



TOWN OF INNISFAIL

FACILITY BOOKINGS AND RELATED FEES & CHARGES

MANUAL CONTENTS

- I. Community Services Department Principals
- II. Determination of Fees and Charges
 - A. Guiding Principles
 - B. General Principles
 - C. Exceptions or Negations of Fees and Charges
 - D. General Fees and Charges
 - E. Calculation of Fees and Charges
 - F. Definitions
- III. Implementation
 - A. Roles and Responsibilities
 - B. Bookings / Rental Agreements
 - C. Payment
 - D. Facilities
- IV. Fees and Charges Schedule

Appendix I	Meeting Room Inventory
Appendix II	Equipment Inventory
Appendix III	Additional Lifeguard Staff Requirement
Appendix IV	Sports Fields Inventory

This manual is governed by Policy 2009 – 003 as adopted by Council on May 25, 2009.

1. Community Services Department Principles

Outcome:

All citizens are able to participate in and enjoy community and leisure activities in the Town of Innisfail.

Quality of Life:

“A sustainable community that lives and promotes a culture of wellness, creativity, and stewardship of the community and environment.”¹

Everyone within the Community Services Department contributes in various ways to the quality of life for the citizens of Innisfail. We work in partnership with the community to determine the needs and options for the provision of services through either direct or indirect service provision.

Guiding Principles:

By balancing the following guiding principles, the Community Services Department tries to responsibly manage both its financial and social return on investment. The collection of fees and charges for leisure opportunities is done so in a manner that is fair with a reasonable level of subsidization by public funding.

1. Community Health and Wellness

Municipal leisure facilities, services and programs provide positive leisure opportunities which contribute to the overall health and wellness of individuals, families and the community. The Community Services Department provides basic recreational, cultural and leisure services aimed at improving health and wellness and encouraging an active lifestyles for its citizens.

2. Accessibility and Affordability

The area of accessibility speaks to the many barriers and challenges including physical, social, and financial. The Community Services Department works with the community and provides opportunities and a balanced fee structure so that the citizen can access programs and services that effectively meet their needs.

3. Safety

The Community Services Department is committed to maintaining safe facilities and equipment as well as properly trained staff to provide for the safety and well being of the citizens in all programs and activities.

¹ (The City of Red Deer, Community Services Division, 2008).

2. Determination of Fees and Charges

A. Guiding Principles

The following factors are key considerations when developing the fees and charges schedule:

1. The average rate for similar public facilities/services in the market area
2. The average rate for similar public facilities/services in similarly sized municipalities
3. Previous rental rates
4. Cost recovery for each facility
5. Accessibility/affordability

B. General Principles

- **Adult Base Rate** – The Adult “Base Rate” will be established taking into consideration the guiding principles listed above.
- **Good & Services Tax** – GST will be charged in keeping with requirements by the CRA.
- **Fees & Charges** – will be identified and classified by facility type and, where there is more than one facility offering similar services, they will be grouped together within the same section of the fees and charges document.
- **Equipment Rentals** – will be included in the listing of department fees and charges.

C. Exceptions or Negations of Fees and Charges

- **Special Rental Terms and Conditions** – The Community Services Director, or designate, has the authority to approve joint sponsorship or negotiate special rental terms and conditions.
- **Waiver for Support Persons’ Admissions and Fees** – In recognition of the need of persons with special needs for assistance, The Town will waive admission costs and fees for support persons (aides). Any real or material costs are required to be paid.
- **Courtesy Pass** – A complimentary or zero valued drop in pass, valid for any age category. The Facility Supervisor has the authority to distribute Courtesy Passes for their specific facility.
- **No Charge Facilities & Facility-Related Services** - the following facilities or facility-related services are made available at no charge, as long as there is no exclusive use required.
 - Community/Neighborhood sports fields
 - Outdoor Skating Rinks
 - Skateboard Park
 - BMS Park
 - Playgrounds

- Spray Park
- Walking and Biking Trails
- Parks and Park Amenities
- Horseshoe Pitches
- Lawn Bowling

There are also two (2) meeting rooms that are available to local non-profit groups for use on a first-come-first-served basis. **The intent of use must be for meeting purposes only.** These rooms are only available during normal hours of operation of the respective facility and when staff are present. There is no equipment available other than the tables and chairs that are in the room. Groups are responsible for their own set up and clean up the room. The premises must be left clean and in neat condition.

