HAVN Operations Overview — Vancouver Maritime Museum

See online map for supporting details.

Overview

HAVN provides a quiet, contemplative sauna, cold-plunge, and bathing experience to the general public aboard a permanently moored floating vessel. The use is non-medical and non-clinical, and is most closely comparable to a traditional bathhouse, recreational facility, or pool.

No alcohol service, amplified sound, or phone use is permitted, ensuring a calm, wellness-focused environment.

Physical Form

The vessel contains:

- 3 electric saunas
- 2 cold-water immersion pools
- 3 hot tubs
- 1 steam room
- 1 universal change room
- 1 small indoor/outdoor resting area
- 1 indoor lounge and café area

Operations

- Guests may walk in or pre-book and check in at reception for single-entry access
- Typical guest stays are 2–3 hours
- Guests circulate freely between bathing and sauna spaces
- Operating hours: 8:00 AM – 10:45 PM

- Maximum on-board capacity: approximately 55–60 guests at any time
- Estimated daily maximum attendance: approximately 240–280 guests

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Access & Circulation

Guest access to the Vancouver Maritime Museum, Heritage Harbour Marina, and HAVN is accommodated through existing pedestrian, cycling, and vehicular routes.

Vehicular access uses the Museum's existing surface parking lot, which includes bicycle parking. Pedestrian access from the parking area to the marina is via existing gravel pathways. Guests board HAVN directly from the marina dock.

No new access points, circulation changes, or parking modifications are proposed.

Servicing & Deliveries

Current Marina Servicing Activity

Existing marina activity includes boat owners, boat builders, and resident artists who routinely stage vehicles at the top of the marina ramp for short-term loading and unloading of supplies. This activity occurs daily, typically for periods of up to two hours, and is intended for pick-up and drop-off only.

During the summer season, servicing activity increases and can occur multiple times per day, reflecting higher marina use and operational demand.

HAVN Laundry & Waste

Laundry servicing occurs once daily, typically outside of peak hours, via a small commercial van (e.g., Mercedes-Benz Sprinter) that stages briefly at the top of the marina access area. On-site duration is approximately 30 minutes.

Garbage and recycling are stored onboard in sealed containers and removed off-site twice weekly in conjunction with laundry servicing. No additional waste vehicles or new infrastructure are required.

Deliveries & Major Items

Routine deliveries are infrequent (approximately 3–4 times per week) and consist of small operational supplies moved by hand truck or dolly along existing pedestrian routes.

Occasional larger items (e.g., furniture or fixtures) are handled using the same temporary staging area and servicing route. All servicing activity is consistent with existing marina operations.

Maintenance

Routine maintenance is conducted onboard within a dedicated service room. HAVN complies with all applicable safety, environmental, and marina operational requirements.

Staffing & Operations Management

HAVN will employ approximately 12–15 staff members across guest services, operations, maintenance, and management roles. Staff are present on-site during all operating hours to supervise guest activity, maintain safety standards, and ensure adherence to facility policies.

The facility operates as a quiet wellness environment. All guests receive information prior to arrival through the booking platform and website regarding the nature of the experience, including expectations related to respectful behaviour, quiet enjoyment, and facility etiquette. These expectations are reinforced through on-site signage and staff orientation at check-in.

Access to the facility is restricted to adults aged 18 years and older.

Noise Management

HAVN is intentionally designed and operated as a low-noise use. The experience is centred on relaxation, contemplation, and wellness, with no alcohol service, amplified music, public address systems, organized events, or entertainment programming.

The majority of guest amenities, including the reception area, changerooms, steam room, lounge, and café, are located within enclosed interior spaces. Outdoor areas are limited to hydrotherapy and passive seating uses associated with the wellness experience.

Guests are informed through online booking materials, pre-arrival communications, that HAVN is a quiet environment intended for relaxation and respectful social interaction. Staff are present throughout operating hours to monitor guest behaviour and address noise concerns if they arise.

Based on more than three years of operation at HAVN Victoria, the facility has demonstrated compatibility with surrounding uses and has not generated noise-related complaints. The Vancouver facility is expected to operate in a similar manner, providing a low-impact recreational use that is compatible with the surrounding waterfront, museum, marina, and park environments.