

RECREATION SERVICES

Fees and Charges for the Cariboo Memorial Recreation Complex **Effective January 1, 2020**

Definitions, Terms and Conditions

Event and Activity Definitions

Recreation Activities- Arenas

Includes a variety of leisure pursuits such as hockey, figure skating and lacrosse where participation is the main purpose of the rental. These activities may be pre-empted. Includes regular season games and practices.

Level of service - Includes dressing room access for 30 minutes prior, during and 30 minutes after a rental, and the in house sound system. A 15 minute flood per hour is included within ice rental time.

Recreation Events – Secured/Non Exclusive

Includes recreation/sport competitions, tournaments and/or test days. The events in this category will not be pre-empted after the contract is signed and deposit paid. Rental rates in arenas include start to finish times including all flood times. Rental space includes the ice/ dry floor arena, the dressing rooms and access to the seating area. The user group may levy admission charges; however, the cost of administering the control of admission will be a responsibility of the user. Other groups may be booked in prior to or after the non-exclusive event each day.

Level of service - **Arena** - Includes up to two operations staff, score clock, in house sound system (corded microphone and other equipment not included) or , dressing room access for 30 minutes prior, during, and 30 minutes after a rental. One 15 minute flood is included within rental time. Additional services or spaces such as, but not limited to, cleaning, glass removal, damage deposits, security, first aid, host services, electrical hook-ups, parking control, and meeting rooms will have additional fees, may not be available, and must be arranged/confirmed well in advance. No changes to existing venue advertising. Banners are only permitted with prior written approval.

Level of service - **Gibraltar Room** – Use of available tables and chairs included. Table and chair set up, take down and decoration removal is the responsibility of the renters. Rooms must be left in the same condition as received. Use of the Permanent A/V system will require technical support; and additional charges will apply.

Recreation Events – Secure/Exclusive

This category is designed for events that require exclusive use of a facility. This category is applicable to major provincial or national competitions and any event

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that needs exclusive use of the venue. It includes all public and meeting room spaces within a specified area of the Complex. Once the contract is signed and a deposit received the dates are secured. Rates will be hourly for ice rentals and daily for dry floor rentals.

Level of Service - Arena - Dependent on event demands. Additional equipment required will be charged as an external equipment charge. Additional charges will apply for event set-up and event service or cleaning above regular standards. These must be arranged and confirmed well in advance. Set up and tear down rates apply. There may be restrictions in set up and take down days. Services including covering advertising, ice preparation, ticket takers, security, and spectator first aid (can include volunteers), electrical hook ups, and traffic control are the responsibility of the renter and/or may result in additional charges.

Level of service - Gibraltar Room – Available Tables and chairs, are included in the rental. Table and chair set up, take down and decoration removal is the responsibility of the renters. Bleacher use is available at an extra charge. Room must be left in the same condition as received. Use of the Large A/V system will require tech support; and additional charges will apply.

Performance and Trade/Consumer Show Events

Events are primarily spectator focused such as concerts, circuses, trade shows and rodeos. Dates are secure once a contract is signed and deposit paid. Tentative Booking procedures apply. Additional cleaning or set up charges may be applied. Additional equipment required will be charged as an external equipment charge. Additional charges will be levied for event set-up and event service above regular standards. Set up and tear down rates apply. There may be restrictions in available set up and take down days. Event rates for promoters apply.

Major Tenant (Spring/Summer Ice use)

A major tenant is a renter that commits to a minimum of eight consecutive hours per day for five consecutive days per week during Spring/Summer Ice Season. Spring/Summer Ice Major Tenant Users pay the Spring/Summer Ice Regular Rates. A financial commitment from a major tenant is required by February 28. Priority for scheduling will be given to major tenants.

Parking Lot Rental

Exclusive use of any portion of the CMRC parking lot for any purpose other than parking of vehicles for patrons of the CMRC or rental parking. These activities can include, but are not limited to; Motorcycle or driver training, oversized vehicle parking and event equipment storage. Rental fees are per section of parking lot. Areas of the parking lot that can be used and definition of sections are at the sole discretion of the Booking Clerk or Director of Community Services and will be agreed with clients prior to rental confirmation.

