

TOWN OF WADENA

POLICY: Recreation Facility Booking and Allocation Policy		COUNCIL RESOLUTION: Resolution # 303-17 Effective: October 02, 2017
DEPARTMENT: Parks & Recreation	POLICY NUMBER: # P2017-006	Amended Date:

A. POLICY STATEMENT

The Recreation Facility Booking and Allocation Policy is intended to ensure that the Town's indoor and outdoor recreation and park facilities are operated in the most equitable, cost-effective, efficient, and fiscally sustainable manner possible.

B. PURPOSE

Provide a framework for the booking and allocation of recreation facilities and to ensure the following principles are considered when implementing the policy:

- Access and Equity: Strive for fair and equitable access to Town Recreation & Parks Facilities in terms of Regular Users, and Casual Users
- Efficient Use: Strive for efficient use of Recreation & Parks Facilities by maximizing use, creating efficient and documented Booking procedures, and ensuring that the Town is receiving fair compensation for use.
- Diversity: Promote the widest range of program opportunities in Recreation & Parks Facilities as possible.
- Youth Sport Development: Promote the role that the Recreation & Parks Facilities play in the development of minor sport.
- Partnership: Promote the importance of partnerships in the delivery of programs and activities.
- Ease of Use: Town personnel and the public should be able understand, interpret, and implement this policy.

C. DEFINITIONS

1. "Adult Organization or Group" means an organization or group with any portion of its membership or participants composed of individuals eighteen (18) years of age or older.
2. "Booking" is an individual time slot based on hour(s) and quarter hour(s).
3. "Casual User" means a User with a total duration of less than three (3) Bookings in a

one month period for a given facility.

4. “Town Programs and Special Events” means any program or special event operated, co-sponsored, or sanctioned by the Department of Parks & Recreation.

5. “Town” means the Town of Wadena and the Department of Parks & Recreation.

6. “Contact Person” refers to the User’s primary account holder(s) or an alternate designated by the primary account holder(s). For Casual Users, the Contact Person must be the adult(s) listed on the account.

7. “Exclusive Booking” refers to a Booking that provides the User, and persons they approve of, with exclusive and private use of rental rooms, ice surface or surfaces, and aquatics centre or spaces therein of each facility component.

8. “Ice Floods” will be performed after each ice booking unless otherwise requested by the following User. Ice floods may also be scheduled as deemed necessary by the Director of Parks and Recreation. The time allotted for an ice flood is 15 minutes. Regular floods are included in the hourly rates and shall not be charged to Users. The time associated with floods occurring between two Bookings or Users is not billable to any party. However, flood times for tournaments, carnivals, junior hockey games, and/or other events longer than four hours shall be included in the billing at the applicable Rental rates.

9. “Indoor Recreation Facilities” refers to those indoor Town operated venues that are available for User Bookings, including arenas with or without ice, gymnasiums, pools, meeting rooms, programming rooms, dressing rooms, change rooms, and lockers.

10. “Junior Hockey” means locally organized hockey teams with membership in a Junior “B” or “A” hockey league.

11. “Non-Prime Time Hours” refers to all those arena operating hours during the operational ice season that fall outside of Prime Time Hours.

12. “Office” shall refer to the Office of the Department of Parks & Recreation in the Town of Wadena Municipal Office.

13. “Operating Hours” refers to the times when the Town Facilities are open for bookings and public use. The normal operational hours of the Town Facilities are from 8:00 a.m. to 11:00 p.m. Bookings outside of the Operating Hours must be approved by the Director of Parks and Recreation. An Operator or Manager has the discretion to discuss increasing or decreasing operating hours in consultation with and with authorization from with the Director Recreation & Parks Services. The facility will be closed on Christmas Day, Boxing Day, and Good Friday. Other closures may occur at the discretion of the Director Recreation & Parks Services based on operational requirements and/or the lack of bookings and other holidays.