- Main Floor Office – Dr. George Kemp House: available to non-profit community groups providing preventative social initiatives to enhance the well-being of individuals, families and the community.
- Mezzanine Level Open Meeting area – Arena: available to non-profit community groups providing recreation and leisure opportunities for residents.

D. General Fees and Charges

The following fees and charges will be applied consistently throughout the department, regardless of type and location of a facility or facility-related service.

Statutory Holiday Rate – a premium rate for all bookings on a statutory holiday may be subject to an overtime surcharge, in addition to the agreed upon rental rate.

Additional Staff Time Requirements – any additional staff time required, such as set up and take down, will be charged out at a flat rate, unless otherwise stated on the rental agreement.

Consumption Fee – As per Town of Innisfail Policy 2002-02, liquor will only be permitted under the following conditions:

- A written request must be received by the Town of Innisfail one month prior to the event or function
- Innisfail Town Council must grant permission

If the facility rental permits for the consumption of alcohol on the premises, then in addition to the provincial regulations and fees, the conditions for use according to Policy 2002-02 will be defined on the rental agreement (i.e. insurance requirements etc).

Novelty Sales – If a rental group sells or permits any vendor to sell novelty or merchandise at the event or function, they must complete a Special Event Lobby Use Application.

Equipment Storage – If space is available and approved, a charge may be levied to groups and organizations for on-site storage or supplies or equipment. This charge will be based on a square metre basis.

E. Calculation of Fees and Charges

- **The Base Rate** – Facility rentals and related services will be calculated using the ‘Local Adult’ rate as the ‘Base Rate’.
- **Fees and Charges Formula** – A formula has been established, to calculate the rental rates and fees, as a percentage of the ‘Base Rate’ based on the type of facility and related services.
- **Youth Rate** – The Youth rental rate is 60% of the Adult Base Rate
- **Senior** – The Senior rental rate is 90% of the Adult Base Rate
- **Commercial** – The commercial rate shall be determined as higher than the Adult rate and fall within a range of 125-200% of the Adult Base Rate.
- **Non-Resident Rate** – The non-resident rate shall be determined as higher than the Adult rate and fall within a range of 125-200% of the Adult Base Rate.
- **Unique or Specialized Rates and Fees** – Some fees and charges will be identified as unique and specialized and therefore may be subject to a separate formula (ie. Special Events).
- **Programs** – Programs (i.e. lessons, camps) are delivered in the following ways: direct, collaborative partnership, or facilitated. Fees and charges for Programs vary depending upon the method of delivery.

Program fees are kept as affordable as possible. Fees reflect the program cost recovery including the cost of administration for the program.

- **Admissions** – Includes general admission, discount tickets, 3 month and yearly passes and special admission (i.e. mom’s and tots). All admission fees are reviewed in conjunction with the preparation of the annual budgets to ensure they are appropriate to the services provided.

F. Definitions

Casual Bookings/Rentals: are considered one-time bookings or periodic bookings made throughout the year.

Block Bookings/Rentals: are one-time booking arrangements that cover entire booking seasons and may include daily, weekly, bi-weekly or monthly consecutive bookings.

Programs: activities operated by The Town of Innisfail over a pre-determined time frame, requiring registration (e.g. Summer Camp, Swimming Lessons).

Resident: individuals that live within the Town of Innisfail limits and/or within Red Deer County.

Non-Resident: residents of other municipalities or counties excluding the Town of Innisfail or Red Deer County.

