



By Permit Holder

Recreation & Parks must be notified in writing of cancellations to facility use rentals 3 hours or less 14 business days in advance. For rentals more than 3 hours, such as tournaments, special events and some hall rentals, cancellations must be received in writing 30 business days in advance. An administration fee will apply.

CANCELLATIONS FOR ICE AND FLOOR

There are zero cancellations allowed between the designated start and end of a Registered Organization's regular season. Facility staff will meet with registered groups to confirm schedules along with season start and end dates prior to finalizing permits. Organizations must submit their regular season dates with the request form.

Any cancellations received from Registered Organizations during the pre-season require 30 days' written notice and is subject to a 25% surcharge.

Any cancellations received from non-registered groups and individuals require 30 days' written notice and are subject to a 25% surcharge.

The Town will accept 48 hours' notice after Feb. 28th for playoffs for competitive teams.

Failure to do so may result in a requirement for full payment if facility time cannot be allocated to another approved user. Cancellation of facility use due to the nature of playoff schedules may be an exception, provided that notice of a cancellation is given at the earliest opportunity.

By the Town

Cancellation of facility rentals may occur in the following cases at the discretion of Recreation and Parks.

If a user organization or representative thereof:

- fails to make payment for facility bookings as per payment policy
- conducts themselves in a manner which is not considerate of other users within the facility or surrounding area
- causes damage to the facility and/or equipment therein
- conducts activities within the facility at any time, which are illegal in nature and/or in contravention of Town policies regarding the use of facilities. [e.g. smoking, possession/use of illegal drugs or alcohol in unlicensed areas, assault on staff, public or user]
- makes false representation of the user organization's purpose, membership or affiliations



RENTAL CANCELLATIONS

- sublets and/or exchanges facility use to another organization without pre-authorization of Recreation and Parks.

In the case of inclement weather, the decision to close public facilities will be made by the Facility Supervisor in consultation with the Manager and affected User Organizations. School closures will be made by the District School Boards. For outdoor facilities please refer to “Outdoor Sport Rainout Policy” No. PK-004-R2. Facility Supervisors will notify the contact person(s), who are then responsible for informing affected parties.

In case of a community emergency where Town facilities may be required, Facility Supervisors will notify the contact person(s), who are then responsible for informing affected parties.