



TOWN OF SLAVE LAKE

COUNCIL POLICY

Department:	Community Services	Policy No:	CMS.REC-24.1001.
Policy Title:	User Fee and Facility Policy	Issue Date:	August 15, 2017
		Revised Date:	April 23, 2024

1. **PURPOSE**

- 1.1. The purpose of this policy is to:
 - 1.1.1. Ensure fair and equitable application of user fees to all users of recreation and culture facilities.
 - 1.1.2. Ensure a consistent approach and methodology to establishing, evaluating, and approving user fees for Town owned/operated facilities, parks and open spaces.
 - 1.1.3. Ensure user fees align with Council's vision and greater community benefit derived through the provision of recreation and culture facilities and programs.
 - 1.1.4. Ensure that all facilities are utilized to their maximum potential.
 - 1.1.5. Provide for the usage of facilities by various age groups at appropriate times (ie. Youth will have access at earlier times than adults).
 - 1.1.6. Provide guidelines to ensure the safety of patrons and care and control of facilities.

2. **POLICY STATEMENT**

- 2.1. The Town of Slave Lake Council believes that a fee structure should be established that encourages maximum community use while striving to balance the level of community subsidization and the direct cost to the user. Therefore, to encourage community participation, the Town will strive to provide opportunities to citizens wherever possible at low or no cost.

The Town of Slave Lake respects the right of every individual/organization to utilize town owned/operated facilities. The Town will schedule these facilities with the understanding that different organizations and individuals have different needs and work toward fostering a continued relationship of mutual respect, understanding and cooperation between user groups.



3. **DEFINITIONS**

3.1. **Adult Groups**

3.1.1. Groups where more than 50% of its members are over the age of 18 year.

3.2. **Community Subsidy**

3.2.1. Net cost of operating a facility or program that is paid through property taxes.

3.3. **Contributions**

3.3.1. Support that reduces the operating cost or provides capital assistance to enhance a facility, service or program.

3.4. **Facilities**

3.4.1. All indoor and outdoor facilities that are owned, operated, or provided by the Town for offering recreational and cultural programs/opportunities to the community.

3.5. **LEAP Fund**

3.5.1. Leisure Economic Assistance Policy provides subsidy for individuals and families for program and facility assistance.

3.6. **Non-Local Groups**

3.6.1. Groups where more than 50% of its members do not reside in or pay taxes to the Town of Slave Lake or the Municipal District of Lesser Slave River No. 124.

3.7. **Special Events**

3.7.1. Any event or booking which requires more than six hours of booking time for one specific purpose.

3.8. **Tournaments**

3.8.1. An ice, field house, or sports field booking that is greater than 6 hours in length.

3.9. **Underutilized Ice Time**

3.9.1. Time which is not normally booked by the community or programmed time that has a generally low attendance. The emphasis is on time blocks that are not fully utilized vs time of day. This may include unsold space that can be sold on short notice by reducing the price. Typically, this includes daytime ice



(between 8am and 3pm), ice during the Christmas holiday season, and any other times where ice may not normally be booked on a regular basis. The Manager of Community Relations will seasonally determine which ice times fit this category and post those times.

3.10. **Youth Groups**

- 3.10.1. Groups where more than 50% of its members are under the age of 18 years.

4. **GUIDELINES**

4.1. **All Facilities Procedure and Responsibility**

4.1.1. **User Fees**

- 4.1.1.2. User fees for recreation and culture can be categorized into the following

Program User Fees – Full Cost Recovery

Admission Fees – Formula Calculation

Facility Rental Fees – Market Comparison

- 4.1.1.3. All user fees will be subject to adjustment to offset the Consumer Price Index, fees will be reviewed on a bi-yearly basis.

- 4.1.1.4. Fees for facilities or programs should not be set at rates that prohibit usage or prevent opportunities from being accessible.

