

Subject:

Recreation Facility Booking Policy

Policy #: CMS-2025-04

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Amendment date: Enter date

Replaces: CDS-2015-02

PURPOSE

The County of Brant wishes to ensure that everyone has safe and equitable access to County owned and operated recreational facilities. Facilities in the County of Brant are available for use by County of Brant staff, elected officials and members of the public, including non-profit and commercial groups, as outlined in this policy.

This policy identifies the recreation facilities available in the County of Brant including any restrictions on the use of the facilities, the booking process and roles and responsibilities of all parties involved.

County of Brant recreation facilities are accessible to all members of the community; however, steps must be taken to ensure the facility, its staff, and its patrons are in a safe environment. Procedures are required so that a uniform approach to permitting the use of the County of Brant recreation facilities can be taken.

SCOPE

This policy applies to all rentable spaces (as designated by Community Services Staff) and sport surfaces within County of Brant recreation facilities, except for staff meeting/boardrooms, which are available to staff only and are booked through internal booking systems as approved by the County of Brant Information Technology Services.

The County of Brant will ensure the most supportive climate possible so that people may enjoy, gather, celebrate and enjoy sport as a community in safe, inclusive and vibrant facilities. Those booking at any County of Brant recreational facility must adhere to the terms identified in the applicable facility agreement along with the Community Services Respect & Responsibility Policy.

DEFINITIONS

Authorized Agent – designated person(s) representing an organization and/or business, who have been confirmed by such and are listed on their account to make decisions regarding changes and requests for rentals and use of facilities.

Community Partner – a volunteer-based group established to fill a void in service or provide a priority community service. The Community Partner will support and enhance the County of Brant’s strategic priorities by offering programming, services, information, and community events to the County of Brant residents.

Contract Booking – refers to any permit that includes a regularly reoccurring booking within a recreation facility. This can include seasonal contracts within allocated sport seasons, or annually.

Client and Business Services – team of staff who work within and oversee the County of Brant Community Services Department Customer Service portfolio. Including Facility Booking, Recreation Program Registrations, Recreation Software Administration, etc.

Critical Path – document created by the Client and Business Services Supervisor to guide the timelines of Community Services Recreational Facility allocation annually. Within this document timelines are set for allocation request packages and deadlines which user groups will receive contracts and when spaces become available for booking for set periods of time (e.g. sport facilities and sport specific seasons)

External Booking – means all requests to book/issued permits for any recreation facilities run and operated by the County of Brant Community Services Department, for an event that is not being organized by the County of Brant. This includes bookings by County of Brant employees for non-work related events.

Facility – includes all indoor and outdoor recreation facilities at any County of Brant owned and operated designated site.

Facility Booking Office – means the Community Services Department, centralized booking location.

Recreation System Administrator – means a staff person responsible for managing specific recreation facility bookings as noted in the policy.

Fall/Winter - All indoor sport facilities (except Turf) – generally mid-September to end of March annually Turf – generally, mid-October to April annually

Internal Booking – means all request to book/issued permits for any recreation facilities run and operated by the County of Brant Community Services Department by County of Brant staff for a County of Brant function, such as but not limited to, an event or meeting.

Lessee – entity renting space from the County of Brant, can be an individual, organization, or a business.

Lessor – County of Brant as owner/operator of rental spaces pertaining to this policy

One Time Booking – means any booking that does not occur over multiple dates.

Permit Holder – Individual lessee or authorized agent acting on behalf of lessee, who has a formal rental request approved and permit issued in as per the request

Recreation System Specialist – means the staff person responsible for managing approved scheduled payment plans, billing on user accounts, outstanding balances on accounts and processing of refunds.

Recreation System – software utilized by the Community Services Department to input and create rental permits, complete payment transactions and recreation program registrations, memberships, etc.

Special Event – Gatherings for social, cultural, or sporting purposes. Includes, but not limited to festivals, concerts, trade shows, camps, try-outs, play downs, showcases, etc., which are not part of regular season play.

Special Event Application – request submission to the County of Brant, in addition to any facility specific rental requests, that is reviewed, subject to inquiry and either approved or denied by the Special Event Advisory Team (SEAT).

