

A large, semi-transparent watermark logo is centered on the page. It features a circular design with a sunburst pattern in shades of cyan and green. Inside the circle is a photograph of a mountain landscape with a waterfall. The text 'SUNWAPTA FALLS' is arched across the top, and 'ROCKY MOUNTAIN LODGE' is arched across the bottom.

Sunwapta Falls Rocky Mountain Lodge

Staff Accommodation Tenancy Agreement

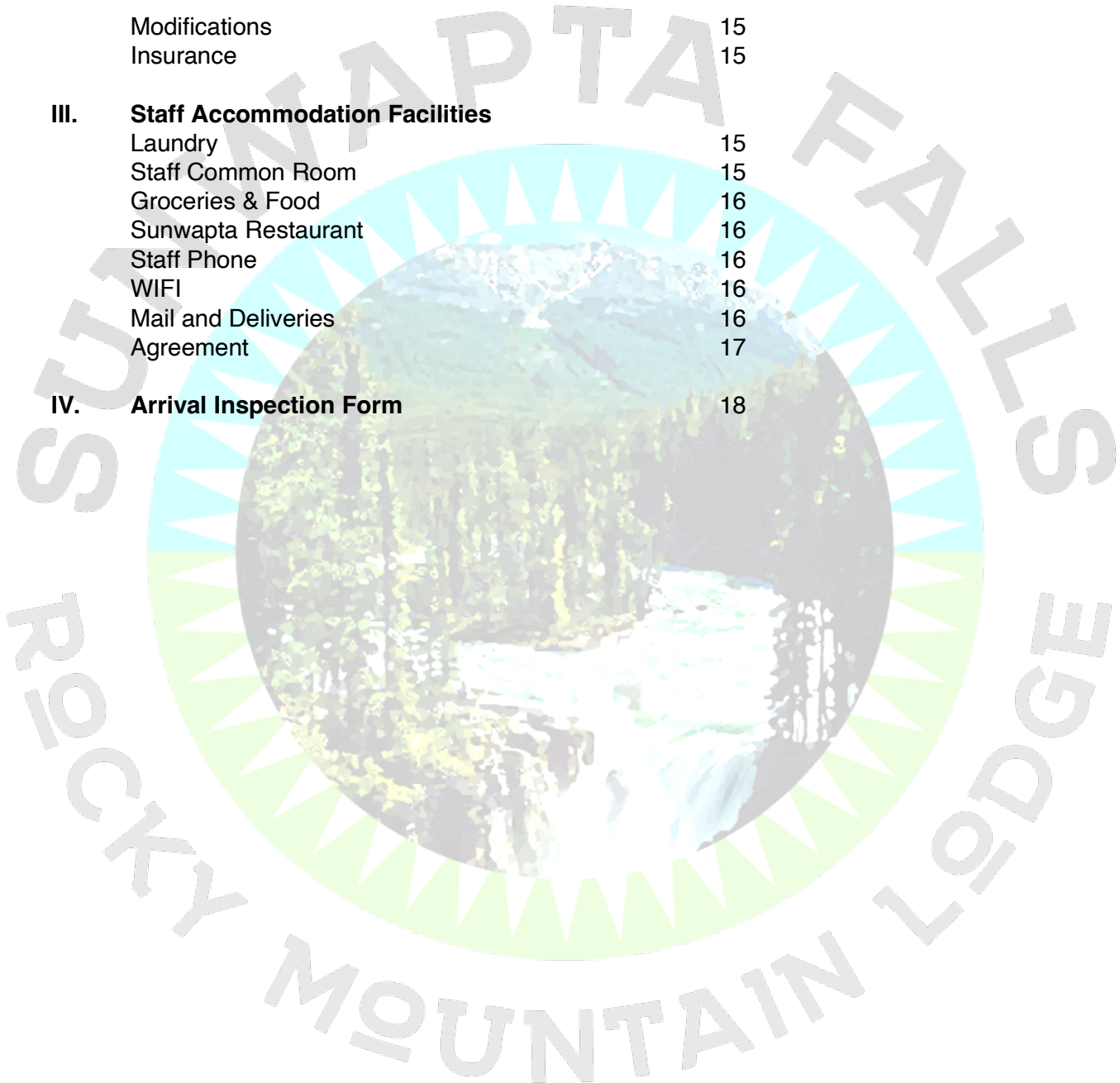
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OUR GOAL AND COMMITMENT

Sunwapta operates by a set of values that informs every decision we make as a company. We strive to provide the best experience possible to all those around us: to each other, guests, business partners, clients, suppliers, visitors, applicants... everyone. We do this because we believe genuine caring for others, seeking to understand, treating others with integrity, trust, kindness and compassion absolutely creates a world worth fighting for.

