



TOWN OF GOLDEN CORPORATE POLICY

Recreation Space Rental Allocation

Effective Date:
July 18th 2017

Authorized By:
Resolution No. 17-169

Replaces:
New

INTENT

It is the purpose of the Town of Golden Recreation Space Allocation Policy to help manage use of municipally operated recreation facilities by:

- Developing an understanding amongst users that Space allocation guidelines help to simplify the booking and rental process;
- Determining reasonable allocation guidelines for the public and providing facility staff with clear direction;
- Providing a framework that is fair to all users of the Recreation Facilities

It is the intent of the policy to provide clear direction to Council, Staff and Facility Users on the guidelines for using these Spaces for private and public Events.

The Golden & District Recreation Complex, The Golden Municipal Swimming Pool and Mount 7 Rec Plex are the Recreation Facilities this policy will address.

1. DEFINITIONS

“Council” means the Council for the Town of Golden.

“Event(s)” means any booking that is not considered a Recurring Booking, including Jr. B games, single games, one time private rentals, tournaments and special Events.

“Equipment” means items or materials requested by a User that are associated with the use of the Recreation Facility by the User.

“Facility Use Agreement” or FUA, means an agreement between a User and the Town or among the User, the Town and an operator, containing a license of occupation by the User or group of Users and terms and conditions governing the use and occupation of the Facility.

“Local User” means any person, including an individual, organization whether or not incorporated, educational, sports, arts or community group, or other party, and their Responsible Person who resides in Golden or the Columbia Shuswap Regional District.

“Manager” means the Manager of Recreation Services for the Town or an individual designated by Council to act in place of the Manager.

“Non-Prime Time” means a time that a lesser rental rate will be charged as defined in the facility fee schedule under the current Recreation Fees Bylaw, as amended or replaced from time to time.

“Prime Time” means a time that a higher rate will be charged as defined in the facility fee schedule under the current Recreation Fees Bylaw, as amended or replaced from time to time.

“Recreation Facilities Fees Bylaw” means the current fees bylaw that lists the rental rates for each specific Recreation Facility, as amended or replaced from time to time.

“Recurring Booking” means weekly Event bookings made at a Recreation Facility that repeat for more than two consecutive weeks.

“Recreation Facility” means the building, park, Space, or parts thereof as identified in the Schedule relating to each named Recreation Facility in this Policy, but does not include closed areas. The Golden & District Recreation Complex, The Golden Municipal Swimming Pool and Mount 7 Rec Plex are the Recreation Facilities this policy will address

“Regular Operational Hours” or ROH means the general hours of operation for any Recreation Facility.

“Regular Program” means those Town of Golden programs that run weekly or on a regular basis and are open for public enrolment, including drop-in programs.

“Regular User” means a User or group of Users booking a Facility for the purpose of a regular recurring use over a period of time exceeding three weeks to host meetings, regular practice, league play, social events, tournaments, rehearsals, competitions or similar things

“Responsible Person” means an individual aged 21 or older assigned by a group of Users to act as agent on behalf of the Users, who in accordance with an FUA must fulfill the terms of the FUA and ensure the Facility is used by the Users in accordance with the FUA.

“Rules & Regulations” means the documented details on how a Recreation Facility should be administered or operated in concordance with existing regulations. Each Facility has separate rules and regulations that the Responsible Person must read, review and sign before using any Recreation Facility.

“Space” means an area, room or collection of rooms in a Facility available for occupation by a User or group of Users and specified in a Facility Use Agreement for an Event by the User or group of Users, as outlined in the schedules of the Recreation Fee Bylaw that relates to that Facility, but does not include a Closed Area.

“Town” means the Town of Golden.

“User” means a person, including their Responsible Person, who uses or occupies a Facility or Space in a Facility, and includes an individual; an organization, whether or not incorporated; or an educational, or a sports, arts or community group.

2. SPACE ALLOCATION GUIDELINES

2.1 Space Allocation

Space allocation request will be accommodated in the following order of priority for Regular User and Event bookings

- a) Town of Golden Regular Programs open to the general public
- b) School District No. 6
- c) Regular User group playoff games or certification test days
- d) Jr. B league home games
- e) Youth User (ages 18 and under) Regular Users
- f) Senior User (ages 60 and over) Regular Users
- g) Adult User (19 years – 59 years) Regular Users
- h) Event bookings by local User groups
- j) Outside of community – not a Local User
- k) Commercial User groups

2.2 Annual bookings for Space in Recreation Facilities:

- a) Submissions of Recurring Bookings and Event Bookings from a Local User must be submitted no less than 20 days prior to the Recreation Facility's scheduled operations season opening date to be considered a priority over Out of Town Users.
- b) Submissions from Out of Town Users will be accepted and scheduled within 20 days of the Recreation Facility scheduled operations season opening date.
- c) The Manager may shift originally requested Regular User booking requests by up to 30 minutes to maximize the use of the Space.