Special Event Advisory Team (SEAT) – Chaired by the County of Brant’s Special Events and Filming Coordinator, SEAT is a group of representatives from many County of Brant departments and applicable community agencies who help manage events in Brant, ensuring they are safe, well-organized, and align with community standards. The group reviews Special Event Applications for events within the County of Brant.

Sport Facility Allocation – The distribution of facility bookings amongst users to provide fair access to County recreational facilities sport surfaces. This allocation can impact on the availability and booking timelines of facilities/spaces that are adjacent to sport surfaces (such as ice rinks, indoor turf, gymnasiums, etc.)

POLICY DETAILS

1.0 ACCOUNTABILITY

All Department Directors are accountable to:

- Ensure all departmental staff are aware of this policy and any subsequent revisions

Managers/Supervisors are accountable to:

- Ensure that staff in their respective work units are aware of this policy and any subsequent revisions
- Ensure that applicable staff are trained on this policy with respect to their specific job function, and,
- Ensure that applicable staff comply with this policy.

Facility Booking Office is accountable to:

- Ensure that users are provided with accurate information as contained in this policy and applicable facility rental agreement

2.0 FACILITY USER GROUPS AND INTERNAL DEPARTMENTS

While every attempt will be made to accommodate all requests, the County of Brant reserves the right to move groups to an alternate location and/or cancel bookings in priority sequence for the following groups:

2.1 Category One:

- Elections: Federal, Provincial, Municipal
- Council or Committee of Council

2.2 Category Two:

- Groups for which the County of Brant has a statutory obligation to provide meeting/hearing space, such as the Ontario Land Tribunal (OLT) (formerly OMB, LAPT); County of Brant Standing Committees
- Internal Community Services Department programs/services and alternative County of Brant departments and functions.

2.3 Category Three:

- External Use (all external use is approved in conjunction with the Sport Facility Allocation Policy, and department allocation timelines as set by the Facility Booking Office).

3.0 BOOKING PROCESS

3.1 Processing Requests

All rental requests are to be submitted to the facility booking office through the submission of an online form, provided through the County of Brant website. Individuals who have additional questions or concerns or require accessibility accommodations can reach out to the Facility Booking Office by phone or through the designated e-mail address, facilitybooking@brant.ca

3.2 Requirements of all Rentals

- All persons booking facilities must be 18 years of age or older. The Customer Service Representative will obtain the necessary booking details and provide the customer with all relevant instructions or, where applicable, advise the customer that the request is being forwarded to a member of the Facility Booking Office for review and follow up.
- Complete online Rental Request Form, it will automatically be sent to Facility Booking staff if completed in full.
- The Facility Booking Office may refer the booking to the SEAT (Special Events Advisory Team) committee for review, due to additional requirements of the rental. Requests for special events may require the completion of a Special Events Application if directed by the SEAT. Customer will be provided additional information pertaining to completing the Special Event Application and to the Special Event Coordinator for additional guidance.
- Users requesting set-up of a facility the day before the scheduled booking must pay the applicable rental rate as approved in the fees and charges by-law, in consultation with the applicable Facility Supervisor
- Once a rental request is confirmed a facility rental permit will be sent to the customer that includes:
 - Rental Contract, which is to be signed and returned to the Facility Booking office, either by paper copy or digitally.
 - ⊖ Applicable Rental Agreement(s), which are to be acknowledged through the online booking system
 - ⊖ Applicable fees for costs incurred, and the terms of payment.

All the above documentation must be acknowledged/signed & returned to the Facility Booking Office prior to the event/ first scheduled contract date taking place, or access to the facility may be denied. Customers are responsible for reviewing contracts for accuracy prior to signing.

- It is the responsibility of the contract holder or designated individual to be present at all rental times as outlined on the rental contract.
- The person who signs the contract and acknowledges/provides all additional documentation requirements must be duly authorized to do so, on behalf of any sponsoring organization/business, or the designated permit holder (lessee). It is the responsibility of the contract holder to make all members of its group using the County of Brant facility aware of the terms and conditions within all applicable Rental Agreements for the approved permit and to provide the members with a copy of these terms and conditions, if requested.
- It is the responsibility of the permit holder or designated individual to be present at all rental times as outlined on the rental contract.