For the most part we really try to put ourselves in others' shoes to see, feel and understand things from their perspective. It's not always easy to do but we always try. We always focus on solutions, and often this means putting our own ideas to the side so we can really listen and work together.

It's because of our commitment to others that Sunwapta is so well received and recognized by visitors to the Canadian Rockies (check out [TripAdvisor](#) and [Google Reviews](#)). Customers are constantly blown away by how wonderful the staff are, how happy everyone seems to be at Sunwapta, that it really shines through. If you notice on TripAdvisor, service has a 4.5 / 5 rating!

When it comes to living here, we believe the best experience possible means having a safe, healthy, positive, mutually respectful environment. When your 'home' life here is great, you have the best opportunity to learn and grow both personally and professionally, meet new people, explore the Park, and save money. Not only that, you are in the best mental, emotional and physical balance to connect in meaningful ways to customers, other staff, and anyone that walks through our doors.

All staff should be able to make use of personal and common spaces in a way that supports these goals. Managers will always support and protect this objective and those committed to it. The Tenancy Agreement has been crafted to create a lifestyle and living space where this can be accomplished. Please review this document in full and direct any questions or comments to myjob@sunwapta.com or your direct manager should you have one already.

WELCOME TO SUNWAPTA STAFF HOUSING

Sunwapta Falls Rocky Mountain Lodge ("Sunwapta", "Company") staff accommodations are for full-time employees only who have a written work contract with Sunwapta. Employees living in any other Sunwapta leased staff accommodation will be subject to the terms and conditions set forth in this agreement and any other.

Living in a residence is a privilege afforded to full-time employees who remain in good standing and adhere to all policies set forth. You will be asked to sign the tenancy agreement and in signing you agree to abide by all the terms and conditions. While we always strive to find solutions, failure to comply with the terms and conditions may result in eviction from the residence.

I. HOUSING INFORMATION

BASIC DESCRIPTION

Staff Housing consists of Staff Units, Common Room and all outdoor Common Areas. The units are located on the 3rd floor of our 3 story Accommodation Lodge. There are 28 staff rooms and each is shared by 2 people. There are large shared decks surrounding the rooms. 13 guest rooms are located on the second floor directly below staff units. The Common Room is located on the first floor and features amenities such as full kitchen, laundry facilities and staff phone line.

Staff units are single room units with bunk bed, cabinetry for clothing, bar fridge, microwave, TV with the same channels as guest rooms, sink, mirror and loft storage area. There is a shared washroom for every two units. Microwave cooking is the only cooking permitted in the staff units. All other cooking can be done in the Common Room or with use of the Staff BBQ.

RENT

Rent in staff accommodation is free at Sunwapta. Living at Sunwapta is only available for employees. All employees must vacate their room and premises within one day of their final day of work. Ask your supervisor for more details if you have questions.

SECURITY DEPOSIT

A deposit of \$100 is deducted from your first adequate pay cheque. Any damages, cleaning charges, missing or broken items, lost keys or unpaid rent incurred by you will be charged against your deposit and further charges may be applied.

GENERAL CARE OF UNITS

All occupants are required to cooperate in the cleaning of the indoor and outdoor common areas, kitchen, and bathrooms. You are expected to keep these well maintained and when you notice any state of disrepair, to alert a manager immediately so Sunwapta can fix it up! Please make sure that you respect you and your housemate's living space and Sunwapta property; in order to do so you need to abide by the following:

1. Graffiti, stickers, thumb tacks, etc. are NOT permitted on furniture, walls, doors, or any other fixture. If you have questions about hanging things in your room, please ask the housing manager first.
2. Placing and storing liquor bottles/cans is not permitted on window ledges, outside windows or doors, or on top of the kitchen cupboards.
3. Do not attach anything to the walls, floors, ceilings, or doors, which will cause damage once removed.
4. Do not take down the original blinds/curtains from any of the windows without speaking to the housing manager first.
5. Respect your roommate's belongings and the unit.
6. Do not change the locks at any time.
7. If uncertain, ALWAYS ask questions first.

BEDROOM STANDARDS

Your health and the health of all those around you is important to us. In order to promote and support a healthy and safe living environment, bedrooms are required to be kept up to reasonable standards. Failure to do so will result in a written warning. Persistent issues with meeting bedroom standards can result in eviction and employment termination.

1. All items must be stored neatly if there is not room in the closet or shelving provided. This enables you to properly clean countertops, beds, floors.
2. The space under the bed must be kept tidy. Suitcases or other bags and cases are acceptable.
3. Closet space must be clutter free. Clothing must be hung or neatly folded on top. Dirty laundry must be placed in a laundry bag. This helps prevent dust mites, ticks, bed bugs etc.
4. No open or perishable food items. Dirty plates, food wrappers, etc need to be cleaned up as open food can attract wildlife. Not only bears but martins, mice and other moles.
5. Your wastebasket should be emptied regularly in designated wildlife proof waste bins. Never ever ever leave garbage outside. Fed wildlife end up dead wildlife.
6. Recycling must be put in recycling bins in the staff hall.
7. Do not remove your mattress covers. If you are missing a mattress cover, or it is damaged, please see the **housekeeping manager** immediately.