Youth: a person who has had their 13th birthday but not their 18th birthday; ages 13-17 years. Youth rates will also apply to groups whose main purpose is to provide services to this age group.

Adult: a person who has had their 18th birthday; ages 18 years +

Senior: a person who has had their 65th birthday; ages 65 years +

Child: ages 0-3; a person who is under the age of three years

Family: consists of up to two adults and their children/youth, under the age of 18 years old, living in the same residence (same mailing address). Proof of legal guardianship may be required.

Commercial: local organizations or individuals that are profit motivated.

Special Events: are unique, out of the ordinary and non-recurring in nature.

3. Implementation

A. Roles and Responsibilities

The Community Services Director, or designate, has the authority to consider special circumstances for a variance of any of these policies regarding rental of The Town's facilities.

Interpretation of charges is the responsibility of the Community Services Director or designate. Such interpretations may be appealed to the Town CAO.

B. Bookings/Rental Agreements

All external bookings must complete and sign a rental agreement.

Deadlines for block rentals will be made public through a variety of communication methods (i.e. correspondence, media). Individuals or groups must submit an application by the established deadline. Applications received **by** the deadline are assessed based on priorities established for the selected facility. Applications received **after** the deadline are processed on a "first-come-first-served" basis for the remaining space and time in the requested facility. Once space has been allocated, written confirmation will be provided in the form of a rental agreement.

The insurance requirements will be stipulated within the Rental Agreement. Proof of liability insurance will usually not be required of individuals, groups or organizations as a condition of renting a Town facility, however, it is the responsibility of the lessee to ensure they are adequately insured. In certain circumstances, The Town may require proof of insurance (i.e. all rentals where alcohol will be served).

A statutory holiday rate will be charged if a rental is booked on a statutory holiday. A charge may be made for all special event staff or other events costs specifically attributable for that event.

Portable concessions require permits from The Town (i.e. Business License) and a food services permit from the David Thompson Health Region.

C. Payment

Payment options include cash or cheque (debit can be accepted at the Town Office only). Payments can be made at The Town Office or the Aquatics Facility (for pool rentals only).

Bookings/Rentals:

Payment for bookings will be based on the type of rental.

Block Rentals: To establish a monthly billing schedule, applications for credit can be made in writing to The Community Services Director.

Casual Rentals: Payment for rental is due immediately and must be paid in advance of the rental date. A deposit may be required.

Deposits: A deposit may be required for substantial rentals and/or if the lessee is provided a key to the facility. All keys must be returned to the Town Office the weekday following the rental.

Cancellations: Depending upon the type of rental, cancellation requirements may vary. The requirement will be noted on the rental agreement.

- (a) Casual and Block Rentals: Typically, cancellations must be made fourteen (14) days in advance of the event/rental to receive a full refund. Full charges will be applied to rentals cancelled with less than fourteen (14) days notice.
- (b) Special Events: Typically, tournaments, competitions, camps, clinics and special events require thirty (30) days cancellation notice to receive a full refund. Cancelled rentals with less than thirty (30) days notice that cannot be reallocated by The Town will be charged for.

The lessee may at no time reallocate the rental.

Admissions:

Due upon admission to facility or purchase of passes.

Programs:

Due upon registration. No refund will be given if a registrant withdraws within 3 business days of the Program start date. Exceptions must be pre-approved by the Director of Community Services.

Overdue Accounts: An interest charge will be assessed on all charge accounts that are thirty (30) days in arrears.

Refunds: Will be processed in the same method payment was made. Cash refunds over \$50 will be in the form of a cheque from The Town. Processing of this cheque will require 14 days.

D. Facilities

D.1 Meeting Rooms

Meeting rooms have a one hour booking minimum. The charge for the room will be based on the size of the room as well as the classification of the particular group.

A youth rate is levied for youth groups for meetings, or for meetings of local adults providing services to youth.

