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## ATTACHMENT G

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<b>RCRS Secondary:</b>	GOV-02	<b>Effective Date:</b>	
<b>Policy Number:</b>	ADM-116	<b>Amendment Date/s:</b>	
<b>Title:</b>	Facility Booking Cancellation Policy	<b>Repeal Date:</b>	
<b>Department:</b>	Recreation & Culture	<b>Approved by:</b>	Jake Rudolph, CAO

### PURPOSE:

Due to the limited number of available facilities and to allow more community members to enjoy City of Nanaimo facilities, a Facility cancellation booking cancellation policy has been established.

### DEFINITIONS:

Category A	means activities to carry out the business of an organization or group. Excludes activities with liquor licenses or catered functions. (max. 4 hours).
Category B	means activities to carry out the business of an organization or group. Excludes activities with liquor licenses or catered functions. (max. 8 hours)
Category C	means dinner meetings, showers and teas (excluding dances and concerts) and shows without admission.
Category D	means adult dances and/or socials and banquets (max. 1 day)
Category E	means youth dances and/or socials.
Category F	means concerts, trade shows, conventions and shows with admission fees and/or sales of merchandise (maximum 1 day)

### SCOPE:

This policy applies to all City of Nanaimo department facilities.

### POLICY:

1. For bookings up to eight (8) hours in duration including preparation and clean up, cancellations in writing must be received a minimum of four (4) working days in advance, otherwise, the Licensee will be required to pay the full rental fee for the following bookings:
  - (a) at Community Centres and Activity Centres for Categories A and B.
  - (b) at the aquatic facilities and Oliver Woods Gymnasiums for regular hourly rental bookings.
  - (c) at arenas for regular floor or ice rental bookings.
  - (d) at the Centennial Building.

2. For bookings greater than eight (8) hours in duration including preparation and clean up, cancellation in writing must be received at least ninety (90) days in advance. Fifty percent of the rental will be required ninety (90) days prior to the event. Cancellation notice of less than ninety (90) days will result in a charge of one-half of the rental fees, plus any cost incurred for the following bookings:
  - (a) at Community Centres and Activity Centres for major functions in categories C, D, E, and F).
  - (b) at the aquatic facilities and Oliver Woods Gymnasiums for major events or swim meets or tournaments.
  - (c) at arenas for major bookings including concerts, trade shows, and circus events.
  - (d) at the Centennial Building.
3. Cancellation verbally or in writing must be received a minimum of four working days prior to scheduled use for all playfields. Charges for field use after the date of use will be reversed only in the event of a rain out and only if notification is given within seven days of the date of originally scheduled use.
4. Bookings made where there is less than the minimum cancellation time period will require payment by cash or credit card at the time of the booking.
5. For bookings greater than four (4) hours in duration on more than two (2) consecutive days, including preparation and clean up, cancellation in writing for non-regular functions must be received at least ninety (90) days in advance. Fifty percent of the rental will be required ninety (90) days prior to the event. Cancellation notice of less than ninety (90) days will result in a charge of one-half of the rental fees plus any cost incurred for the following bookings: Community Centres; Activity Centres; Aquatic Centres; and Arenas for children's camps, all age sports training camps and festivals.

**RELATED DOCUMENTS:**

Parks, Recreation & Culture Regulation Bylaw

**REPEAL or AMENDMENT:**

N/A