CHARGES

Please note that you are responsible for damages outside of natural events or mechanical issues to your unit. Charges for damages are derived from an estimate of the damage by the maintenance department. Should there be damages, these will be fully discussed with you.

MAINTENANCE

It is **mandatory** to report any general maintenance issues within 24 hours and newly developed damage problems **immediately** to ensure the prevention of further damage and that damages are dealt with promptly and fairly. Please report these with the **Damage Report Form** at the **Front Desk**. If it is urgent, speak to your direct manager or the maintenance manager immediately.

If you do not report any damages, negligence or vandalism it can be grounds for dismissal and eviction depending on the case. Any damages caused by negligence will be paid by all occupants of that unit or bedroom.

Never attempt repairs on your own. Cost for maintenance repairs or replacement of items will be determined by an estimate by maintenance.

UNIT INSPECTIONS

The **maintenance supervisor** completes inspections of common areas every day, and inspections of bedroom units bi-monthly. These inspections are for general care, cleanliness and maintenance issues. Failure to comply will result in a write up. We maintain a high standard of cleanliness for shared living spaces such as the Common Room, hallways, outside corridors, staff kitchen, and bathrooms.

If in the course of an inspection if problems such as a lack of general cleaning or damage are noticed, a written report will be issued to your unit to clean up within a 24hr time frame. If after this period the unit has not been cleaned, a written report will be filed and you will need to discuss the issue with management so a resolution can be reached. At any time the housing department may bypass written warnings and evict person(s) depending on severity of a situation.

RIGHT OF ENTRY

The maintenance supervisor has the right, in accordance with the law, to enter any unit with no advance warning for the following reasons only:

1. If there is reason to believe there is an emergency.
2. If there is water damage believed to be originating from the unit.
3. Any health and safety issues.
4. If there is reason to believe that the tenant has abandoned the premises.
5. Unit inspections bimonthly (these will be announced with at least 3 days advance notice).
6. Fire Alarms.
7. Units with modems for any maintenance or IT maintenance.
8. If a resident of that unit or adjoining unit makes a formal complaint.
9. Any maintenance needs.

You must not move furniture around between units and rooms unless approved by the Housing Office. All tenants of each unit are responsible for all furnishings. Missing items from units will result deductions from your damage deposit and all tenants in the unit may incur further replacement costs.

UNIT TRANSFERS

If you would like to move from your present accommodation to a different room/unit you must register your name on the **Room Change Request Form** in the Housing Office. Priority is given to residents based on a variety of criteria as outlined.

All room changes must be approved in advance; there is no guarantee requests can be met. Below are some general guidelines:

1. Requests will be considered based on current availability, forecast availability, and warning status of applicant should there be any.
2. Each individual case will be looked at based on the criteria and the order in which they are received.
3. Single rooms are not available; due to space restrictions imposed by Parks Canada there are no exceptions.
4. New couples rooms will depend on room availability, flexibility of other tenants to change rooms, and current standing of staff looking to make the change.

Should you feel uncomfortable about your current living assignment due to activities of your roommates, please discuss immediately with your department head first. These issues will be handled in confidence. We always work toward finding the best possible solution, so please keep an open mind and remain committed to the working out a solution. We will do our best to correct the situation or try to find you an alternate room to reside in.

It is unacceptable to force a roommate to change rooms because of your wants or behaviors. Making your roommate feel uncomfortable in their own unit is grounds for eviction. If you feel you cannot resolve a situation then always seek help from your direct manager.

Please Note: At any time the Housing Office may have to consolidate units in order to accommodate incoming tenants or to deal with maintenance issues. This means you may receive a mandatory transfer notice. While this may be inconvenient, mandatory transfers are only carried out when necessary. Please be cooperative and understanding.

CHECK OUTS

For smooth departure scheduling, checkouts must be completed no more than 24 hours following your final shift. All residents must checkout at the Housing Office during office hours, 8:00am-5:30pm. Please see Housing if you are unsure about what is required to complete a proper check-out or if you are unable to check-out during office hours to due extreme circumstances.

IMMEDIATE EVICTIONS & EVICTIONS

Immediate evictions can occur. Immediate evictions are same-day evictions. Details on evictions can be found below in the **RULES AND REGULATIONS** section. Summarizing that section, our goal is always to seek resolutions so that all parties can continue their path of personal and professional growth. Except for extreme cases, before eviction occurs all attempts are made at resolving any problem. It is sometimes the best option to immediately terminate employment and tenancy whether for the greater good of the employee, other residents or guests, or Sunwapta. It is not common, and our decisions are based on principles of understanding, integrity, compassion and kindness.