Most meeting rooms are only available during normal hours of operation of the facility in which the meeting room is located. Special arrangements may be considered for an alternate arrangement. If a key is provided, it must be returned to the Town Office the weekday following the rental. All renters are responsible for their own set up and clean up. The premises must be left clean and in neat condition.

Additional information regarding meeting rooms can be found in Appendix I.

Location	Room
Arena	Meeting Room South
	Meeting Room North
	Meeting Room Combined
	Skybox
Arts & Crafts Centre	Studio
Town Office	Conference Room
Dr. George Kemp House	Basement
	Main Floor

D.2 Equipment Rental

Photo identification and a deposit may be required for the use of equipment. Users are responsible for returning the equipment in good condition.

Details on equipment available for rental can be found in Appendix II.

D.3 Pool Rentals

The Aquatic Centre adheres to the standards and regulations as established by the Red Cross Society. Pool rentals require a pre-determined level of lifeguard supervision. Appendix III provides a chart of the required number of lifeguards. A charge will be levied for each additional lifeguard required.

The pool supervisor has the right to allow or revoke access to any part of the pool or the pool in its entirety should there be any safety or behavioral concerns regarding the patrons' use of the facility.

The aquatic centre has a room for use only by those groups renting the pool facility or who have booked birthday parties.

D.4 Pool Admission Rates

The Aquatic Centre provides a variety of admission fees and passes.

D.5 Arena Rentals

Arena seasons are as follows:

- (a) Spring / Summer Non-Ice Surface
- (b) Fall/Winter Ice Surface

Block Booking Deadlines:

Program	Usage Dates	Facility	Registration Opens	Registration Closes
Spring / Summer Non-Ice Rentals	April – August	Blue and Red Arena	Early January	Mid March
Fall / Winter Ice Rentals	September – March	Blue and Red Arena	Early April	Mid June

D.6 Sports Fields Rentals

An inventory of sports fields available for rental can be found in Appendix IV.

Special field services, such as the provision of bases and field lining will be assessed at cost to the user.

D.7 Anthony Henday Campground

The Anthony Henday campground is usually operational from the May long weekend until the middle of October (weather permitting). All sites are on a first-come-first-served basis. Prime Season is considered June 1st – August 31st.

D.8 Tennis Courts

Three tennis courts are available for community use. Keys to the courts can be purchased seasonally at the Town Office.

D.9 Cemetery Services

The Town of Innisfail provides a wide range of cemetery services. Additional inquiries can be directed to the Town Office.

Appendix I - Meeting Room Inventory

Location	Room	SIZE	Feet Sq.	Occupant Load (Non-fixed seating)	Available Set up Options
Arena	Meeting Room South	Medium	500	50	Rectangle Tables and Chairs Cocktail Tables / Bar Stools Sink and Counter Cocktail Tables / Bar Stools
	Meeting Room North	Medium	450	45	
	Meeting Room Combined	Large	990	95	
	Skybox	Small	255	25	
Arts & Crafts Centre	Studio		600	60	Tables and Easels
Town Office	Conference Room	Small			Conference Table and Chairs
Dr. George Kemp House	Basement	Medium	600	60	Rectangle Tables and Chairs AV Equipment Sink and Counter
	Main Floor	Medium	650	65	Square Tables and Chairs Kitchen
Dr. George Kemp House	Main Floor - office	Small			For meetings of non-profit community groups only
Arena	Upper Mezzanine Level	Large			For meetings of non-profit community groups only

APPENDIX II – Equipment Inventory

FACILITY	ITEM
Aquatic Centre	Lifejackets
	Towels
	Swim Suits
	Lockers
Dr. George Kemp House	LCD Projector
	Television
	DVD / VHS Player
Arena	Television / Cart
	DVD
	Flipcharts
Portable	LCD Projector
	Screen
	Flip Charts

APPENDIX III Additional Lifeguard Staff Requirement

Facility	Participants	Additional Staff Requirement
Main Pool & Beach Area	0-50	0
	51-100	1
	101-150	2
	151 - 200	3
	201 - 250	4
	251-275	5

