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County of Brant Operations Department		Effective Date: Oct. 1 2017
Facility Cancellation Policy		Revision Date: Sept. 11, 2017
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1.0 Policy Statement and Scope

The purpose of this policy is to outline the applicable terms, conditions and fees associated with cancellation of rentals at recreational facilities and parks.

This policy applies to rental activities at County of Brant facilities including: Ice, Floor, Fields/Courts, Banquet Halls/Meeting Rooms, Picnic/Amphitheatre areas, Pool, Indoor Turf, Tournaments/Special Events and Gymnasiums.

Cancellations made by the Grand Erie District School Board and Brant, Haldimand, Norfolk Catholic District School Board are exempt from this policy for daytime rentals.

2.0 Definitions

- 2.1 Rental - a contract/permit that has been confirmed and paid for a specific day and time
- 2.2 Time Slot – a specified rental period eg. 1 hour of ice time, two hours for a soccer field
- 2.3 Cancellation Request – a written request received by the Facility Booking Office
- 2.4 Regular Season or Session – a specified period of time the program activities occur throughout the year
- 2.5 Rental Transfer – a date change for the same activity based on availability

3.0 Policy Framework


A written cancellation request must be received in advance of the event date. Specific time requirements for advanced notice are based on facility demand, overhead costs and probability of re-booking.

The Facility Cancellation policy mirrors the Sport Allocation Policy where applicable and provides more detail for facilities that were not included in that policy.

4.1 Cancellation Policy by Activity Type

4.2 Ice / Floor Rentals

- 4.2.1 All groups will be charged a \$15.00 administration fee (after the October 1 deadline) for **every hour** cancelled in their contract
 Example: If 6-10 pm is booked and 8-10 pm is cancelled a fee

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of \$30.00 will be applied \$15 x 2 hours. In the case of adverse weather conditions, ice may be cancelled with no penalty.

In addition to the above information, for the period of October 1 – February 15 of each fall/winter season, Minor, Junior and Regional groups will be charged 50% of their rental time costs for any rental time cancelled, unless it can be re-sold.

- 4.2.2 Groups other than Minor and Junior groups are allowed a 5% return of rental time for the season based on contracted hours for the season. Example: 1 hour for every 20 hours booked). This also applies to all groups for spring/summer ice time. Groups/organizations will be charged 100% of the ice time costs for any further ice time cancelled unless it can be re-sold.
- 4.2.3 All groups renting floors will be charged a \$15.00 cancellation administration fee for **every hour** cancelled.
- 4.2.4 No cancellations are permitted for ice booked at reduced rates. Example: last minute ice bookings.

4.3 Banquet Hall Rentals and Meeting Rooms


- 4.3.1 All deposits for Banquet Halls are non-refundable (\$150). Rentals will be permitted to cancel if notice is received 30 days prior to the rental date. All fees paid, less the \$150 deposit will be refunded.

Should written notice be received less than 30 days, no fees will be refunded.

- 4.3.2 Meeting room rentals may cancel any date if written notice is received 2 or more days in advance. A \$15 cancellation fee will be applied. Meeting room rentals can transfer dates at no charge.
- 4.3.3 Meeting room cancellation requests received less than 2 days in advance will not receive any refund.

4.4 Fields / Beach Volleyball Courts

- 4.4.1 Rental cancellations due to inclement weather will be re-scheduled or a credit will be put on account to be reconciled at the end of the season.

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- 4.4.2 A \$15 cancellation fee will be applied for every 1 – 10 time slot cancellations in a regular or post season for each organization including practices and games. Example - 11 – 20 cancellation - \$30 cancellation fee.
- 4.4.3 Cancelled regular or post season dates must be submitted a minimum of 2 days prior to the rental date.
- 4.4.4 From July 15th, Field User groups are able to turn back rental time specific to their association needs when teams are fully eliminated from playoffs or league play. The cancellation fee will apply as listed in 4.3.2. This will be at the discretion of the Director responsible for the Sport Facility Allocation Policy.


