



Tender Policy

Toronto Island Marina offers a paid shuttle service from the City of Toronto to the marina property, to allow its boaters to easily access their vessels. In electing to use the tender, each boater agrees to oblige by the following conditions of service:

- Each tender (the P.&P.1., the Island Mariner, and the T.I.M Pontoon) has a maximum capacity, per Transport Canada certifications and regulations. Should a vessel reach the maximum personnel capacity, or the spatial capacity, to safely operate, the crew is obligated to turn away boaters & guests. *It is up to the Captain's discretion if they will return to pickup the overflow.*
- Boaters are permitted to bring a **maximum of three guests** aboard the tender. Larger groups are asked to take a water taxi.
- Due to size & safety constraints, a **maximum of six bicycles** are permitted aboard each tender.
- Boaters are asked to bring their larger loads of belongings during off-peak hours. *The crew reserves the right to refuse service should a load be oversized.*
- Tickets and passes are considered *equivalent fare*. No boater is to expect to receive priority treatment.
- There is zero tolerance for disrespectful, unruly, and/or belligerent behaviour during boarding, while aboard, or while disembarking the tender, both towards the crew and other patrons. Those behaving poorly will be promptly removed from the tender.

Toronto Island Marina reserves the right to issue warning notices and/or total bans from tender usage to those who fail to comply with this policy.