**Note: A charge will be levied for each additional lifeguard required.

Appendix IV - Sports Fields Inventory

Location	Name	Type	Dimensions Outfield	Endzone Backstop	Remarks
Arena	Arena South	Shale / Fenced	300'	32-20-32	Slow Pitch
	Arena North	Shale / Fenced	300'	32-30-32	Slow Pitch
	Arena MB South	Shale / Fenced	220-240'	24-20-24	Minor Ball
	Arena MB North	Shale / Fenced	225-250'	24-20-24	Minor Ball
	Soccer Pitch	Turf			Goal Posts
Pool	Pool South	Shale / Fenced	300-360'	24-40-24	Hard Ball / Sr. Indians
	Pool Centre	Shale / Fenced	225-240'	16-20-16	
	Pool North (Museum)	Shale / Fenced	200-225'	16-20-16	
	Macs Diamond	Shale / Fenced	275'	16-20-16	
	Soccer Pitch (Museum)	Turf			Goal Posts
Raspberry Park	Raspberry Park	Turf			Open Area

Appendix V – Facility Rates

FACILITY	GROUP	2008	2009	2010	2011	2012	All prices include GST
Arena	Ice Groups:						Per Hour
	Prime Time Youth	\$66.00	\$68.00	\$70.00	\$71.00	\$72.00	
	Prime Time Local Adult	\$106.00	\$107.00	\$107.00	\$108.00	\$108.00	
	Non-Prime Time Youth	\$60.00	\$61.00	\$62.00	\$63.00	\$64.00	
	Non-Prime Time Local Adult	\$72.00	\$73.00	\$73.00	\$74.00	\$75.00	
	Moms & Tots (1 child)	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$1 for each additional child
	Noon Skate	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	
	Seniors	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	
	School Rental / Class	\$38.00	\$38.00	\$39.00	\$39.00	\$40.00	
	Non-Resident	\$122.00	\$123.00	\$124.00	\$125.00	\$126.00	

Non Prime Time is from 6:30am to 5:00pm weekdays only

	Non-Ice Groups:						Per Hour
	Event - Youth	\$38.00	\$39.00	\$39.00	\$40.00	\$40.00	
	Event - Adult	\$57.00	\$58.00	\$58.00	\$59.00	\$60.00	"
	Set up / Take down	\$36.00	\$37.00	\$38.00	\$39.00	\$40.00	
	Trade Fair	\$700.00	\$700.00	\$700.00	\$700.00	\$700.00	April - for 2 days No Set-up charge
	Farmers Market fee includes setup / takedown	\$2,118.00	\$2,118.00	\$2,118.00	\$2,118.00	\$2,118.00	For Season - May to Sep Thu 8-3 Access (Mkt 10-1)

Ball Diamonds							
	Adult League	\$220.00	\$225.00	\$230.00	\$235.00	\$240.00	Per Team
	Adult Out-of-Town	\$270.00	\$275.00	\$280.00	\$285.00	\$290.00	Includes 1 weekend use
	Minor Ball	\$145.00	\$155.00	\$165.00	\$175.00	\$185.00	Per Team
	Minor Out-of-Town	\$185.00	\$195.00	\$205.00	\$215.00	\$225.00	Includes 2 weekend uses
	Exhibition Games	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	Per Game

Minor Ball T-Ball & Rookie Divisions are considered one team each.

Weekend Use	Weekend Damage Deposit:	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00	
	1 Site = 4 Diamonds						
	Friday - Sunday: 1 Site	\$230.00	\$235.00	\$235.00	\$240.00	\$240.00	Plus Damage Deposit
	Friday - Sunday: 2 Sites	\$425.00	\$425.00	\$425.00	\$425.00	\$425.00	"
	One Day - 1 Site	\$155.00	\$160.00	\$165.00	\$170.00	\$175.00	"

Soccer Pitches							
	1 Season	\$185.00	\$185.00	\$190.00	\$190.00	\$195.00	Per Pitch
	Minor Soccer is billed for using three pitches per year.						

