

2023 – 2024 BOOKING INFORMATION AQUATIC FACILITIES



The booking information enclosed is based on current information and is subject to change. A minimum of 3 business days is required for new or additional booking requests.

Schedule of Dates – revised November 2023

The aquatics booking schedule will be separated into two seasons:

- Fall/Winter: September-March
- Spring/Summer: April-August

Monday, November 20, 2023

- Deadline to confirm past use for Spring/Summer season.
- Apply for special events on guelph.ca/specialevents.
- Submit requests for changes or new time.

Monday, December 4, 2023

- Contracts for Spring/Summer season sent out to users.

Monday, December 11, 2023

- New and one-off requests accepted for Spring/Summer 2024 use.

Friday December 22, 2023

- Return signed rental agreements.
- Submit any changes to Spring/Summer 2024 special events and holiday schedules.

Booking Specific Information

- All amendments and cancellations must be submitted in writing.
- A minimum of 3 business days is required for processing new or additional requests.
- Your organization's designated scheduler or authorized signatory is encouraged to arrange an in-person or online appointment to review any details related to your rental agreement.
- Requests for rentals must be submitted through your organization's designated scheduler or authorized signatory as indicated on the Organizational Information sheet.
- The City has the right to switch pool assignments.
- The City will take every measure to accommodate all groups' requests and needs, however;
 - The City does not guarantee the renewal of annual pool time and will not be held responsible for any failure to provide pool time.
 - Loss of facility space due to unforeseen circumstances (i.e., maintenance closures) may not be recovered and will not impact will not impact other user's allocation.

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Equipment

- The bulkhead and lane ropes will remain in the rented position unless a change in set-up is requested 3 business days in advance.
- Organizations are responsible for their own equipment.
- All specialty equipment required for practices or meets/special events must be provided and maintained by organizations unless alternative arrangements have been made by the organization and the City.
- The City of Guelph has limited storage space. With pre-approval, small amounts of equipment may be stored in a neat and secure manner.
- All equipment must leave the aquatic facility at the end of the season.
- City of Guelph equipment may not be used unless pre-arrangements have been made by the organization and the City.

Pool Entry

A City of Guelph Aquatic Deck Supervisor must be present, and at least one Swim Instructor Guard must be on deck before your organization enters the pool area.

Staffing

The Aquatic Deck Supervisor is included in your rental cost. Swim Instructor Guards will be required based on the City of Guelph Lifeguard to swimmer ratios.

Swim Instructor Guard Ratios

Apply to the entire duration of your rental.

Number of participants (on deck and in pool combined)	Number of Swim Instructor Guards		
	One side of 25 m set up at VRRC (shallow or deep) or West End Lap or Leisure Pool	50 m set up at VRRC	2 x 25 m at VRRC with bulkhead (shallow and deep with divider in middle)
1-30	2	2	2
31-125	2	3	3 or 4*
126-150	4	4	min of 4*

*Based on number of participants on each side of the bulkhead

For rentals longer than 2 hours, an additional lifeguard will be charged for the entire duration of the rental.

The final number of lifeguards required for your rental will be determined by Aquatic Staff.

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.

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- 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 and illicit drugs 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.

Aquatic Specific Information

- Rental customers must adhere to [Health Regulation 565](#) of the Public Health Act.
- Coaches can enter the deck at the rental start time through the following locations:
 - Victoria Road: double door emergency exit in main hallway
 - West End: through staff hallway, must have front desk open door.
- Swimmers can enter the pool deck at the rental start time.
- The minimum rental time is one hour.
- All set up, tear down and removal of specialized equipment must be included in your rental time.

Special events and tournaments

- A Special Event or Tournament application must be filled out for each tournament and/or special event that you are booking.
- Meeting rooms within the facility are available to rent as part of your event.
- Organizations hosting tournaments will post a site convener at each facility for the tournament's duration. Names and contact information for each convener will be provided to the City one (1) week before the tournament. At Recreation

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Services' discretion, the organization may be required to hire and pay for dedicated staff and security.

- Any tournament vendors must be identified and pre-approved through the special event process.
- Depending on the particulars of your event, additional permits and conditions may be required.
- Staff will work with you to coordinate and support your event.

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

To be considered for the above scheduling sequence, a user must:

- Be in good financial standing with the City of Guelph (i.e., user does not have outstanding debts from previous years).
- Complete and submit an organization information form by the date specified in the booking package (if applicable).
- Provide proof of their status when requested to do so (i.e., youth participant roster).
- Utilize or return all allocated time.
- Adhere to all contract conditions.

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.

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

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Special Event Cancellations:

- Refunds are given to users that provide written notice at least 30 calendar days advance of the booked date.
- If notice is given in writing 15 calendar days prior to the booking, the event can be rescheduled to a mutually agreed upon available date, within the current month, and not to exceed 6 months from date of original booking. If an alternative date cannot be identified, refunds will not be issued.
- Special Event and Road Closure Applications fees associated with Special Event applications (where applicable) are non-refundable.

School Board Cancellations:

- If either school board cancels bus service due to weather, there will be no penalty for cancelling the booking that day.
- Written notice must be given by the next business day.

City of Guelph initiated Cancellations:

- The cancellation of any booking on a City maintained outdoor space or indoor facility is at the sole discretion of authorized City of Guelph staff.
- There will be no charge to the user.
- At the end of the season, all credits will be refunded.

Rental Agreements

- Signed rental agreements and insurance forms must be received by the date specified by your Booking and Events Coordinator to secure your rentals.
- All coaches or people in charge at a location are to carry copies of the signed rental contracts as they must be produced onsite 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 at least \$2,000,000 (\$5 million for special events) Commercial General Liability with the City of Guelph named as additionally insured and must remain in force throughout your rental contracts.
- The City can work with a third party to provide insurance company to obtain coverage on behalf of and at the cost to the user. Please indicate this preference on your booking request form.

Payment terms and schedule

- Tournaments & Special Events: Payment must be received in full at least two weeks prior to the start date.
- Regular seasonal bookings – payment is due on the first day of the month prior to use.

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- Regular seasonal bookings – 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.

Contact Information

facilitybooking@guelph.ca

519-837-5678