- One Time Bookings are based on a first come, first serve basis, once all contracts as per the Critical Path timelines permit. Annual events should be booked as early as permitted for the following year for the date to be reserved, as dates are not automatically held for repeat events (only if formally requested and approved). Exceptions can be made by the General Manager or designate.

For a listing of available facilities and spaces to book under this policy visit the County of Brant website, www.brant.ca/rentals.

4.0 ROLES AND RESPONSIBILITIES

The Facility Booking Office is responsible for providing customer service to individuals, organizations and/or business looking to book facilities owned by the County of Brant and operated by the Community Services Department, including but not limited to sport facilities, parks, and community rooms and halls.

The facility booking office will:

- Review each request on its own merits, in consultation with the Parks and Facility Supervisor/Manager, if applicable determine if additional County of Brant or regulatory approvals are required
- Direct client to the appropriate places to seek additional approvals/submit applications if deemed they are required to complete the booking (SEAT application, Health Unit certification, etc.)
- Verify availability, through the County of Brant's recreation system
- Complete the requested booking through the recreation system
- Provide permit to client to review and instructing them to return a signed copy of the enclosed contract to the Facility Booking Office if no changes are required.
- Provide overview of information and copy of all applicable policies to user prior to the start of the permit
- Review applicable terms and conditions within the permit with the lessee and the mandatory supplementary documentation required, such as insurance documents, special occasion permit, etc.
- Initiate communication with all applicable County of Brant staff outlining booking confirmations, specialized instructions (set ups, equipment, etc.), forward required documentation and any additional changes to the permit prior to the start date.
- Make any necessary amendments to the permit as required including changes to requested dates and times. Changes must be made by the permit holder and/or an authorized agent.
- Provide information on Third Party Liability Insurance to Customer if eligible and unable to provide their own insurance.
- Liaise with the client to ensure that all conditions for approval and requirements have been met

- Maintain a copy of all the signed documents on file; including but not limited to, the contract, set up, insurance, and any Special Occasion Permit authorized forms

5.0 CONDITIONS FOR APPROVAL

All incoming requests for bookings of recreation facilities will be considered in accordance with the County of Brant's policies and procedures ensuring that:

- Users do not endorse views and ideas which are likely to promote discrimination, contempt or hatred for any person on the basis of race, national or ethnic origin, citizenship, religion, age, sex, marital status, family status, sexual orientation, disability, political affiliation, economic status or level of literacy.
- Users must adhere to the County of Brant's Respect & Responsibility Policy and rental contract and all applicable terms and conditions.
- Event participants and patrons of the facilities are adequately safeguarded
- The security and protection of County of Brant facilities are adequately safeguarded
- Activities which are contrary to the County of Brant policies or by-laws, or provincial or federal laws are not conducted or promoted.
- All regulatory approvals are obtained (i.e. alcohol, lottery license, etc.)
- Application to the Special Events Advisory Team (SEAT) has been completed- when necessary
- All external bookings are required to secure and provide documentation of third-party liability insurance.

Requirements Once Approved:

- In order for a permit to be issued, client(s) must sign the completed contract. There will be no use permitted until the contract has been signed and returned to the Facility Booking Office.
- Once a request to book a County of Brant facility has been approved, the user, where applicable, will be required to:
 - Obey all federal laws and provincial laws and municipal by-laws and policies
 - Ensure smoking/vaping does not occur as per the Smoke-Free Ontario Act; contract holders could be charged under the legislation
 - Accept financial responsibility for any damages to property or furnishings, or personal injury claims resulting from the activity (damage/security deposits may be required)
 - Ensure that security services (police and/or security services) are notified and on site, if required as a condition of approval
 - Ensure alcoholic beverages are served only with specific approval to do so and under permit from the Alcohol and Gaming Commission of Ontario (AGCO) and compliance with the County of Brant Municipal Alcohol Policy