2.3 Regular User bookings for Space in Recreation Facilities:

- a) When overlapping booking requests are made Recreation Facilities Regular Users are required to provide a list of desired bookings identifying:
 - i. Three most desired times if considered a Youth User
 - ii. Two most desired time if considered a Senior User
 - ii. Two most desired times if considered an Adult User
- b) After all Regular Users have submitted annual bookings, the Manager will book the Users desired bookings followed by other Space requests:
 - i. If two Regular User groups request the same time, they must provide the Manager with activity details for the desired bookings including the estimated number and age details of the participants. Once information from both parties is submitted the Manager will determine which Regular User will have access to the Space and the other group will be allocated a second option.

2.4 Event Bookings for Space in Recreation Facilities:

- a) Each Regular User will have priority booking for one Event per season that requires more than 5 hours of Space. If overlapping requests for the same weekend are submitted the Manager will work with the Regular Users to find a reasonable solution that will address the priorities of each Event.

- b) When booking overlaps and conflicts exist for the same Space the Manager will approve the use of other open Spaces for the same rental price as the originally requested Space.

2.5 Time Categories

- a) Regular Operational Hours (ROH) is the general hours of operation for any Recreation Facility.
 - i. ROH are defined in each Recreation Facility schedule in the current Recreation Fees Bylaw.
 - ii. Rental rates requested outside of Regular Operational Hours are negotiated with the Manager in a License of Occupation provision of the Facility FUA.
 - iii. Facilities that require onsite staff to operate may be closed or have limited hours on all Statutory Holidays. Fees for use or occupation of the Facility outside of Regular Operational Hours must be negotiated with the Manager in a License of Occupation provision of the Facility FUA.
- b) To manage Facility use at high demand times Recreation Facilities can function on a “Prime Time” and “Non-Prime” time schedules, with different fees applicable to the same User categories depending on the requested Event(s).
 - i. Prime Time and Non-Prime Time for the Facility use are defined in each Recreational Facility schedule in the Recreation Fee’s Bylaw.
- c) Facility use time minimums will be defined in each Recreation Facility schedule in the Recreation Fee’s Bylaw.
 - i. Regardless of length of use at a Recreation Facility, booking time minimums apply to simplify the booking and billing process.
- d) Recreation Facility booking times between 4:00 p.m. Sundays and 5:00 p.m. Fridays shall be considered priority for Recurring Bookings for practice, play, league games and single Event Users.
- e) Recreational Facility booking times available from 5:00 p.m. Fridays until 4:00 p.m. Sundays is priority for:
 - i. Town of Golden Regular Programs open to the general public
 - ii. Users who are hosting Events
 - iii. Upon request the Manager will shift the times of Regular Programs to another reasonable time during the same day.
 - iv. Users requesting Regular Programs to be cancelled to accommodate Event needs will present the requests 20 days before the operational season begins. Staff will present the dates to Council in an annual staff report for approval.
- f) Notwithstanding this Policy, the Manager shall have discretion to schedule bookings or Events at any time when the Manager deems it necessary and desirable and in the interests of the Town, Users and the good use of the Town’s recreation facilities to do so.

3. CANCELLATIONS AND TRADING TIMES

3.1 Cancellation requests for Event(s) bookings that are pre-booked will result in

- a)** A 50% refund for any Event cancellations 60 days or more prior to the booking.
- b)** A 25% refund for any cancellation requests between 59 days and 50 days prior to Event bookings.
- c)** No refund for Event booking cancellations submitted after 50 days prior to the Event

3.1.1 Reductions on time made to adjust originally booked time can be made up to 30 days prior to an Event booking that includes a 20% reduction in time to the originally booked time with no fees however, the Manager will dictate when the reduction in times are made to accommodate Facility efficiencies.

3.1.2 In the Event the Space is re-booked for another User, a \$50 administration fee will be charged to the original User to process the refund to the User.

3.2 Regular User groups are permitted up to five no-fee cancellations made on short notice to cancel a regular Recurring Booking each season, provided that:.

- a)** Length of the Recurring Booking being canceled must have been less than five hours in duration. Time of the Recurring Booking must be between 4:00 p.m. Sunday and 5:00 p.m. the following Friday.
- b)** Pre-payment fees associated with cancellations will be held on credit for future use.

3.3 Unforeseen circumstances resulting in the closure of a Recreation Facility will result in an account credit to a User group and a full refund for any Event bookings made during the closure period.

