

Approved by Council – March 12, 2018

## FACILITIES USE POLICY

### **BACKGROUND:**

The Town of Redcliff has various buildings, rooms and other facilities available for rental by the general public or for use by departments of the Town of Redcliff.

There is a need to establish a consistent use policy for these facilities including the procedure for booking of facilities, payment for booking of facilities and consumption of alcoholic beverages in facilities.

### **POLICY:**

#### **1. PERSONNEL**

The Director of Community and Protective Services shall be the individual appointed to the position or in their absence the individual designated by said Director of Community and Protective Services to coordinate the use of or rental of Town owned facilities.

#### **2. GENERAL USE GUIDELINES**

- A. All persons entering the recreation facilities are obliged to govern themselves in accordance with the regulations posted therein. The staff of the facilities are responsible for insuring that the regulations are adhered to by the patrons. A staff member is required to be on duty to ensure the safety of patrons, secure the facilities, and assist persons, groups or organizations during public functions.
- B. The management reserves the right to remove any person from the facility and/or suspend any person for a discretionary period of time with just cause. Rowdiness, horseplay, running, foul language, physical violence, and other such acts which disrupt the program or the enjoyment of the event, by our patrons, or compromises public safety, will not be tolerated. Persistence in these acts will result in eviction from the facility. Anyone found deliberately defacing or damaging the facilities will be responsible for making restitution for those damages. Depending on the extent of damages, suspension from the facilities and criminal prosecution of the individual(s) will be at the discretion of management.
- C. Alcohol Beverage Consumption in Town facilities may be approved under the terms and conditions set out in this Policy. Smoking and smokeless tobacco are not permitted on the premises of any recreational facility.
- D. Management and staff will not be held responsible for loss or theft of articles within and on the recreation facility properties.
- E. Coaches, managers, supervisory, or authorized personnel hosting an event will be responsible for the conduct of all participants associated with their program.

**3. FACILITIES AVAILABLE**

The Town of Redcliff has the following facilities available for rental or use and initial contact for use of facilities shall be through the Community and Protective Services Department:

**A. Senior Drop in Centre**

This facility is covered under a separate policy called Senior Drop-In Centre Rental policy.

**B. Rec-Tangle (Arena)**

i) The entire Rec-Tangle complex can be rented at the rate established in the Fees, Rate and Charges Bylaw or separate areas may be rented as indicated below:

**a) Meeting Rooms**

The Upstairs Board Room is for use by Minor sports groups.

The Upstairs Main Room is available for rental, this room can be divided into two separate areas and the rental rate shall be as established in the Fees, Rates and Charges Bylaw.

The Upstairs Main Room will be available to Minor Sports groups when it is not required for Town programming, and the room will be provided at no charge to these organizations, although reservations are required through the Community and Protective Services Department

**b) Ice Area**

1) Whenever the ice surface is being utilized the Director of Community and Protective Services must ensure personnel from the Town of Redcliff are in attendance at the facility except:

A) if the ice surface is being used by a school class under the Joint Facility Use Agreement.

B) Bookings pre-arranged by regular users shall be allowed to access the facility outside the regular hours.

2) The ice area is available for rent at the rates established in the Fees, Rates and Charges Bylaw.

3) The regular operating season shall be as established by the Director of Community and Protective Services.

4) The ice surface will be closed on all statutory holidays and any other holiday that has been approved for CUPE Local #46 staff unless programming has been approved by the Director of Community and Protective Services

These dates are considered closure dates unless the user is prepared to pay for the additional costs of operation necessary to keep the facility open at these times.

- 5) Priority of use will be based on, but not limited to, the following categories\*:
  - a. Town Programs and Town sponsored events.
  - b. Special and Annual Events.
  - c. Minor Sports Groups
  - d. Adult Programs (senior, intermediate, recreational, etc.).
  - e. Casual ice rentals.

\*One-off senior exhibition games, etc. may pre-empt regular users throughout the season.

- 6) Scheduling
  - a) For the purpose of this policy, a regular user will be defined as an individual or group that rents a specific block of time on a contract basis for the duration of the season or concentrated time period. A casual user will be defined as an individual or group that rents ice at the arena, on a "walk-in" or "call-in" basis and not on a seasonal basis. A special event will be defined as an event which does not occur in Redcliff on a regular basis. This may be annually or a one-time event. This does not include tournaments hosted or held by regular users.
  - b) It is the responsibility of management to convene a special meeting, no later than May of each year. At this time, the annual ice user groups, as well as the special event groups, will have an opportunity to assess the previous year's activities. They should come prepared to make tentative application for ice time and reserve dates for their coming special events. Additional meetings may be called in order to resolve scheduling requests and confirm start dates for the arenas.
  - c) New groups requesting ice time should make their application for ice time no later than the end of May of each year.
  - d) Our arena is available for rental from 8:00 am to 12:00 am each day during the winter season.

Requests for bookings outside of these times will be considered as they are received.

