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| Policy Title: | Facilities Cancellation Policy             |
| Issued by:    | Community Services & Recreation Department |
| Approved by:  | Council                                    |
| Date:         | February 24, 2017                          |
| Revised:      | March 19, 2020                             |

## 1. Scope

Guidelines have been established for the notice of cancellation for the Township of North Glengarry's recreational facilities.

## 2. Responsibilities and Authorities

The Township of North Glengarry maintains several facilities for the enjoyment of its residents and users in the area. In order to ensure that these facilities are available to its population and used in an efficient manner, the Township requires proper notice of cancellation from users.

### 2.1. Signed Contract

#### 2.1.1. Ice Time

- i. The Recreation Department will provide the Renter with a contract, which lists all of the ice times that have been allocated to the user/user group for the season. The signed contract is due to be returned by the date indicated on the ice request form that is issued by the Recreation Department. All ice rentals will require a signed contract before the group or individual(s) enter the ice surface.
- ii. The Recreation Department will make every effort to accommodate ice allocation requests in accordance with its ice allocation priorities. Users with overdue accounts may, at the discretion of the Recreation Department, have their ice time cancelled and/or lose their grandfathered status for the upcoming season. By signing the contract, the Renter agrees that all times listed on the contract will be paid in accordance with the contract.

#### 2.1.2. Hall or Facility Request

- i. The Recreation Department will provide the Renter with a contract, which lists the hall or facility that has been requested along with the hours requested. Users with overdue accounts may, at the discretion of the Recreation Department, have their request cancelled. By signing the contract, the Renter agrees that all hall or facility requests and times listed on the contract will be paid in accordance with the contract.

## **2.2. Cancellation of Ice Time by the Township of North Glengarry**

- i. The Township of North Glengarry is the sole authority for all ice times. The practice of transferring, trading or sub-leasing ice between permit holders, without prior consent by the Recreation Department, is not allowed.
- ii. The Township of North Glengarry reserves the right to reasonably postpone, reschedule or cancel any ice time, for a significant or high profile event, as approved by Council or for the purposes of play-off games for the Junior teams, the AMHA or GGHA teams.
- iii. The Township of North Glengarry reserves the right to cancel ice due to safety concerns, mechanical breakdowns, weather conditions, emergency closures or unsuitable ice surface conditions as dictated by the Director of Recreation & Culture. Every attempt will be made to reschedule the Renter group's ice time. All rescheduled ice time will be billed in accordance with regular ice rates. All ice time that cannot be rescheduled, will either be credited to the user's outstanding contract balance or refunded if the contract has been paid in full.
- iv. In case of inclement weather, unless notified by the Recreation Department that the arena is closed, ice time will be available for use and will be billed as stated in user's contract.
- v. In the event of a multi-day arena closure, the Township will reallocate ice time according to predetermined priorities.
- vi. In the event that the Township of North Glengarry cancels a booking for ice or a facility, the client will be offered the opportunity to rebook at a later date or obtain a full refund.

## **2.3. Cancellation of Ice Time by Renting Organization or Individual**

### **2.3.1. Cancellation of Ice Time for Practices or games:**

- i. All cancellations must be made during office hours 8:00 am to 4:00 pm Monday through Friday.
- ii. Ice cancellations must be made 14 days in advance otherwise the team / organization is charged at 100% of the rental rate.
- iii. In the event that the ice is cancelled without the appropriate notice **and that team has found another team/organization that is able to pick up that ice time** the charge will be waived.

### **2.3.2. Cancellation of Ice Time for Carnivals or Tournaments:**

- i. All cancellations must be made during office hours 8:00 am to 4:00 pm Monday through Friday and be sent by email to [recreation@northglengarry.ca](mailto:recreation@northglengarry.ca).

- ii. For carnivals, tournaments or other events where there is a considerable amount of staff preparation time or time booked (i.e. entire day(s) or weekend) the following notice is required:
  - Prior to 4 Weeks – Organization is not charged
  - 3 Weeks – Organization is billed 50% of cost of Ice Blocked
  - 2 Weeks – Organization is billed 100% of cost of Ice Blocked
- iii. In the event that the ice is cancelled without the appropriate notice **and that organization has found another team/organization that is able to pick up that ice time** for the entire booking (i.e. entire day(s) or weekend) the charge will be waived.
- iv. In the event that the ice is cancelled without the appropriate notice **and that organization has found another team/organization that is able to pick up portions that ice time** the canceling team/organization will be charged for the un-used ice time according to the notice received.

#### **2.4. Cancellation of a Hall or Facility by the Township of North Glengarry**

- i. The Township of North Glengarry is the sole authority for all halls and facilities. The practice of transferring, trading or sub-leasing halls or facilities between permit holders, without prior consent by the Recreation Department, is not allowed.
- ii. The Township of North Glengarry reserves the right to reasonably postpone, reschedule or cancel any hall or facility booking, for a significant or high profile event, as approved by Council.
- iii. The Township of North Glengarry reserves the right to cancel a hall or facility booking due to safety concerns, mechanical breakdowns, weather conditions, emergency closures or other conditions as dictated by the Director of Recreation & Culture. Every attempt will be made to reschedule the hall or facility booking. All rescheduled hall or facility booking will be billed in accordance with previously agreed-upon rates. All hall or facility bookings that cannot be rescheduled, will either be credited to the user's outstanding contract balance or refunded if the contract has been paid in full.
- iv. In case of inclement weather, unless notified by the Recreation Department that the arena is closed, the hall or facility will be available for use and will be billed as stated in user's contract. This clause does not apply to situations where organizations are required to reschedule games at a later date.
- v. In the event of a multi-day arena closure, the Township will reallocate the hall or facility booking time according to predetermined priorities.
- vi. In the event that the Township of North Glengarry cancels a hall or a facility booking the client will be offered the opportunity to rebook at a later date or obtain a full refund.

## **2.5. Cancellation of Hall or Facility by Renting Organization or Individual**

### **2.5.1. Cancellation of a hall or facility rental (other than ice time) for meetings of activities of a short duration:**

- i. All cancellations must be made during office hours 8:00 am to 4:00 pm Monday through Friday and be sent by email to [recreation@northglengarry.ca](mailto:recreation@northglengarry.ca).
- ii. Cancellations must be made 14 days in advance otherwise the Renter is charged at 100% of the rental rate.

### **2.5.2. Cancellation of a hall or facility rental (other than ice time) for bookings of importance (multi-day events, weddings, festivals, etc.):**

- ii. All cancellations must be made during office hours 8:00 am to 4:00 pm Monday through Friday and be sent by email to [recreation@northglengarry.ca](mailto:recreation@northglengarry.ca).
- iii. For events where there is a considerable amount of time booked (i.e. entire days, weekends or weeks) the following notice is required:
  - Prior to 4 Weeks – Organization is not charged
  - 3 Weeks – Organization is billed 50% of cost of Ice Blocked
  - 2 Weeks – Organization is billed 100% of cost of Ice Blocked

## **2.6. Extenuating Circumstances:**

The Township of North Glengarry recognizes that there may be circumstances of an extenuating nature that lead to ice, hall and facility cancellations. If the client/team/organization feels their cancellation(s) are in this category they will address that with the Recreation Department. The Recreation Department will deal with these requests on a case by case basis.

## **2.7. Cancellations must be made in writing by email to:**

Recreation Department  
Township of North Glengarry  
90 Main Street South  
Alexandria, ON  
K0C 1A0  
E-mail: [recreation@northglengarry.ca](mailto:recreation@northglengarry.ca)

Office hours of operation are Monday to Friday from 8 am to 4