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Public Admission Rate Definitions – Pool, Public Skate, Fitness Centre

Age Definitions

Tot	Newborn to 3 years of age
Child	Ages 4 to 12 years
Youth	Ages 13 to 18 years and/or full time student at a recognized educational institution with a valid student card or equivalent
Adult	Ages 19 to 54 years
Senior	Ages 55 and over
Family	One or two parents or legal guardians and their dependent children. The family rate will apply when at least one adult and one dependent child/youth is admitted. A maximum of two adults and four children/youth may be admitted under the family rate for drop in admissions and passes.

Dependent Child/Youth 18 years or younger include:

- ◆ Born of said parent(s)
- ◆ Residing full-time in the same residence as a result of a blended family
- ◆ Adopted children
- ◆ Foster children (temporary/permanent)
- ◆ Children living in the residence of a legal guardian on a continuous basis
- ◆ Family member 19 years or older living with their parent or guardian during the life of this pass who are physically or mentally challenged or enrolled full time as a student in high school, or a recognized post secondary institution

Recreation Access Pass

Residents living in the Central Cariboo Recreation taxation area may receive a Recreation Access Pass (RAP) at the CMRC at no cost. This eligibility extends to the immediate family of the resident and includes up to 1 additional adult (married or common-law to the applicant resident) and their dependent children, or children under their legal guardianship who are under the age of 19 years old. Family members over the age of 19, who are not full time students with a valid student ID card, cannot be included in a family pass and must have their own RAP. Proof of residence must be supplied (i.e. valid driver's license). Non residents may purchase a Recreation Access Pass for a fee. Individuals or families living outside the taxation area will be charged the Regular admission rate for the swimming pool, fitness centre, public skating and drop in fitness programs.

Affordable Recreation Card (ARC):

Persons who have limited financial resources can apply for an Affordable Recreation Card. The card entitles individuals and/or each family member to a

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50% discount on swimming/skating admissions and fitness passes, one free swim per month, one 50% discount on Red Cross Group Swim Kids and Preschool lessons per season or year, and one free Recreation Services program per season excluding Rec & Roll, Leadership Training, Boitano Day Camp and select programs at the discretion of the Recreation Manager or the Director of Community Services.

- Applicants will complete an Affordable Recreation Card application form and submit it to the Manager of Recreation. Applicants must provide a self declaration of their family income. In addition, applicants will be asked to provide a signed "Release of Personal Information" form from the Ministry of Employment and Income Assistance or a photocopy of their previous year's "Notice of Assessment" (see Line 150) from Revenue Canada.
- Referrals for assistance will be accepted from agencies who work with vulnerable populations. Affordable Recreation Cards may be issued to youth at risk upon referral from an appropriate agency, at the discretion of the Manager of Recreation.
- An Affordable Recreation Card is issued for one year. To renew, a new application form and supporting documents must be submitted.
- When using the Affordable Recreation Card, patrons may be required to provide personal identification.

Special Needs Pass

Persons with permanent disabilities can apply for Special Needs Pass. The Special Needs Pass program is designed for physically and/or mentally challenged individuals at 50% off the applicable rate and is non-transferable. Required escorts will be admitted at no charge. The escort must be within the sight of the client at all times. The escort may participate in drop-in programs as long as the client is participating. Initial application is for 6 months. Re-application is required and a longer term may be requested by the client and granted by the Manager of Recreation or designate.

Grade Five Program

Any person with a valid Recreation Access Card who is currently in grade 5 will be admitted free of charge to all drop-in swims/skates during the school calendar year. Proof of residence and a birth certificate must be presented.

Christmas Drop In Pass Sale

CMRC will provide a Christmas promotion in December of each year. Discounted 10 Drop In pass admissions will be on sale from December 10th to December 24th and will be priced at 25% off the regular cost of 10 drop ins.

Christmas in July

CMRC will provide a one week Christmas in July promotion from July 3rd to July 10th each year. 10 drop in pass admissions will be priced at 25% off the regular cost of 10 drop ins.

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Three month Group Pass Rates

Groups of 15 or more people may purchase a three month pass at the applicable discounted rate. Group passes must be paid in full for all participants at time of purchase.

Fitness Passes

Fitness Passes are available to Patrons in 1, 3, 6, and 12 month terms. For the 6 and 12 month terms the first and last month's payments are non-refundable. Refunds will be pro-rated based on remaining number of days on the pass. 1 and 3 month terms refunds will be prorated on the number of days used plus a 25% administration fee.