- e) All groups are hereby advised that, in order to accommodate and develop new activities within our facilities, circumstances may require existing groups to relinquish or relocate time, to accommodate the new activity. These requests will be discussed during the annual schedule meetings.
- f) Management will consider the requests in terms of the established priorities and past utilization of time in order to prepare, finalize, and promote the schedule of events for the season. Management reserves the right to make the final decision regarding facility rentals.
- g) All ice time will be sold in block times. Each group will be responsible for the use and payment of the ice from the start to the end of their block. Individual sessions within blocks are not considered to be block times.
- h) All groups will be required to enter into a formal agreement for seasonal and special event bookings.
- i) Any exchanges of ice time between groups will be made by written consent of the groups agreeing to the exchange and, finally, approved by management before implementation. It is the responsibility of all groups to provide Community & Protective Services with at least one (1) copy of their schedule requirements, at least one week prior to the commencement of usage, and also to book ample time for their activity or revise the activity to meet the time available.
- j) Tournament draws must be submitted to the Community & Protective Services Department a minimum of 4 days prior to the start of the tournament.

## 7. Bookings

- a) In order to maintain the control and administration of rentals, all bookings must be made through Community & Protective Services (403) 548-3232 or [cps@redcliff.ca](mailto:cps@redcliff.ca) during regular office hours. Under no circumstances is the facility to be used

because it is vacant. Casual rentals must be prepaid online or at Town Hall.

8. Cancellation Policy

- a) All cancelled rental times will revert to Community & Protective Services for leasing purposes. Subletting is NOT permitted by any facility user.
- b) All cancellations are subject to a cancellation fee of (\$15.00) fifteen dollars for each event.
- c) Should the facility staff assess that the facilities are not suitable for use, and are not used, no fee will be charged.
- d) Special events require a minimum of 15 days' notice to cancel their activity. Cancellations made with less than 15 days' notice will result in the forfeiture of the deposit, unless specified otherwise by the Agreement.
- e) Regular User Groups will be required to provide at least 10 business days notice in order to cancel any of the allocated ice time. Cancellations made less than 10 business days prior will be subject to the full rental cost plus cancellation fee unless the ice time can be sold, in which case only the cancellation fee will apply. Only the cancellation fee will apply for cancellations made prior to 10 business days. No shows by regular users will be treated as less than 10 business days cancellation.
- f) Casual users are required to pay for the full rental upon booking of the ice time. Cancellations received at least 10 business days prior to the use will be subject to a cancellation fee. Cancellations received less than 10 business days minimum will be responsible for the full rental cost.
- g) The Town of Redcliff has the right to request the use of the recreational facilities and lands for its own purpose, provided that the Town gives the prior written notice of its intention to use the recreational facilities, acting reasonably, on a specified date, and that the Towns proposed use does not adversely impact the revenues and expenses.

**Unpredictable, unexpected or extreme situations will be taken into consideration for cancellation deadlines (i.e. Weather)**

9. Accounts

- a) All ice time will be invoiced at the end of each month. The invoice will have a deadline date for payment.
- b) Payments received after the deadline dates will be subject to additional charges that may apply at that time.
- c) Groups that are chronically in arrears with their account may be required to prepay their ice time fees, along with any outstanding balance, prior to any ice allocation.
- d) Unless there is sufficient justification for not making payment by the due dates there may not be any consideration made for future ice time and the annual allocation of ice time blocks may be reassigned.

10. Dressing Room Regulations

The following regulations apply to use of the change rooms within all arena facilities:

- a) Coaches, managers, and authorized supervisory personnel are responsible for the conduct of their program participants and are required to be the first to enter and the last to leave the change rooms.
- b) Authorized personnel only are allowed in the change room areas and will be allowed to secure those areas with a dressing room key from maintenance staff. Authorized personnel are responsible for the safe keeping of dressing room keys.
- c) Damages resulting from the use of the change room facilities will be the responsibility of the group, association or league. Inspections by staff will be carried out on a regular basis to identify damaged areas. It is the responsibility of the user to inspect the facilities prior to use and report any damage to the maintenance staff immediately.

- d) Each room is equipped with garbage receptacles. All users are requested to deposit all debris into the receptacles in order to help keep the rooms in a tidy condition for all users.
- e) Smoking and smokeless tobacco is not permitted in the facilities.
- f) Groups are requested to vacate the change rooms within thirty (30) minutes of the completion of their event for maintenance and continued use by the next designated group.
- g) Use of cellular phones, personal digital assistants, or video devices are prohibited in dressing rooms and washroom facilities.

ii) Deposits for Rentals

- a) Regular user groups may be required to provide a deposit of up to one half ( $\frac{1}{2}$ ) of the first month's rent. Calculation will be made on the number of hours being required on a monthly basis. The deposit will be credited to the season end invoice.
- b) Casual rentals will require full payment in advance, to be paid at Town Hall or through the online booking system.
- c) Special event rentals may be required to provide a deposit prior to or at the signing of the Agreement. Deposits will be calculated at up to 20% of the total rental along with any other fees that may apply at that time.
- d) The Director of Community and Protective Services may refuse rentals where there is a known history of abuse of Town of Redcliff facilities.
- e) All rentals of the Rec-Tangle will require the signing of a Rec-Tangle Use Agreement.

