

## Booking Information Indoor Facilities

The booking information enclosed is based on current information and is subject to change.

This package contains information related to gyms and community rooms at recreation facilities as well as the turf and meeting room at the Guelph Sports Dome. These will be referred to throughout the booking information package as indoor facilities.

### Schedule of Dates

A minimum of 7 business days is required for new or additional booking requests. The indoor facility booking schedule for the 2025-26 Fall Winter will run from September 2, 2025 – March 31, 2026.

Date	Item
<b>Monday, May 19, 2025</b>	Confirm continued past use allocation or submit changes. Submit applications for tournaments/special events at <a href="http://guelph.ca/specialevents">guelph.ca/specialevents</a> .
<b>Week of Monday, June 23, 2025</b>	Seasonal rental agreements to be distributed.
<b>Tuesday, July 7, 2025</b>	Return signed rental agreements and organization form.  Submit Liability insurance (naming the City of Guelph as additionally insured).  Submit any changes to Fall/Winter special events and holiday schedules (ie. Thanksgiving, Christmas, March Break etc.)
<b>Monday, July 21, 2025</b>	Requests for new or occasional use of space are accepted.
<b>Tuesday, September 2, 2025</b>	First indoor booking date
<b>Sunday, March 29, 2026</b>	Last indoor booking date

### Booking Specific Information

- All amendments and cancellations must be submitted in writing.
- Requests for rentals must be submitted through the organization’s designated scheduler or authorized signatory as indicated on the Organization Information Form.
- Set up and teardown of all equipment is the responsibility of the user group and must happen within the times outlined in the rental agreement.

## **Location-specific Information**

### **Guelph Sports Dome**

- One hour of turf rental is 55 minutes in length. Users can access the turf at the time specified in the contract and must exit promptly at the :55-minute end time.
- Minor/youth participants must not be on the turf without being accompanied by a coach.
- Any equipment or activity that will potentially damage the turf, lights, or dome structure are not permitted (for example – golf clubs, golf balls, field hockey sticks, metal spike football/rugby/soccer cleats, hitting baseballs and archery).

### **West End Community Centre Gym**

- Basketball nets and volleyball posts are provided. No stick sports are allowed.
- Users will be required to provide all their own equipment including balls, nets, rackets, and soccer nets. Equipment in the storage room is not available for public use.

### **Community Rooms**

- A/V equipment can be requested but cords are not provided. Remotes are available at the Customer Service desk.

### **Evergreen Seniors Community Centre**

- Rentals are available Monday to Friday after 5 p.m. and on Saturday and Sunday.
- Volleyball/badminton posts available (nets not provided) in the gym. No stick sports are allowed.
- Users will be required to provide all their own equipment including balls, nets, and rackets.

### **General Facility Regulations**

- Rental customers and their users must maintain and uphold the values identified in the City's Community Plan and the Strategic Plan.
- The rental time can only be used by the organization listed on the rental agreement, except for a pre-approved special event.
- The City will not approve requests to rent or book facilities for individuals or organization groups that promote hatred, violence, racism, or discrimination of any kind.
- Use of facilities adheres to the principle of public access and provides a safe and welcoming environment for all while ensuring event participants, patrons and city assets are safeguarded.
- The applicant shall be responsible for the conduct and supervision of those affiliated with the group.
- Any user not in compliance with provincial or federal legislation or any City of Guelph policies or bylaws will forfeit their rental time.

- All City facilities are designated smoke free facilities. This refers to ALL tobacco and smoking products, including smokeless tobacco, electronic cigarettes, cannabis and chewing tobacco.
- Alcoholic beverages are NOT permitted in any City Facility without the appropriate permits. Groups not complying will forfeit their rental times and the time will be re-allocated.
- All facilities shall be left in an acceptable condition or extra charges for damages or excessive clean up shall be charged to the permit holder. Permit holders will be notified of additional charges.
- No players, coaches, parents, or spectators are permitted to be on any facility/playing surface when staff perform maintenance. Staff will cease operations and will not resume until the facility/playing surface is vacated.

### **Facility Allocation**

The following scheduling sequence is based on the process principles and will be used to allocate new or newly available facility space:

- City of Guelph Recreation Programs and Services
- Youth Resident Users - Seasonal
- Senior Resident Users - Seasonal
- Adult Resident Users - Seasonal
- Commercial Resident Users - Seasonal
- Recurring Resident Users – Annual
- New Requests from Resident Users
- Non-Resident Users

The City will take every measure to accommodate all user needs and requests. However, the City does not guarantee the automatic renewal of rental time.

Our complete [allocation process](#) can be found online.

### **Cancellation Policy**

- Refunds are given to users that provide written notice at least **30** calendar days advance of the booked date.
- Within **30** days, no refunds will be issued, and no amendments will be refunded.
- Cancellations between 15 and 30 days of booking date will be permitted to reschedule to a mutually agreed upon available date within the current season. No refunds will be permitted on the amendment.
- Groups receiving the youth facility discount will be charged at the regular non-discounted rate for all unused time.
- Bookings that are consistently cancelled or not used will be removed from the following year's allocation.

Our complete [cancellation policy](#) can be found online.

## **Special events and tournaments**

- A [Special Event or Tournament application](#) must be completed.
- Depending on the scope of your event, additional permits, charges, and conditions may be required.

## **Rental Agreements**

- Signed rental agreements and insurance forms must be received by the due date.
- All people in charge at the location are to carry copies of the signed rental contracts as they must be produced upon request.
- The person/officer signing the rental contract warrants that they have the authority to book facilities, sign contracts, and legally bind the organization or group.

## **Liability Insurance**

- All groups must have Liability Insurance coverage. Your coverage must be a minimum of \$2,000,000 Commercial General Liability (\$5 million for special events) with the City of Guelph named as additionally insured and must remain in force throughout the duration of your rental contracts.

## **Payment terms and schedule**

- Tournaments & Special Events: Payment must be received in full at least two weeks prior to the start date.
- Regular season bookings – payment is due on the first day of the month prior to use. Groups not in good standing will be required to pay in full at the time of booking or at such time as they fall into arrears.