Foreman to obtain assistance and report any major repairs required.
- Ensure that the immediate area in and around the campsites, lower level group camping area, general green space area on the Helmer Dam side of the park and along the general entrance are maintained by mowing and trimming where required. Watch things such as the Canadian flag is in good condition; if not, contact the Town Office for a new flag.
- Maintain confidentiality in all matters pertaining to the operation and maintenance of the Fox Lake Park.

## OTHER:

- The Contractor will be required to obtain liability insurance coverage no less than \$2 Million dollars in insurance.
- The Contractor will be encouraged to reside full time at the Park. Mandatory residency is expected Friday and Saturday evenings.
- The Contractor shall be allowed to use firewood at no charge on the provision that it is for personal use.
- The Contractor will assist with the operation of irrigation by turning it off and on - depending upon weather conditions.
- The Contractor will assist with watering of new tree plantings and flowers located upon the beach area and within the campground.
- The Contractor is viewed by members of the public as a representative of the Town of Hanna. As such, the Customer Service Contractor is to ensure that all persons are treated with respect and courtesy.

## TOWN RESPONSIBILITIES:

- Pay the Customer Service Contractor a weekly fee for ***Campground Management*** as per contract agreement.
- Allow the customer service contractor to reside on site #16 with no rental charge in mobile accommodations supplied by the service contractor.
- The Town will be responsible for all major repairs at Fox Lake Park.
- The Town will be responsible for additional mowing and trimming deemed necessary, and not included in the areas specified for the Contractor.
- The Town will be responsible for extensive beach work and ordering of firewood.
- The Town will provide all supplies required by the Customer Service Contractor to conduct their duties. (cleaning, paper supplies, etc. small push mower, riding mower, trimmer, etc.)
- The Town will provide two employees (depending upon available staff resources) during the months of July and August for approximately 12 to 20 hours weekly. These employees are to assist with the overall upkeep of the Park. Duties may include painting, additional trimming and mowing, landscaping and general maintenance. It is the expectation that the Contractor would be available to work in conjunction with these employees while working at the Fox Lake Park.