CHECKOUT EXTENSIONS

If an extension is needed due to flights or transportation, please fill in the **Extension Request Form** at the Housing Office. Eligibility will be determined based on termination and room availability.

FINAL PAY AND RETURN OF DAMAGE DEPOSIT

You must check out prior to getting your final pay cheque so that any additional rent charges or damages can be deducted from your final pay. Final cheques will not be printed until you have checked out and returned issued items (such as keys, bedding, uniforms, staff passes, etc).

If your room has been cleaned and there is no damage, once all housing keys are returned and your unit and room have been inspected for cleanliness and damages, your damage deposit will be returned to you upon check out at the Housing Office along with your final pay cheque.

Should your room require additional cleaning or repair, once work is completed any remainder from your damage deposit will be approved and signed off by the Accounting Department. This process can take up to one week to ten working days.

II. RULES AND REGULATIONS

EVICCTIONS & WARNINGS

The housing department and management have the right to evict a resident for violation of any of the rules outlined in the Residential Tenancy Agreement. Immediate eviction is same-day eviction. Again, the main point here is mutual understanding and care.

THREE WARNINGS

An accumulation of 3 written warnings will result in immediate eviction. Before this point discussion between occupants and management will occur as we will always try to resolve a problem if all parties are willing and able. An employee can receive a warning for:

1. Noise complaints.
2. Failed inspections.
3. Unregistered guests.
4. Improper parking.

If a resident has repeated violations resulting in an accumulation of three warnings and has been unable to resolve the issues in meeting management prior to the third warning, they will be evicted from housing and will not be permitted on any Sunwapta property.

IMMEDIATE EVICTION

Depending on the severity of the situation tenants will receive immediate evictions in any of the following circumstances:

1. Any employee that is terminated from their position within the legal time frame where notice is not required, or who is paid in lieu of notice with immediate dismissal.
2. For any employee who quits, their final shift is the last night of occupancy in Staff Accom.
3. Any tenant involved in illegal activity or activity not in keeping with Sunwapta's values and mission.

These include:

1. Theft.
 2. Committing violence to self or others.
 3. Assault, racism or any form of threatening discrimination or harassment.
 4. Behavior that jeopardizes the health and safety of self and/or others.
 5. Vandalism and willful damage of Sunwapta or others property.
 6. Possession or use of illegal drugs/substances and associated paraphernalia.
 7. Possession of weapons.
4. Irresponsible and/or excessive consumption of alcohol or any intoxicants including prescription drugs.
 5. Entering unauthorized areas.
 6. Any other situation deemed necessary by management.

VANDALISM

Vandalism is deliberate damage or destruction to private or company property. Any vandalism must be reported immediately to the Housing Office. If the Housing Office is closed, or if it is an urgent matter, please report to any manager. Failure to report vandalism is equivalent to doing the vandalism. Acts of vandalism will result in immediate eviction and termination. Charges for damaged property will be assessed to those involved, and in extreme cases damages may be reported to the RCMP.

HARASSMENT & ASSAULT

Every resident has the right to feel comfortable in their own unit, at work or anywhere at Sunwapta. We strive for good will and inclusiveness. If you feel you have been harassed, assaulted, or threatened, please report the incident to your manager or to senior management immediately.

Physical AND verbal altercations between tenants will not be tolerated. If you find yourself in an altercation that you are struggling to keep in control, please seek assistance to resolve the issue right away. You should seek assistance from your manager or management right away. Assault of any type will result in immediate eviction and RCMP involvement.

ADDICTIONS

Your health and safety is imperative. If you have addiction problems and cannot control your alcohol or illegal or legal drug consumption (including prescription drugs) it is imperative for your and others health and safety that you seek professional assistance. Management will always strive to help you get the help you need. If you know of or suspect an employee struggles with substance issues please speak with your manager right away. All discussions will be held in confidence.

DRUGS & ALCOHOL

Excessive use of and/or excessive consumption of alcohol or legal and prescription drugs is not permitted. Any use of illegal drugs is not permitted. Consumption of this kind creates an unbalanced, unsafe and erratic environment that stands in direct opposition to the goals and greater mission outlined above.

Excessive use or consumption of alcohol or legal or prescription drugs will result in immediate eviction and termination of employment. In simple English, if you are uncontrollably drunk or high on drugs (of any kind), you will be subject to immediate eviction and termination. If your consumption of the above substances continually creates problems in living quarters or at work, you will be subject to immediate eviction.

Absolutely no open alcohol, ingestion of alcohol or any drugs is permitted in any Company Vehicle at any time. This is against the law and will result in immediate eviction.

The use and/or possession of illegal drugs or drug paraphernalia within the residence and/or on Sunwapta property will result in immediate eviction and termination. All occupants in a unit will be responsible, unless an individual or individuals take full responsibility. It may be necessary for management to report incidents to the RCMP.