14. “Outdoor Recreation Facilities” refers to the outdoor parks facilities that are available for User Bookings, including but not limited to the ball diamonds, soccer pitches, and the rodeo/fair grounds. Park facilities that are generally reserved for spontaneous use are outdoor ice rinks, tennis courts, skateboard park, and general park areas. The use of park facilities is managed by the Director of Parks & Recreation.

15. “Prime Time Hours” refer to those hours in the arena during the operational ice season from 4:00 p.m. to 9:30 p.m. on weekdays, all day on weekends, as well as on all days where public school is not in session (e.g. Statutory Holidays, school professional development days, etc.).

16. “Regular Ball Season” means the period of time where Town Ball Diamonds are available for public use and Booking. The Regular Ball Season may vary at the discretion of the Director of Recreation and Parks Services, but will generally be considered the first week in May through the last week in July.

17. “Regular Ice Season” means the period of time where ice is present on the arena’s playing surface and the arena is available for public use and Booking. The Regular Ice Season may vary at the discretion of the Director of Parks and Recreation, but generally falls between the first Sunday in September and the last Saturday in March of each year. This season may be extended to complete scheduled league playoffs, provincial finals, and to host events of significance.

18. “Regular User” means a User that averages four (4) or more Bookings per month for a given facility.

19. “Rentals” are made up of either a single booking or multiple bookings. A single booking is defined as a minimum one hour rental of a recreation facility. Multiple bookings is defined as separate booking within a day, week, and/or month. The total of the bookings would comprise the User’s Rental.

20. “School Use” refers to any bookings by schools within the Town of Wadena and Rural Municipality boundaries for activities that occur during regular school operating hours as part of the school curriculum.

21. “School Recreation Swim” refers to a school booking in the aquatics facility where instruction or lesson plans are not provided by Town personnel.

22. “School Swim Lesson” refers to a school booking where Town personnel provide instruction and leadership to participants.

23. “Special Event” means a public or private event directly operated or sponsored by the Town of Wadena.

24. “Spontaneous Use Recreation & Parks Facilities” refers to Town operated venues that are not generally available for dedicated user bookings, including but not limited to, outdoor ice rinks arenas, Skateboard Park, outdoor aquatic venues (including a water park), tennis courts, playgrounds, and green spaces.

25. “Summer Arena Ice” refers to ice that is available during dates that are outside of the Regular Ice Season.

26. “Tournament” refers to any competitions between multiple persons or teams that gather together under the direction of an organization or group for the purpose of determining a winner amongst the competitors.

27. “User” refers to anyone who wishes to use a Recreation Facility.

28. “Youth Organization or Group” means an organization or group, which includes extracurricular school programs, with all of its membership or participants composed of individuals less than eighteen (18) years of age.

D. FACILITY TERMS OF USE

All Users are subject to the terms and conditions of facility use as outlined in the Recreation Rates & Use Policy and the booking agreement.

E. FEES, CANCELLATIONS, AND REFUNDS

All use of Recreation Facilities is subject to the applicable fees and terms outlined in the Recreation Rates & Use Policy.

F. FACILITY RULES AND REGULATIONS

All Users are required to abide by all the formal and informal rules and regulations set forth by the Town.

G. REGULAR USER ICE BOOKING PROCEDURES

1. The following priority ranking will be used to assist with Booking request conflict resolution at the start of each year. This will ensure that all Users are given the opportunity to use Town Arenas, and will help in determining the Regular Ice Season Schedule.