Drop In Passes

Patrons can purchase 10 drop in Passes at a reduced rate. Transfer of these passes is limited to family members of the same address and will be subject to a \$5.00 administration fee.

Registered Programs

Prices are set at minimum of cost recovery plus 25% for all programs based on a minimum registration number. This includes all programs such as (but not limited to) Rec and Roll After School Care, Summer Camps, Programs, Fitness Programs, specialty programs, etc.. Exceptions to policy this may occur should certain course require set fees (eg/ Red Cross) or there is a recognized benefit to the community in instituting a higher or lower fee. All exceptions must be approved by the Director of Community Services or designate.

Upper Level Aquatic Courses Policy

Prices are cost recovery plus 35% administration fee. Administration fees are based on candidate fees from Red Cross, BCRPA, and Lifesaving Society, books, supplies, and instructor cost.

Remembrance Day

The Gibraltar Room is made available to the Royal Canadian Legion from 9am-1pm each November 11th for the purposes of a Remembrance Day Ceremony.

Dry Grad Ceremonies

Three (3) days of facility rental are made available for this event each year. The booking must be made a minimum of 120 days in advance, and the CMRC must be advised of which three days of the event are to be covered. Staff costs, such as lifeguards, or any other staff time required outside of a normal arena rental as described in the level of service for an arena rental, are not included.

Rental Rate Definitions:

Discount Rate

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The Discount rate is available to any Central Cariboo Recreation Taxation area not-for-profit group, charitable organization or registered society. The group's primary purpose must be community service where the local community is the beneficiary. User group organizations must ensure all participants in their respective recreation activities have a valid Recreation Access Pass. Each user group must collaborate with the Recreation Services Department to develop an approved process prior to the start of registration. RACs must be valid before the season begins.

Any organization found to be in non-compliance will be subject to one of the following actions at the discretion of the Director of Community Services;

- The organization will be charged the Standard rate until such time the standards to meet the Discount Rate are met;
- The organization will be billed directly for each participant who does not hold a valid RAC. The Recreation Services Department will invoice the user group directly for any uncollected RAC fees and it will be the responsibility of the user group to collect that fee from the individual participants.

This rate includes Cariboo Regional District, City of Williams Lake Departments and Committees of Council/Board. Organizations are not eligible for this rate when hosting conferences, conventions and/or tradeshow.

Discount rate is only applicable for any qualifying non-profit groups partnering with a for-profit entity where all proceeds (after reasonable expenses) are returned to the qualifying non-profit. Eg. Qualifying ice user group 'A' cannot rent the ice at reduced rate on behalf of for-profit Hockey School 'B' unless all proceeds go back to Qualifying Group 'A'.

Recreation - Hourly Rates and Recreation Events – Secure/Non exclusive

Hourly rates are used for recreational activities and Recreation Events

Regular Ice Season: September 1 – first weekend in April

Spring/Summer Ice season: First weekend in April – August 31st

Recreation Events – Secure/Exclusive and Performance and Trade /Consumer Show Events

Daily rates apply.

Recreation Access Card (RAC) Rates

Residents who contribute to the Central Cariboo Recreation function through taxation shall receive a Recreation Access Card at no cost. All users and user groups of the CMRC must be in possession of a valid RAC or have an approved registration process to use the facility at RAC Rates with the following exceptions:

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- Tournaments or competitions organized by local non profit organizations involving out of town teams
- The Williams Lake Stampede Senior Hockey Club
- Use of the Gibraltar Room with the exception of participation in any registered program provided through the Recreation Services Department
- Non sporting event dry floor rentals of the arena (including trade shows, circus', private parties, weddings and similar events)
- School use of the facility as defined by the Joint Use agreement with School District 27
- Grad or Dry Grad activities
- Drop-In Admission and Registered Programs when a patron has paid a registration fee that is 33.5% higher than the Resident rates

Non residents of the Central Cariboo Recreation taxation area can purchase a Recreation Access Card at the CMRC or pay the Standard Rate.

All user groups utilizing the CMRC must submit a membership list to the Recreation Services Department within 30 days of the start of their season, listing the street address, postal code and RAC number for each participant. User Groups must ensure all participants hold a valid RAC pass at the time of registration. Each User Group must collaborate with the Recreation Services Department to establish an approved process to ensure this occurs prior to the start of registration. RACs must be valid when the season starts and during the duration of the sports season. Any organization found to be in non-compliance may be billed at the standard rate up to the point where compliance is achieved, or directly invoiced for RAC fees for each participant who does not hold a RAC. The Recreation Services Department will invoice the user group directly for any uncollected RAC fees and it will then be the responsibility of the user group to collect that fee from the individual participants.