- Ensure that food services for all bookings adhere to existing County of Brant policies and/or agreements and meet the requirements of the local Health Unit when applicable.
- Adhere to the County of Brant Respect & Responsibility Policy and rental agreement
- Comply with all applicable rules and regulations of the County of Brant, all County of Brant By-Laws, including but not limited to the no smoking By-Law, noise By-Law, signage By-Law and parks use By-Law
- Permission to use County of Brant facilities/premises in no way constitutes approval to engage in any unlawful activity or conduct in a manner that would violate any Federal, Provincial or Municipal Law
- Any new or changed information provided to the County of Brant in regard to the rental may result in the booking being rescinded.
- Any use of space for activities not specified during the booking process can result in immediate cancellation of the permit and approval of any future bookings for the lessee.

6.0 FEES/RENTAL RATES/PAYMENTS

Fees to rent County of Brant facilities are established annually through the County of Brant fees and charges by-law. The Facility Booking Office can provide the current rental rate schedule upon request, or they can be viewed publicly online or in the Community Services Guide.

Payments for rentals are identified in the individual contract.

6.1 Account Balances

- Any balance outstanding beyond thirty days from the date of billing may be assessed a late payment charge, at a maximum amount of 15% per annum or 1.25% per month charged on the first day of default and on the first day of each calendar month that the principle remains unpaid.
- Any outstanding account balance that has reached the 90-day notice and has had two letters sent to date will not be permitted to use Recreational Facility space or book additional space until payment is made in full or as arranged. If financial hardship has been identified, users can be referred to General Manager/Director or designate to discuss arrangements for payment
- Accounts after 90 days will become frozen. Once an account has reached 120 days the account may be sent for collection or added to property taxes.

6.2 School Boards

- Fees will be set out annually in the County of Brant fees and charges by-law.

- Fees and any specified conditions of use are outlined within the Joint Use Facility Agreement for each specific publicly funded school board.
- Private Schools and Homeschool groups are classified as external user groups.

6.3 Closures

- The County of Brant facilities shall generally be closed to the public, annually, on statutory holidays, unless a minimum rental request for 6 hours is received and based on the ability to provide the services. Additional fees as outlined in the Fees and Charges by-law will be applied for any bookings on Statutory holidays.
- Parks and Outdoor bookable spaces may be available for use on statutory holidays, subject to approval and ability to accommodate.
- On Christmas Eve and New Year's Eve, facilities will be closed at 12 noon and rentals limited to booking no later than 11:00 a.m.

7.0 CANCELLATIONS/AMENDMENTS/REFUNDS

All cancellations and refunds are to be referred to the Facility Cancellation Policy. Amendments are to refer and adhere to the Facility Cancellation Policy when involving the removal of previously approved time(s).

8.0 INSURANCE

Permit holders and sponsoring organizations or businesses renting County of Brant facilities/premises are required to maintain liability insurance coverage. Insurance can be purchased through the Facility Booking Office, for individuals booking facilities, all organizations and businesses will have to provide their own certificates of insurance.

If applicable insurance will be offered at time of booking in the amount of \$2 million or \$5 million through the designated third-party provider. Organizations, businesses and groups that have insurance coverage through a governing body or provincial sports association will only be required to provide a valid current copy of their certificate of insurance as proof of insurance coverage – with the Corporation of the County of Brant named as an additional insured. If an organization, business or group does not have their own insurance or qualify for third-party insurance through the County's designated provider the facility booking office will provide alternative options for them to obtain third-party insurance.

9.0 ANNUAL USER GROUP MEETINGS

The County of Brant will host annual meetings, when deemed necessary, for users of County of Brant Sports Facilities. Regular users groups are encouraged to attend to be informed on new information relating to recreation facilities and booking procedures.

10.0 CONTACT/BOOKING REQUESTS

All facility booking rental requests should be directed to complete an online request submission form, any additional booking inquiries are to be directed to the Facility Booking Office email at facilitybooking@brant.ca

This policy is subject to annual review based on the discretion of the General Manager and/or their designate.