First Priority: Town of Wadena Special Events and Programs

Second Priority: Other Special Events and Tournaments

Third Priority: Senior & Minor Sport League Games requiring pre-season Booking

Fourth Priority: Youth Organizations and Groups non-league activities

Fifth Priority: Adult Organizations and Groups

Sixth Priority: All other Users (including Casual Users)

2. Annual Ice User Meetings will be implemented as follows:

Pre-season Meeting: August 15th – September 15th

Mid-season Meeting: January 2nd – 21st

Season End Meeting: March 15th – April 1st

3. By February 28th of each year, a reminder letter will be sent to each Regular User to inform and/or remind them of the Booking process for the next Regular Ice Season. The letter will contain the following information:

- The Users hourly Booking totals for the current and previous season.
- The Tournament and Special Events Schedule for the current year, as well as a space for next season’s tournament and event date requests
- The current year’s Weekly Master Schedule for each arena.
- A blank copy of the Weekly Master Schedule for each arena, which the Regular Users will use to make ice allocation requests for the next Regular Ice Season.

4. All Booking requests for the next Regular Ice Season, including Tournaments and Events, shall be submitted to the Director of Parks and Recreation no later than August 1st of each year.

5. All Regular Users and the Director of Parks and Recreation shall meet no later than September 30th to resolve booking request conflicts. All Rental/Booking requests will remain tentative until after the booking request conflicts are resolved.

6. Where there is a conflict in the development of the regular ice season schedule the higher priority ranked booking will be provided the ice time.

7. Where conflicts arise between bookings of the same ranking the affected Users will resolve the conflict. If no resolution is agreed upon, the Director of Parks and Recreation will make the final determination.

8. The development of the Regular Ice Season Schedule will take into account the previous year's ice allocations and cancellations. Final determination of ice allocations based on previous use, will be at the discretion of the Director of Parks and Recreation.

9. Regular Users may, at the discretion of the Town, be required to take a portion of their total bookings during non-prime time hours. In such instances, the allocation of non-prime time hours shall be based on the overall percentage of prime time hours used by the regular user.

10. Playoffs for Regular Users shall be booked so as not to limit the availability of ice to other Users. In the event of cancellation of playoff ice and subject to the cancellation policy, the User's Contact Person or Alternate shall give notice to the Town immediately upon requiring further playoff game Bookings.

11. Upon notification, the Town will allocate the ice time required to host playoff games. Should a required time slot already be allocated to another User, the Town will contact that User to reschedule or cancel their Booking. Youth playoff games shall take precedence over all other Bookings, except Special Events, Tournaments, and Junior Hockey.

H. CASUAL USER ICE BOOKING PROCEDURES

Casual User Booking requests will be considered after the Regular Users Ice Allocations are set. Casual User Booking requests must be made using a Facility Booking Request Form and will be considered on a "first come, first served" basis.

I. SUMMER ICE BOOKING PROCEDURES

1. The provision of Summer Arena Ice is subject to the approval of Town Council, and must meet the following provisions:

- Notification of Summer Arena Ice Rental request must be made prior to March 1st of the year in which Summer Arena Ice is being requested.
- In order to reflect the full operating costs of the arena in the summer, all Users will be billed the adult rate for Summer Arena Ice Rentals.

- The User(s) making the request for ice must guarantee rentals of a minimum of forty (40) hours per week for the entire Rental period, as well as the period of time between the beginning/end of the Rental and the end/start of the Regular Ice Season.

2. Once the provisions for providing Summer Arena Ice are met, all Users can make Summer Arena Ice Bookings on a “first-come, first served” basis by submitting a Facility Booking Request Form.

J. BALL/SOCCER BOOKING PROCEDURES

1. The following priority ranking will be utilized to assist with booking conflict resolution at the start of the year. This will ensure that all Users are given the opportunity to use Town Ball Diamonds and will help in determining the Regular Ball Season Schedule.

First Priority: Town of Wadena Special Events and Programs

Second Priority: Other Special Events and Tournaments

Third Priority: Youth Organizations - Games

Fifth Priority: Adult Organizations and Groups – Games

Sixth Priority: All other Users (including Casual Users)

Practices for all groups will take a lower priority than games and shall be held on school ground diamonds, as permitted under the joint use agreement, if there are conflicts with games.