- a)** Unforeseen circumstances include Power Outages, lightning, unsafe Facility conditions, operational Equipment failure, natural disaster and state of emergency.
- b)** Event cancellations due to highway closures resulting in Users not being able to safely travel to the Recreation Facility will result in a refund with an 10% administration charge of the total booked value.

4. Deposits and Payment

4.1 All Recreation Facilities require pre-payment prior to use.

- a)** Bookings for all Events require full payment 60 days prior to the Event day.
- b)** Bookings for all Recurring Bookings require a monthly pre-payment based on the projected bookings for the next 30 days.
- c)** Regular Facility Users must keep pre-paid accounts up to date with payments made on or before the date of use.

4.2 Town of Golden accepts cash, debit and cheque as forms of payment

- a) Payments for all Facility rentals must be made at Town Hall during regular posted business hours.
- b) If a User account has any history of non-sufficient funds, the Manager will enforce payment in cash, debit or certified cheque.
- c) The Manager will issue a formal written notice to an existing User group, when the User account is outstanding by over \$1,000 and by a time period of 15 days or more.
- d) Accounts that are 30 days overdue by more than \$1,000 will have all future bookings suspended by the Manager until full payment is received.
- e) No additional bookings will be made for any User group with outstanding accounts with the Town.

5. REQUEST FOR RECREATION FACILITY RENTALS**5.1 Requests for Recreation Facility rentals must be submitted on Manager approved pro forma and must include:**

- a) Nature of the Event(s) and identity of the User;
- b) Date or dates with desired times for which the Event or other use is desired;
- c) Responsible Person and other persons, as applicable, responsible for holding, managing and supervising the Event(s), and/or cleaning and restoring the Space following its use;
- d) Estimated number of individuals expected to prepare for and attend the Event(s);
- e) Estimated Space required;
- f) Detailed description of the Event; and
- g) Estimated Equipment to be requested or other items or materials to be brought by the User.

5.2 The Manager will approve, amend, modify and add terms or conditions to any form of Facility Use Agreement as the Manager deems necessary having consideration for:

- a) the safety and convenience of employees, visitors, licensees, and of Users under this Policy;
- b) the potential nuisance to residents and businesses in the vicinity;
- c) the safe and proper use of the Recreation Facility; and
- e) the protection of property from damage or injury and avoidance of nuisance in circumstances of each application.

5.3 The Manager will refuse a request for Recreation Facility rental if:

- a) the proposed use appears to present:
 - i. a significant safety hazard to any person within or near the Recreation Facility;
 - ii. a significant risk of injury or damage to the Recreation Facility or Equipment owned by the Town, or other property;

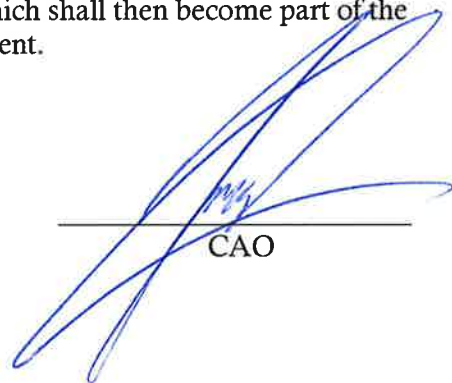
- iii. a scheduling conflict with another User who has entered a Facility Use Agreement;
- iv. conflict with an applicant whose proposed use will provide greater revenue or more substantial benefits to the community;
- v. if the proposed use and purposes of the applicant can be better met by another venue

6. Review and Reconsideration

6.1 A person whose request for Recreation Facility rental has been refused by the Town may seek reconsideration of the decision by the Manager by applying in writing to the Manager within 7 business days of receiving the decision. On reviewing the application and any other information the Manager considers may be relevant in the context and circumstances, the Manager may confirm the decision of the Town, or may approve the request, imposing any variation, terms, conditions, restrictions and requirements through a Facility Use Agreement the Manager deems appropriate or necessary in the circumstances.

6.2 A person whose request for Recreation Facility rental has been refused by the Manager may seek reconsideration by Council of the Manager's decision by contacting the Corporate Officer in writing at least 7 calendar days before the next scheduled meeting of Council. The corporate officer will arrange for the person to be heard as a delegation to Council. After hearing from the representative of the proposed User, and considering the reasons of the Manager and any other information it considers may be relevant in the context and circumstances, Council may confirm the decision of the Manager, or may approve the request, imposing any variation, terms, conditions, restrictions and requirements that Council deems necessary or appropriate in the circumstances, which shall then become part of the User's obligations under the Facility Use Agreement.


Mayor


CAO