



TOWN OF HINTON

Cancellation Fee Policy

For Arena Facilities

Policy No. 032

Created By: Infrastructure Services
Approved By: Town Council
Revised By: Town Council

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Revised On:

POLICY STATEMENT

The Town of Hinton Parks and Recreation Department encourages the optimum involvement of the community in recreation and ensures the maximum utilization of Town owned recreation facilities. Attention to customer service, department efficiency and overall tax dollar subsidy is essential in maintaining this commitment.

- 1. GOALS**
- 2. DEFINITIONS**
- 3. METHODS AND PROCEDURES**

REGULAR ARENA USER-GROUPS AND INDIVIDUALS:

- ◆ When notice of cancellations or changes is given with less than 5 full days (120 hours) remaining before the booking, groups or individuals shall be charged 100% of the booking.
- ◆ The department may waive the 5 day cancellation fee due to unforeseen circumstances (i.e. teams bumped out of their playoffs, poor travelling conditions for visiting teams); this consideration will particularly apply during playoff season.

NOTE - If the group, individual or department re-sells all/part of the cancelled/changed booking, the original group or individual will not be charged for the re-sold portion of the booking.

CASUAL BOOKINGS (made with less than 5 days remaining before the booking):

Youth and casual recreation groups are the primary patrons of casual bookings; therefore consideration is given for the time required to gather players. The following opportunity is also available to regular arena user-groups booking the facility outside the regular season schedule.

- ◆ The department shall reserve a booking for a group or individual for up to one hour before offering the booking to another group or individual.
- ◆ Upon confirmation (up to one hour), the group or *individual shall formally book the arena by:
 - a) paying the full amount if booking in person or;
 - b) using a VISA number (plus expiry date), ensuring name and full mailing address is given if booking over the phone or;
 - c) identifying themselves as the Ice Convenor for a regular arena-user group and the Department will add the booking to the regular monthly billing.

* Direct adult supervision is required if participants are not the age of majority.

TOURNAMENTS AND SPECIAL EVENTS:

- ◆ When notice of cancellations or changes is given with less than **15 days (two full weekends) remaining before the booking, groups or individuals shall be charged 50% of the booking.

NOTE - If the group, individual or department re-sells all/part of the cancelled/changed booking, the original group or individual will not be charged for the re-sold portion of the booking.

** If less than 5 days notice is given, the following shall apply:

- ◆ When notice of cancellations or changes is given with less than 5 full days (120 hours) remaining before the booking, groups or individuals shall be charged 100% of the booking.
 - NOTE - If the group, individual or department re-sells all/part of the cancelled/changed booking, the original group or individual will not be charged for the re-sold portion of the booking.
- ◆ When notice of cancellations or changes is given following confirmation, the group or individual shall be charged 100% of the booking.

NOTE - If the group, individual or department re-sells all/part of the cancelled/changed booking, the original group or individual will not be charged for the re-sold portion of the booking.

4. RESPONSIBILITIES

5. GUIDING PRINCIPLES TO STAFF