2. Annual Ball User Meetings will be implemented as follows:

Pre-season Booking Meeting March 1st – 15th

Mid-Season Meeting May 15th – June 1st

Season End Meeting July 15th – 31st

3. By January 31st of each year, a reminder letter will be sent to each Ball User and/or Soccer User to inform and/or remind them of the booking process for the next Regular Ball Season. The letter will contain the following information:

- The Users previous season total use.
- The Tournament and Event Schedule for the previous season, as well as a space for requesting next season’s tournament and event dates.
- The previous year’s Weekly Master Schedule for Ball Diamonds/Soccer Pitches.
- A blank copy of the Weekly Master Schedule for Ball Diamonds/Soccer Pitches, which the Users will use to slot in booking requests for the next Regular Ball Season.

4. All booking requests for the next Ball of Soccer Season, including Tournaments and Events, shall be submitted to the Director of Parks and Recreation no later than March 1st of each year.

5. All Ball and Soccer Users and the Director of Parks and Recreation shall meet no later than March 15th to resolve Booking conflicts between Users.

6. The development of the Ball and Soccer Season Schedule will take into account the previous year’s allocations and cancellations. Final determination of diamond/soccer pitch

allocations based on previous use and availability of other booking slots, will be at the discretion of the Director of Parks and Recreation.

7. Where there is a conflict in the development of the Regular Ball Season Schedule, and there is no alternative booking available, the higher priority ranked booking will be provided for the ball diamond/soccer pitch.

8. Where Booking conflicts arise between bookings of the same ranking, the Users will resolve the conflict. If no resolution is agreed upon, the Director of Parks and Recreation will make the final determination.

9. Users shall not pre-book or reserve Ball Diamonds/Soccer Pitches for anticipated playoff games, as it results in the cancellation of Ball Diamonds that would otherwise be available to Users. During the playoff season, the Contact Person or Alternate shall notify the Town immediately upon requiring playoff Bookings.

K. CASUAL USER BALL/SOCCER BOOKING PROCEDURES

Casual User booking requests will be considered after the Regular Ball/Soccer Users allocations are set. Casual User Booking requests must be made using a Facility Booking Request Form and will be considered on a “first come, first served” basis.

L. OFF ICE SEASON ARENA & MEZZANINE BOOKING PROCEDURES

- User Bookings will not displace Town of Wadena Special Events and Programs.
- Booking requests from Users will be made using a Facility Booking Request Form and will be considered on a “first come, first served” basis.
- If multiple Users are requesting a given facility at the same time on a regular basis, the Director of Parks and Recreation will meet with the affected Users to resolve the Booking request conflicts. In such cases, a Regular User Booking procedure may be implemented.
- For off ice leagues the same booking process as per the operational ice season shall apply.

M. SPONTANEOUS USE INDOOR & OUTDOOR RECREATION FACILITIES

1. The Town reserves the right to sole use of a Spontaneous Use Facility for Special Events and maintenance.

2. Spontaneous Use Recreation Facility Bookings are not permitted. Users may inform the Town of their intentions regarding use of a Spontaneous Use Recreation Facility, but this in no way provides the User special rights and privileges to the facility beyond those extended to all other Users and members of the public.

N. AQUATICS CENTRE BOOKING PROCEDURES

1. All Booking requests shall be submitted using a Facility Booking Request Form and will be considered on a “first-come, first served” basis.

2. Exclusive Pool Bookings are permitted outside of the normal program and aquatic facility schedule, and are subject to the availability of appropriate staffing levels as determined by the Aquatics Supervisor. Exclusive Pool Bookings requested during normal operating hours may be permitted for Special Events subject to the approval of the Director of Parks and Recreation.

3. Pool Party Pack Bookings are only permitted during scheduled public swimming times.

4. Multiple Pool Bookings are not permitted to occur at the same time, excepting the following:

- When two School Recreation Swim Bookings consist of less than 30 participants each;
- When a School Recreation Swim Booking of less than 30 participants is offered at the same time as a School Swim Lesson; and
- For any number of Pool Party Packs.