This rate does not apply to;

- All Conferences, Conventions, and/or Tradeshow Events that charge for entrance, or participation, or booth rental;
- Events held by non-profit groups in partnership with a commercial group (where any proceeds go to the commercial entity);
- Events using a liquor license in the Gibraltar Room, with the exception of weddings.

School District #27 Rental Rates

School District #27 sponsored events shall have access to the facility at no charge during regular school hours. All staff, set-up or services required will be charged at actual cost.

Set up/ Take Down Rates

Customer event setup and take down rates are 50% of the appropriate daily or hourly rental rate. The CMRC reserves the right to charge set up and take down

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rates to space that is not available for other use due to extensive facility preparation.

Staff Costs

Additional charges, which are listed as actual staff costs, are calculated at the union rate for the specific hours worked plus all employee benefits. Staff costs for planned overtime will be calculated at the applicable overtime rate plus employee benefits and applicable taxes.

Standard Rate

This rate is applied to all bookings that do not qualify for the discount rate. All Conferences, Conventions, and/or Tradeshow Events that charge for entrance or participation, or booth rental, are charged the standard rate. It applies to all events held by commercial groups in partnership with a non-profit group; and all events using a liquor license in the Gibraltar Room, with the exception of weddings.

Standard Youth Rate

Standard Youth Rate will apply when 100% of all participants are 18 years or younger and the booking organization does not qualify for the discount rate.

Statutory Holiday Rates

Facilities are open on some statutory holidays. Customers wishing to rent the facility on a statutory holiday will be charged additional staff labour and benefit costs. Bookings must be a minimum of two hours and cover all staff costs.

Williams Lake Stampede Rates

These ice rates apply only to the Williams Lake Stampede Sr. A Hockey Club and are established by the CMRC Use Agreement. These rates are in effect for the period of time outlined in that agreement which is approved by the CRD Board and City Council.

Youth Rental Rates

When 100% of the participants are 18 years or younger, the youth discount rate will apply. Youth Discount rates include all times from start to finish of booking including flood times in arenas.

Wedding Rate

The Wedding rate is for one full day and includes 4 hours of either set-up time or take down time. Additional set-up or take down time is charged at 50% of the applicable rate. A 50% deposit is required at the time of the booking. If a wedding booking is cancelled, the deposit will be held until another booking for the same time period is confirmed. If the room is not rented, the original deposit is forfeited to the CMRC.

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Terms and Conditions:

Cancellation of Bookings or Program Registration

A cancellation fee will be charged to withdraw from all Recreation Services programs or swimming lessons unless medical authorization or 72 hour notice is received at the time of cancellation.

Arena or swimming pool bookings require 30 business days notice for cancellation or full charges will apply.

Gibraltar Room bookings, made more than 6 months in advance, require at least 60 days notice for cancellation or full charges will apply. Bookings made less than 6 months in advance will require 30 days notice for cancellation or full charges will apply.

If a wedding booking is cancelled, the deposit will be held until another booking for the same time period is confirmed. If the room is not rented, the original deposit is forfeited to the CMRC.

Concessions, Food and Beverage and Catering

Any event requiring the provision of food in the arenas or arena lobby, will be required to use the exclusive services provided by the CMRC's Food and Beverage Contractor, unless mutual agreement has been reached between the Contractor, the Licensee, and the Recreation Services Division. Any event requiring the provision of food and/or beverage in any other areas of the CMRC must have prior consent from the Recreation Services Department. Food service must meet all of the Health Unit rules and regulations, and comply with the Healthy Food and Beverage Policy.

Damage / Cleaning Deposits

A damage deposit of up to \$2,500.00 may be required prior to any event upon signing of the applicable contract at the discretion of the Director of Community Services, or designate. This deposit may also be used for cleaning above normal use. Rental organizations are responsible to take down decorations, clean and put away tables and chairs, pick up loose garbage and put garbage into containers. Set up is also the responsibility of the user group. Failure to complete the above will result in additional staff costs, which the renter, group or organization will be billed for. Groups can also request the Recreation Service Department undertake such duties as noted above at Staff Costs.