Aquatic Centre	General Admission:						All include GST
	Toonie Swim	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	
	Children 3 & Under	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	
	Youth	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	
	Adult / Senior (18+ years)	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	
	Family (3-4 must incl. 1 adult)	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	
	Parent & Tot	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	
	Each additional member	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	

	Rentals:						All include GST
	Life Jacket	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	
	Locker	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	
1st hour in pool	Special Event Hourly Rate	\$80.00	\$80.00	\$80.00	\$80.00	\$80.00	over 50 people will be billed an additional \$20 per hour
2nd hour in MP room							

	Discount Tickets:						All include GST
	Youth - 10 Tickets	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	
	Adult - 10 Tickets	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	
	Youth - 20 Tickets	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	
	Adult - 20 Tickets	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	
	Youth - 30 Tickets	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00	
	Adult - 30 Tickets	\$70.00	\$70.00	\$70.00	\$70.00	\$70.00	

	Yearly Passes:						All include GST
	Family	\$420.00	\$425.00	\$430.00	\$435.00	\$440.00	
	Adult	\$230.00	\$230.00	\$230.00	\$230.00	\$230.00	
	Youth	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	

	3 Month Passes:						All include GST
	Family	\$160.00	\$160.00	\$160.00	\$160.00	\$160.00	
	Adult	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	
	Youth	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	

	Additional Lifeguard Hourly Rate						
			\$12.00	\$12.40	\$12.75	\$13.10	Effective (insert date)

MEETING ROOMS		Rates are per hour					All include GST	
Small	Adult		\$10.00	\$10.00	\$10.50	\$10.50		
	Youth		\$6.00	\$6.00	\$6.30	\$6.30		
	Senior		\$9.00	\$9.00	\$9.45	\$9.45		
	Non-Resident		\$12.50	\$12.50	\$13.13	\$13.13		
Medium	Adult		\$15.00	\$15.00	\$15.75	\$15.75		
	Youth		\$9.00	\$9.00	\$9.45	\$9.45		
	Senior		\$13.50	\$13.50	\$14.18	\$14.18		
	Non-Resident		\$18.75	\$18.75	\$19.69	\$19.69		
Large	Adult		\$25.00	\$25.00	\$26.25	\$26.25		
	Youth		\$15.00	\$15.00	\$15.75	\$15.75		
	Senior		\$22.50	\$22.50	\$23.63	\$23.63		
	Non-Resident		\$31.25	\$31.25	\$32.81	\$32.81		
Arts & Crafts Studio								
	Adult		\$15.00	\$15.00	\$15.75	\$15.75		
	Youth		\$9.00	\$9.00	\$9.45	\$9.45		
	Senior		\$13.50	\$13.50	\$14.18	\$14.18		
	Non-Resident		\$18.75	\$18.75	\$19.69	\$19.69		
AV Equipment - for off site use a charge will be levied; a deposit may also be required								
LCD Machine			\$5.00	\$5.00	\$5.25	\$5.25		
Screen			\$5.00	\$5.00	\$5.25	\$5.25		
Flipchart			\$5.00	\$5.00	\$5.25	\$5.25		
Anthony Henday Campground		Prime Season	Off Season		Prime Season	Off Season		
Serviced		\$ 13.00	\$ 15.00		\$ 13.65	\$ 15.75		
Non-Services		\$ 10.00	\$ 11.00		\$ 10.50	\$ 11.55		
Tennis Courts								
Seasonal Key Fee			\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00		
Local Adult - Base Rate x 100%								
Youth - Base Rate x 60%								
Seniors - Base Rate x 90%								
Non Resident / Commercial - Base Rate x 125%								

Meeting Room Rates approved for September 1, 2009 implementation