4.5 **Picnic Shelters / Amphitheatre**

- 4.5.1 Rentals cancelled due to inclement weather may be re-scheduled to another date based on availability, free of charge.
- 4.5.2 Rentals will be permitted to cancel the permit if notice is received 30 days prior to the rental date. A \$15 cancellation administration fee will be charged.
- 4.5.3 Rental cancellation requests received less than 30 days will not receive any refund.
- 4.5.4 A \$15 cancellation fee will apply for daily rentals at the Amphitheatre.

4.6 **Indoor Turf**

- 4.6.1 Groups other than Minor and Junior groups are allowed a 5% return of rental time for the season based on contracted hours for the season. Example: 1 hour for every 20 hours booked. This also applies to all groups for spring/summer turf time. Groups/organizations will be charged 100% of the turf rental fees for any further turf time cancelled unless it can be re-sold.
- 4.6.2 All groups will be charged a \$15.00 administration fee (after the October 15 deadline) for **every hour** cancelled in their contract. In the case of adverse weather conditions, turf may be cancelled with no penalty.

In addition to the above information, for the period of October 15 – March 31 of each fall/winter season, Minor, Junior and Regional

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groups will be charged 50% of their rental time costs for any rental time cancelled, unless it can be re-sold.

4.7 Pool Rentals

- 4.7.1 All rentals will be charged a \$15.00 cancellation administration fee to cancel a pool rental.
- 4.7.2 If the rental is cancelled due to rain, thunder or lightening, an opportunity to re-schedule will be offered at no charge.

4.8 Tournaments / Special Events

- 4.8.1 Indoor Tournaments will be charged 50% for any facility rentals including room bookings that are cancelled, in whole or in part, once the booking has been confirmed, unless it can be re-sold. If the cancellation notices, in whole or in part, is less than 30 days prior to the tournament, 50% of the rental fees will be charged regardless of whether it is resold.
- 4.8.2 Outdoor Tournaments will be charged 25% for any facility rentals including shelter bookings that are cancelled, in whole or in part, once the booking has been confirmed, unless it can be re-sold. If the tournament is cancelled 60 days or more in advance, a cancellation fee of \$15 will apply for each field/court/shelter booked. If the cancellation notices, in whole or in part, is less than 14 days prior to the tournament, 50% of the rental fees will be charged regardless of whether it is resold. If a tournament schedule is adjusted due to inclement weather, the time slots will be refunded in full once confirmed by staff.
- 4.8.3 Special Event rentals will be charged 25% for any facility rentals that are cancelled in whole or in part, once the booking has been confirmed. If the event is cancelled 60 days or more in advance, a cancellation fee of \$15 will apply. If an event is cancelled due to inclement weather, an opportunity to re-schedule will be offered at no charge.

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4.9 Gymnasium Rentals

- 4.9.1 All rentals will be charged a \$15.00 administration fee to cancel a one-time gym rental.
- 4.9.2 All groups with multiple rentals will be charge a minimum \$15.00 administration fee or 15% of their total rental contract

5.0. Procedure

- 5.1 The customer shall submit in writing a cancellation request.
- 5.2 The Facility Booking staff shall attempt to re-schedule the event and amend the permit.
- 5.3 The applicable cancellation fee will be applied and the refund request issued.
- 5.4 If facility rental time is returned to the County after a contract is signed due to insufficient registration or regular attendance is deemed to be a financial hardship on a group or individual, the situation will be evaluated by the Director of Facilities & Parks and a fair cancellation fee will be determined.

Cancellation of a contract, in whole or in part, that includes a series of bookings and which does not meet the cancellation and refund criteria established in this policy must be approved by the General Manager of Operations and/or Corporate Services. A negotiated cancellation fee will be applied at the discretion of the General Manager of Operations.

- 5.5 The Corporate Services department will issue the refund by cheque.

6.Related Documentation

- 6.1 Sport Allocation Policy

7.Review Cycle

- 7.1 This policy will be reviewed annually.