If you feel uncomfortable about your current living assignment due to activities of your roommates or fellow staff members and tenants, please contact your manager and/or senior management immediately. The goal is always to find solutions and to ensure a safe, healthy, positive, respectful living arrangement.

THEFT

Anyone caught stealing any Sunwapta property, including supplies such as linens, towels, hotel amenities, mattresses, restaurant food, and/or anyone stealing from other residents or guests will be immediately evicted. All theft is reported to the RCMP.

SMOKING / VAPING / ELECTRONIC CIGARETTES (INCLUDING CANNABIS)

Sunwapta is in a very delicate environmental area. While guests have permitted areas for smoking, Sunwapta employees may not smoke anywhere on property. This is a strict policy. This ban includes all areas within each unit as well as bedrooms, inside stairways, hallways, indoor and outdoor common areas, and company vehicles.

Anyone breaking this policy will be subject to immediate eviction and termination.

UNREGISTERED GUESTS & TRESPASSERS

Resident(s) accommodating unregistered guests, a previously checked out person or an employee who was fired will be considered in violation of the Residential Tenancy Agreement and will be subject to immediate eviction.

VISITORS

No guests or friends are permitted to stay overnight in staff accommodation units, or to be in any staff area. The same quiet hours as hotel guests apply to any staff guests.

NOISE: Quiet time is 24 hours, 7 days a week!

Please be aware that your roommates and other units nearby may work different schedules than you. There are workers that are on the night shift and need sleep during the day. There are also 13 guest rooms below your bedrooms, and just above the Common Room. Being aware might include things such as slamming doors, running, skateboarding on the deck, jumping off bunk beds, etc.

A noise complaint will result in a written warning and part of the 3 warning system. An employee has the right to ask any fellow staff to be quiet, if the request is not respected, the employee may make a formal complaint via the **Tenant Complaint Form** to the housing department. If urgent or outside of housing department hours, please report directly to a manager or senior management. If it is after midnight, please report noise issues to the night audit at the front desk.

A party consists of more than 2 people in a unit who are not registered in that unit. There are no parties allowed with large gatherings of people (4 people total) or excessive noise in Staff Units at any time. If managers or housing gives a verbal warning and instructions to disperse are not followed, the person(s) responsible will be subject to eviction. This is a zero tolerance policy.

Tenant gatherings are condoned but must adhere to the housing contracts and rules regarding noise. Please be respectful of roommate if inviting other staff to your room.

It is normal for larger numbers of people to occupy the Common Room and facilities there, however reasonable noise levels must also be maintained in the Common Room. Also, the Common Room is used by all staff members, many who work alternate shifts. Its main purpose is to provide a space to refuel and recharge for work or exploring the Park, so cleanliness is extremely important to everyone. This means that there are no parties to be held in the Common Room.

For parties, it is best to organize offsite gatherings. Be sure when returning to Staff Accommodations and Sunwapta Property that this is done at a reasonable hour and quietly so as not to disturb guests and other residents. Any person unable to adhere to these policies will receive a formal write up and should take time to discuss lifestyle openly and honestly with management. If no solution is possible and it is determined that individual values and those of Sunwapta do not align, ending employment and tenancy is the best option.

WEAPONS

Storage or possession of weapons of any kind as defined in the criminal code or National Park Act, including knives and BB guns on property is strictly prohibited. Possession will result in immediate eviction and termination.

GARBAGE

As a business that operates within a National Park, we have a responsibility to ensure that we are doing everything possible to lessen the impact that we have on the environment around us. In order to prevent any confrontations with animals, please put your miscellaneous garbage in the animal safe garbage bins located at the base of Staff Accom steps, near the Front Desk, or at the front doors of the Day Lodge.

If bins are full, you must take your garbage back to the staff kitchen or other indoor garbage that does not interfere with the daily operations and focus on guest enjoyment, or wait until the bins have been emptied. If you require assistance contact the maintenance department.

DO NOT LEAVE YOUR GARBAGE OUTSIDE.

Parks Canada will levy fines up to \$10,000 for garbage left outside, this fine will be passed on to those responsible. Leaving your garbage on the landing, hallways, outside doorways, or inside common areas, may result in a warning or a fine.

RECYCLING

There are blue recycling bins in the hallway outside of the Staff Common Room. You must sort your items. The following is recyclable:

1. All beverage containers
2. Metal cans
3. Glass
4. Plastics
5. Cardboard and paper

PETS

Pets are not permitted. If a pet is found on property a written warning will be given, if the pet is not removed the tenant will be evicted.

UNAUTHORIZED AREAS

You are not permitted to enter any crawl spaces within Sunwapta or leased property including extra rooms, boarded up rooms, crawl spaces, the roof or attic, maintenance sheds, mechanical rooms or sheds, or inventory rooms unless it is required by your position. This also includes Guest Rooms. If you are found to have entered any prohibited areas you will be evicted immediately.