Equipment

Equipment assigned to each area of the facility is included in the fee for each venue. Trade show rentals do not include booth tables and chairs. Requirements for additional equipment, such as but not limited to, tables, chairs, risers, staging, and audiovisual equipment shall only be made available through an external

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rental. Equipment assigned to one area of the CMRC will not necessarily be available for use in another area.

First Aid and Security Requirements

First Aid and Security for events where public use of the facility requires them, is the responsibility of the user. Users may be required to submit written plans for approval prior to the dates. Users may also be required to provide professional security (at their own cost) at the discretion of the Director of Community Services.

Liability Insurance

All user groups of City facilities are required to hold liability insurance of \$2,000,000.00 with the City of William Lake and Cariboo Regional District as an additional named insured on the policy. Host Liquor Liability insurance is required for rentals where the Licensee is holding a special occasion liquor license (except weddings where the fee is included)

Payment

Payment is accepted by cash, cheque, Visa, MasterCard or debit card. If the Licensee neglects to sign the contract agreement or pay the full facility rental, the Licensee may be denied access to the facility. Interest of 4% over prime may be charged on unpaid invoices of 90 days or more.

Payment – Recreation Activities

Level 1 Clients

Grandfather clause: all existing users which book designated ice time for an entire season and that historically have paid within 45 days, fall into this category. This level requires the client to make full monthly payment (less paid deposits) by the 15th day of the following month. Should a group on this list not make full payment within the required period, and are sent payment reminder invoices 3 times over 18 months, they will be moved down to the next level.

Full payment is refundable if cancellation has been received 30 full days prior to the first reserved date. If cancellation is received with less than 30 full days notice, a full rental charge will apply. Cancellation of ice time that does not provide at least one consecutive hour of available ice time, will be charged full rates.

Level 2 Clients

Clients with no booking history whether local or out of town, recreational or commercial, must make full payment 15 days in advance of the first reserved date. Clients who maintain this payment schedule for a period of 18 months from their first event date shall be moved to Level 1 Clients. The Director of Community Services may consider a "Request for Credit Authorization" from user groups wishing to move to Level One Clients prior to 18 months.

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Full payment is refundable if cancellation has been received 30 full days prior to the first reserved date. If cancellation is received with less than 30 full days notice, a full rental charge will apply. Cancellation of ice time that does not provide at least one consecutive hour of available ice time, will be charged full rates.

Level 3 – Spring/Summer Ice Clients

To ensure Spring/Summer ice installation is financially viable, all clients must pay by June 15. Cancellations from major tenants after this date will only be permitted for hours in excess of eight hours per day, and must be made 30 days prior to the use. A 25% non-refundable deposit is required to confirm all summer bookings and any confirmed reservations received prior to February 28 each year. A non-refundable deposit of 10% for groups that qualify for the Discounted Rate is required by February 28 each year.

Payment - Recreation Events – Secured Dates/Non Exclusive

Full payment of facility rental is due 15 days prior to the first reserved date. If a reservation is accepted less than 15 days prior to a rental for a rental and where the user does not rent ice on a weekly basis, full payment is required immediately and cheques may not be accepted.

Full payment is refundable if cancellation has been received 30 full days prior to the first reserved date. If cancellation is received with less than 30 full days notice, a full rental charge will apply. Adjustments to tournaments can be made up to 30 days prior to the tournament.

Payment – Recreation Events – Secure/Exclusive and Performance and Trade/Consumer Show Events

A non-refundable deposit of 10% of the facility rental is due upon contract signing. Payment of remaining facility rental and fixed additional charges is due 30 days prior to the first reserved date. Full payment is refundable if cancellation has been received 30 days prior to the first reserved date. If cancellation is received with less than 30 full days notice, a full rental charge will apply. If a second customer wishes these dates, the Tentative Booking Procedure applies.

Tentative Booking Procedures

Tentative bookings will be held without a deposit until another request for the same space is received. At the time of the second request, the first tentative booking will be notified and given 3 business days to confirm or cancel the booking.

Confirmation will require a 100% non-refundable deposit of the space rental only. When a “second hold” obtains a space rental under this procedure, they will be required to pay a 100% non-refundable deposit. All bookings will be based on appropriate Space Allocation Policies.

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