**C. Town Hall**

- i) **Downstairs Conference Room**  
This room is available for public rental for education or instructional purposes, the cost of rental is at the rate established in the Fees, Rates and Charges Bylaw.
- iii) **Council Chambers**  
This room is for Town of Redcliff only and is not available for rent to general public.

**D. Aquatic Centre**

- i) The aquatic centre is available for rent at the rates established in the Fees, Rates and Charges Bylaw.
- ii) All bookings for the Aquatic Centre shall be made through the Community and Protective Services Department.
- iii) School bookings are based on availability of Aquatic Centre Staff and all rules apply as established under Joint Use Agreement.

**E. Ball Diamonds (including Pitching Machine, Batting Cage, and Concession)**

- i) The ball diamonds, batting cage, and concession are available for rent at the rates established in the Fees, Rates and Charges Bylaw.
- ii) All must be booked through the Community and Protective Services Department.
- iii) Diamond maintenance will be done as determined by the Director of Community and Protective Services.
- iv) For concession use, proof of insurance coverage (\$2 Million) must be provided to the Community and Protective Services Department.

**F. Soccer Pitch:**

- i) The Soccer Pitch is available for rent at the rates established in the Fees, Rates and Charges Bylaw.
- ii) It must be booked through the Community and Protective Services Department.

**G. Lions Park Kitchen:**

- i) The Lions Park Kitchen is available for rent at the rates established in the Fees, Rates and Charges Bylaw.
- ii) It must be booked through the Community and Protective Services Department.

Rental includes use of the Kitchen appliances including cooler, freezer and stove.

**H. Campground (Also refer to Parks Bylaw #1123/97 for special conditions)**

- i) The individual camp sites are available for rent at the rates established in the Fees, Rates and Charges Bylaw.
- ii) Special camping location may be approved in a designated area determined by the Director of Community and Protective Services at the rate as established in the Fees, Rates and Charges Bylaw.



**I. Library Board Room**

- i) This room is under control of the Library and may be rented from the Library under the terms and conditions established by the Library.

**4. BOOKINGS**

- A. All bookings of facilities shall be made in advance through the Community and Protective Services Department.
  - i) Record of facility rental bookings including facility rental schedules, ice rental schedules, program schedules, meeting schedules, and social gathering schedules will be maintained by the Community and Protective Services Department.
  - ii) Updated facility rental schedules will be prepared by the Community and Protective Services Department.
  - iii) All cancellations of facilities will incur a Cancellation Fee (\$15.00) and must be confirmed with the Community and Protective Services Department, minimum of ten (10) working days in advance, with the exception of the Aquatic Centre and Ball Diamonds when three (3) days notice is sufficient. Failure to provide this notice will result in forfeiture of deposit or refund of facility rental fee.
  - iv) Any exchanges of bookings time between groups will be made by written consent of the groups agreeing to the exchange and, finally, approved by management before implementation.
  - v) The Community and Protective Services Department reserves the right to cancel or postpone any facility rental under emergency circumstances (for example, but not limited to, mechanical failure or emergency incidences).
  - vi) For one time booking of any facility, payment must be made directly to the Town of Redcliff at the time of booking.
  - vii) Regular facility renters will be invoiced at the end of each month according to a letter of agreement.

**5. OTHER INFORMATION**

- A. Anyone renting a facility for the sale of items such as crafts is required to obtain a Town of Redcliff business license as outlined in the Business License Bylaw.
- B. Alcohol Beverage Consumption in Town facilities may be approved under the following terms and conditions:
  - i) Facility booking requests to which the public is invited and where alcoholic beverages will be served will be evaluated on their own merit and may be accepted providing all rental terms, licensing provisions and conditions are met.
  - ii) All rentals of a facility where alcohol may be consumed will require the signing of a Facility Use Agreement (including the appropriate waiver form). This Facility Use Agreement shall be similar in nature to the Rec-Tangle Use Agreement amended to the satisfaction of the Community and Protective Services Director.
  - iii) A license or permit from the Alberta Gaming and Liquor Commission, insurance with a minimum liability amount of \$2,000,000.00 issued in their name, including Host Liquor Liability Coverage and with Town of Redcliff included as a Named Insured, must be obtained and a photocopies of each must be filed with Community and Protective Services Department prior to obtaining keys to the facility to be used.
  - iv) Alcoholic beverages will be permitted as governed by the Alberta Gaming and Liquor Commission, and alcoholic beverages will be restricted to areas outlined in the Facility or Rec-Tangle Use Agreement.
  - v) The individual consumption of alcoholic beverages must be monitored to ensure consumption is not excessive and to avoid potential problems with respect to property damage and any intervention of the RCMP.