PARKING REGULATIONS

You will be instructed on appropriate parking areas if you bring a vehicle. You will need to display a Sunwapta Residence parking pass at all times. All vehicles in the National Park are required to have a Jasper National Park Pass.

Rules regarding vehicles:

1. All vehicles on Sunwapta property must be registered with the Housing Office, including visitors.
2. The vehicle must be maintained as legally registered. If your registration expires, the vehicle may be towed away at owner's risk and expense.

3. Under no circumstances will we allow vehicles to remain after employment or tenancy has ended. The vehicle will be towed and impounded at the owners expense.
4. Vehicle ownership information must remain current. Any changes please contact the Housing Office.
5. Garbage, oil spills, used car parts etc. found in a designated location are the responsibility of the person assigned to that location. The assigned person will be responsible for the clean up and held accountable for the state of their assigned parking stall.
6. All vehicles must be fully operational to remain on Sunwapta property. Any vehicle that is not fully operational will be removed at the registered owner's risk and expense. Due to the risk of vehicle and property damage and for overall safety of residents and vehicle owners, at no time parking areas are to be used for the purpose of playing sports.
7. Please note that in order to receive final pay and your damage deposit back, any vehicles you have registered must be removed from the property, or you will be subject to a \$400 fee if the vehicle is abandoned.

Parking violations will be dealt with in the following manner:

1. Please obey all 'no parking' signs; anyone disregarding these signs will be towed with a 24- hour warning.
2. Unregistered vehicles will be towed without any advance warning.
3. Any vehicle that has been issued a previous towing notice will be towed immediately without notice or warning.

FIRE SAFETY REGULATIONS

Fire is one of the greatest dangers given our location. You must be extremely diligent in reducing and eliminating opportunities for fires to start, and if one is started to help ensure the safety and well being of yourself and others.

There is no cooking permitted in staff units, except microwave use. Also, there is no use of candles or other incendiaries permitted in staff units.

Your unit is equipped with smoke detectors to ensure you are alerted to an emergency. All residents must evacuate the building in the event of a fire alarm. All residences must listen to management in the event of a fire or alarm. The Fire Plan is noted below.

All rooms will be checked, and no one will be allowed in the building until everyone is out and the situation is assessed.

All staff must strictly adhere to Parks Canada updates on fire hazard levels and fire bans. This information is easily accessible online.

FIRE PLAN

Please familiarize yourself with the following:

If the fire is in your unit and is small enough to be handled with the fire extinguisher, you may extinguish the fire; however, please notify management and ensure that 911 is called ASAP.

First: Always notify others and follow directions given.

If there is a fire anywhere on property:

1. Everyone must exit the building immediately.

2. DO NOT ATTEMPT TO PACK YOUR BELONGINGS. You could be endangering your life and the lives of others.
3. Close doors and windows (do not lock), exit the room and leave the building
4. Go to the muster point, which is at the totems at the far south east corner of the main parking lot.
5. Do not re-enter the building until authorities inform you that it is safe to do so.

Please consider all fire alarms as an emergency. Exit the building and go across the parking lot to the muster point.

Failure to evacuate when an alarm sounds will result in eviction. This includes all false alarms.

The following are considered to be fire hazards and will not be permitted:

1. Smoking anywhere in any building or common area.
2. Burning candles anywhere.
3. Materials covering lamps or light fixtures other than original coverings.
4. Excessive grease build-up in kitchen areas.
5. Overloading of electrical outlets, use of damaged electrical cords or equipment.
6. Fans or other equipment left on when there is no supervision.
7. Open fire on the grounds.
8. Barbecues other than the one provided in the common area.
9. Cooking in rooms beyond microwave use.

If anyone is in violation of any of the above Fire Safety Regulations, you not only put yourself at risk, but you are risking the lives of other residents, guests, visitors and firefighters. Eviction is possible if any of the above regulations are violated.

FIRE EQUIPMENT TAMPERING

Tampering with any fire equipment, including but not limited to alarms, smoke/heat detectors, emergency lights, extinguishers, hoses, breakers will result in an immediate termination, eviction, and criminal prosecution.

Any use of a fire extinguisher must be reported to the housing department immediately. Failure to do so will result in a written warning for the unit and a second offense will result in eviction.

EMERGENCIES

For any emergencies please contact 911 immediately. The emergency phone is located at Front Desk. Once contacted please ensure that senior management is notified. Please note that WIFI calling will not work for 911.

