

The Highlands Community Association

Canoe Rental Guidelines

The Highlands Community Association is excited to offer a canoe rental program at Mirror Lake Park (21941 Canyon Trail Way). Please review the information below regarding eligibility, general rules, and the rental process. Have fun, be safe, and enjoy the outdoors in The Highlands!

Eligibility

- Residents must be 18 years of age or older and must be a legal owner or lessee of a home in The Highlands or household member of such.
 - Lessees must complete a Transfer of Amenities form and pay any applicable fees prior to renting a canoe.
 - This form is available at The Highlands Community Association office, located in the Visitor Center (21875 Zion Drive).
 - Minors (under 18) may use a canoe if accompanied by an eligible User and User must remain onsite throughout the rental period.
 - Guests of eligible Users may also use canoes but must be accompanied by the User and User must remain on site throughout the rental period.
 - Users are fully responsible for the conduct of their guests and minors.
 - Any damage caused to the canoe or Association property will be repaired with all associated costs being the responsibility of the User and billed to their Association account.
 - Canoe rights cannot be transferred to other non-eligible individuals.
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General Rules

- Canoes may not be removed from The Highlands community, Mirror Lake, or Mirror Lake Park at any time.
- Canoes are prohibited on the lake before dawn and after dusk. This may result in changes to reservation times based on the season.

- All Users must wear a properly fitting, Coast Guard-approved life jacket while using a canoe.
 - The Association provides life jackets, but availability may be limited.
 - Users are responsible for ensuring enough life jackets are available or must bring their own.
 - If no life jackets are available, the canoe cannot be used until one is secured.
- Canoe use is at the User's own risk.
- Users must respect the natural environment and remove all trash and personal belongings at the end of the rental period.
- Drugs, alcohol, glass containers, and smoking are strictly prohibited while operating the canoe.
- Reservations must be made through the Caldwell Communities App in advance of your desired time.
- Walk-in, phone, or email reservations are not accepted.
- A credit card must be on file through the Caldwell Communities App.
 - The User is liable for any damage, loss, or replacement costs exceeding the deposit.
- Reservations are on a first-come, first-served basis.
- A valid ID and proof of residency may be required to finalize your reservation.
- The Highlands Community Association and all affiliated partners are not liable for any accidents, injuries, or lost items that occur during your reservation.
- All Users must sign the Rental Agreement/Waiver via the Caldwell Communities App prior to the rental of the canoe.

Rental Process

To set up and reserve:

1. Download the Caldwell Communities App.
2. Enable notifications when prompted.
3. For new users (allow three business days for user approval)

- Select "Register My Account"
 - Complete the form
 - Choose "The Highlands Resident" as your role
 - Tap "Sign Up"
4. On the App home screen:
- Tap the menu icon in the top-left corner
 - Scroll to "The Highlands Canoe Rentals"
 - Choose your canoe, read the steps, tap "Reserve" and follow the prompts
5. Complete the Rental Agreement and Waiver.
- A separate agreement must be completed for all minors participating.
6. Tap the "Reserve" button for Canoe 1 or 2 at the end of the form to choose your date and time.
- Each time slot is 45 minutes
 - Multiple reservations are allowed
7. The canoe and all affiliated equipment must be returned on time. Failure to return items impacts other rentals and may result in a loss of future rental privileges.
8. Before your reservation starts, you'll receive an unlock code via email and push notification for the canoe(s) and dock box. Each lock has a corresponding Canoe number listed. After entering the unlock code, press the unlock icon on the lock.
9. After use:
- Return the canoe to the rack and lock it
 - Return paddles and life jackets to the dock box and lock it

For questions or concerns, contact The Highlands Community Association office at 832.365.3555 (Monday through Friday 8 AM – 5 PM).