LIABILITY

Sunwapta and its directors, officers, employees and agents shall not be liable for any injury, loss or damage that may be sustained by the Employee or the Employee's Invitees in or at Sunwapta, or for any damage or loss of personal property of the Tenant or the Employee's invitees in or at Sunwapta from any cause whatsoever. The Tenant agrees to indemnify and save harmless Sunwapta and its directors, officers, employees and agents from all damages and expenses suffered or incurred by them as a result of any act of the Tenant or the Tenant's invitee.

MODIFICATIONS

Sunwapta reserves the right to amend, modify or cancel this Agreement as well as the conditions outlined within it. Should this happen, proper notification will be provided to all residents.

INSURANCE

Sunwapta does not provide insurance or any means of coverage to protect your belongings from damage, fire, loss or theft.

III. STAFF ACCOMMODATION FACILITIES

LAUNDRY

The laundry facilities are open 24 hours, 7 days a week and are accessible for all tenants. The equipment is located at the back of the Staff Kitchen / Common Room. Guidelines as follows:

1. We recommend setting a timer on your phone to remind you when its done.
2. If you fail to move your laundry and the washer is needed, be aware that the next person may move your laundry out of the washer or dryer.
3. Do not overload machines.
4. You must use detergent free of the following: Phosphate, Phosphorous and Nitrogen. If you have questions please direct them to the housing manager prior to purchasing laundry detergent.
5. Please ensure items are removed from pockets or they will clog drains.
6. Please clean up after yourself by cleaning lint traps and clean up soap spilled on floor or surfaces. Cleaning equipment is in the room for your use.

STAFF COMMON ROOM

The Common Room is equipped a kitchen with 2 stoves, 2 fridges, food storage area, a large freezer, staff phone line with voicemail, message board for phone messages. All pots, pans, cooking equipment, dishes and lockers (must provide own lock) are available for use.

The staff kitchen is located on the ground floor of the Staff Accom building. It is open 24 hours, 7 days a week. Please clean up after yourself as this is a communal kitchen.

Anyone that is found to be neglecting tidying up, damaging equipment, or stealing other people's goods and belongings are subject to immediate dismissal and eviction.

There are cameras installed only at the sink and dish area with no audio to assist with accountability.

If you notice damage or issues with equipment including all cooking utensils, please report them to the Housing Office by filling in the **Damage & Maintenance Report Form** and submit during open hours. If outside of open hours and the issue is urgent, please notify a manager immediately.

GROCERIES & FOOD

The Staff Van makes 2 trips weekly to the town of Jasper. The purpose of these trips is for you and other staff members to get food, do banking, send mail etc. These are not party runs. Anyone found to be drinking alcohol or smoking, vaping, or e-smoking any substances in the Staff Van will be immediately terminated and evicted.

While in Jasper you are expected to act as representatives of Sunwapta insofar as your behavior is concerned. Please treat others with respect, positivity and courtesy. Jasper is a small community, and any complaints from Sunwapta associates, colleagues and /or business partners will result in a written warning or if severe, termination and eviction.

There are 2 grocery stores in the town of Jasper. Banks include: TD Bank, CIBC, ATB and a Credit Union. Banks in Jasper have very limited hours.

SUNWAPTA RESTAURANT

Food can be ordered from the Restaurant located in the Day Lodge at a discount of 40%. Please wait patiently in line to order.

STAFF PHONE

The staff phone is located in the Common Room. North American Long Distance is included. The staff phone number is: 780-852-4288. People can call you and leave a message for you with another staff member or on voicemail if you are not there.

While there is no cell phone coverage, our limited internet is capable of handling most instant messaging and texting over WIFI. Many staff use Facebook audio or Skype.

WIFI

We do have satellite WIFI so it can be quite slow. There is an open guest network with no password, but we do also have a dedicated staff network. You will be added to this on arrival with your device MAC address.

MAIL AND DELIVERIES

There are two ways to get mail and parcels. One is directly to our PO BOX, the other is for couriers and that goes to our company owned house. The best practice if you are unsure of how the item will ship is to place the PO Box in the first address line and the house address in the second address line. Here are the details:

Mail:

Your Name care of Sunwapta Falls
Box 97
Jasper, AB
T0E1E0

Courier:

Your Name care of Sunwapta Falls
1110 Patricia St
Jasper, AB
T0E1E

AGREEMENT:

Employee Name: _____

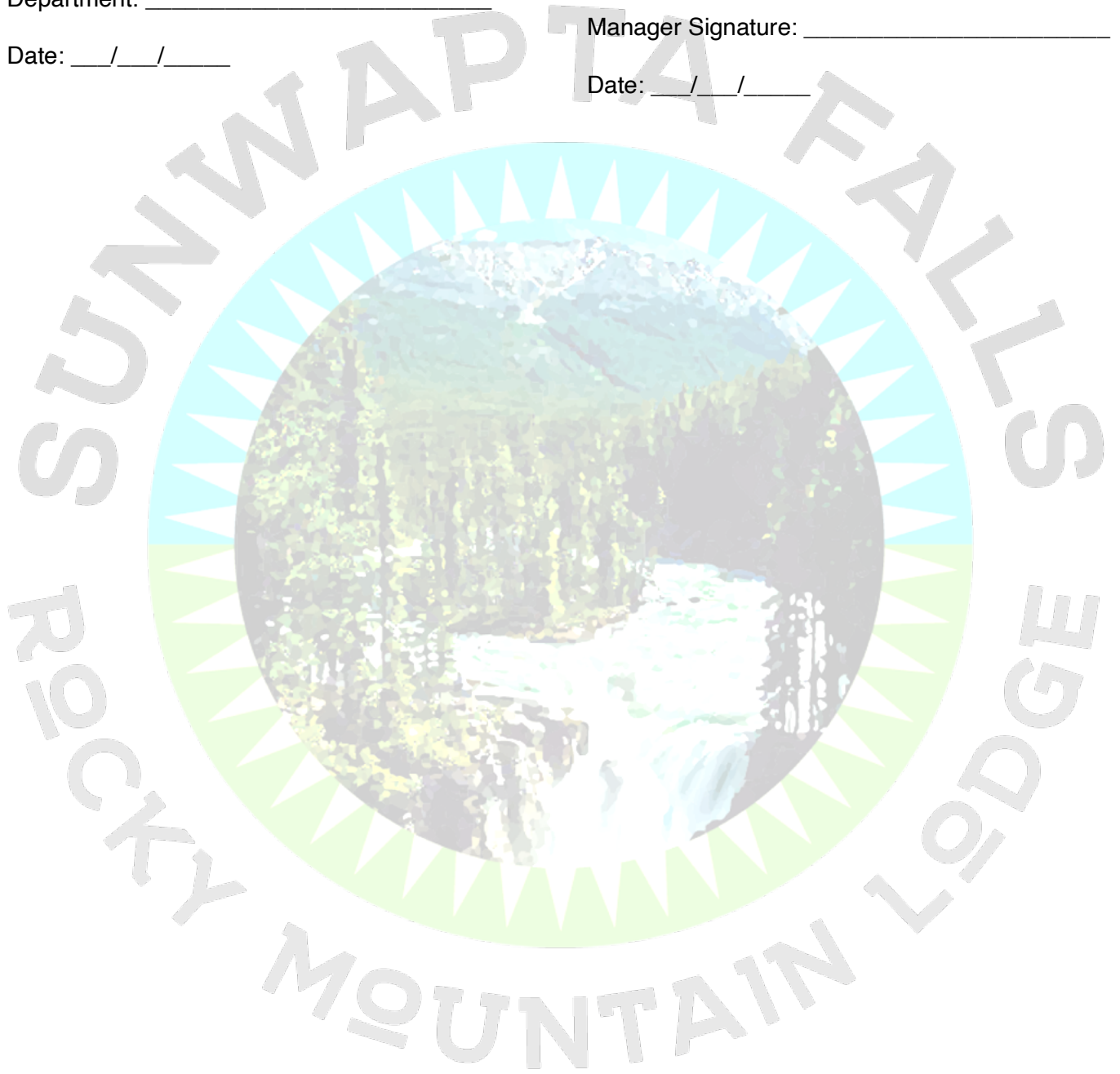
Signature: _____

Department: _____

Manager Signature: _____

Date: ___/___/___

Date: ___/___/___



Arrival Inspection Form

Upon arrival at Sunwapta, after a brief orientation, you will go through your staff room checking off the list below to ensure that all supplies are intact and noting the condition of your room. A damage deposit of \$100.00 will be deducted from your first cheque. This will be returned to you upon confirmation that all items are returned in good order, your room clean, and final room check by supervisor and Executive Housekeeper. Normal wear and tear is expected.

ALL ITEMS RECEIVED ARE TO BE CHECKED OFF. All costs noted for replacement, if lost

Fitted sheet _____ \$9	Flat Sheet _____ \$9	Pillow Case _____ \$1.25
Blanket _____ \$10	Mattress Protector _____ \$10	Towel _____ \$10.00
Washcloth _____ \$1	Pillow _____ \$4.15	Hand Towel _____ \$5.00
Room Key _____ \$10		

Room Conditions: Please note any damage present and be specific!!

Bed _____

Carpet _____

Walls _____

Fridge _____

Microwave _____

Closets _____

Blinds _____

Lightfixtures _____

Doors _____

Bathroom _____

Notes: _____

I (print name) _____ have thoroughly checked and agree to the terms listed in the Rental Agreement Details and the condition of my room as noted above in the Rental Form. I am aware that a damage deposit of \$100.00 will be held as security until my departure when supplies will be returned, and my room will be checked.

Employee Signature: _____

Name of Employee _____

Manager's Signature: _____ Date: _____

Room # _____ Date departed _____