- 4.1.1.5. Admission fees are based on the following calculations

Single Admission Adults – 100% cost

Single Admission Student/Seniors/Youth – 25% discount of adult fee

Single Admission Child – 50% of single Adult Admission

10 Pass – the cost of 9 drop-in admissions

1 month - based on 12 drop-in admissions

3 months - based on 3 monthly passes at a 25% discount

6 months - based on 6 monthly passes at a 33% discount

12 months - based on 12 monthly passes at a 50% discount

Multi Facility Passes – single facility pass plus 10%

*all fees are round to the nearest \$0.25

- 4.1.1.6. Facility rental fees are established based on reviewing and comparing user fees charged by similar facilities (Athabasca, Barrhead, Westlock, High Prairie,



Bonnyville, Peace River, Drayton Valley, Edson, Hinton, Whitecourt).

4.1.2. Facility Bookings

- 4.1.2.2. All event bookings require the completion of a "Facility Booking Form". The form and the deposit must be received prior to the booking being confirmed.
- 4.1.2.3. An event permit will be issued at least seven days prior to the booking, signed by the person legally authorized to sign for the organization, with the Manager of Community Relations signature, or their designate to provide a binding agreement. All applicable documents (insurance, AGLC, floor plans, AHS Food Handling Permits, raffle license etc) must be received prior to the permit being signed and issued.
- 4.1.2.4. Those events wishing to have alcohol service in facilities where a liquor license is not in place must follow Policy D.d.004 – Alcohol Management Policy.
- 4.1.2.5. Non-local users will be required to pay a refundable deposit equal to 50% of the rental in advance of the booking date.
- 4.1.2.6. Rentals over \$100.00 and special event bookings will pay a deposit of 50% of the booking or another amount at the discretion of the Director or designate, to confirm the booking. For tournament bookings, please see item 4.1.2.11 below.
- 4.1.2.7. Refunds will be provided for bookings cancelled within four weeks of the event.
- 4.1.2.8. Damage deposits may be required at the discretion of the Director of Community Services for the following reason:
 - First time renters
 - High Risk Activities
 - Utilizing facility overnight (wake)
 - History of damage or extension of rental timeIn the event of any of the following, the full deposit will be relinquished
 - Smoking in the facility
 - Violation of rules regarding alcohol
 - Non-compliance with terms of facility contracts/agreements



Refunds will be

By credit card – within 3 days of the booking

By cheque – within 2 weeks of the booking

4.1.2.9. Payments for special events must be received in full, seven days prior to the event or booking taking place.

4.1.2.10. Groups renting facilities on a regular basis throughout the year (set bookings each week/month) will be billed monthly. Any balances owing after 30 days from the date of invoice will be subject to prescribed rate of interest rates, and to the Accounts Receivable Policy of the Town. Where an account remains unpaid after 60 days, the Town will notify the group, in writing, of the delinquent account, therefore entering into a good-faith negotiation in order to reach a default resolution. Should the group become more than 90 days delinquent in paying any outstanding balances owing, agreements will be suspended or terminated, and the group will be sent to collections.

4.1.2.10.1. Groups wishing to re-establish agreements will be required to pre-pay fees in order to continue bookings.

4.1.2.11. Tournaments will be required to pay a deposit of 50% of rental fees two weeks prior to their booking. Final schedules should be submitted at this time as well. If not, unused times will be charged to the tournament organizer.

4.1.2.12. Any bookings outside of special events, tournaments and group bookings must pay at the time of booking.

4.1.2.13. The Town of Slave Lake retains the right, when necessary, to cancel a group's or individual's time for any reason, mechanical failure or otherwise and shall not be held liable for any losses. Parties will be notified in advance of the cancellation and where possible, alternate usage time will be made available.

4.1.2.14. Any violations in accordance with Policy D.c.014 Public Facility Code of Conduct may result in cancellation of an individual or group booking.



4.1.3. Facility Allocation

- 4.1.3.2. All facilities will be scheduled for the entire season at the facility scheduling meeting prior to start of the season.
- 4.1.3.3. Youth organizations have significant time restraints placed on their programs. To minimize the effects of the restraints, youth groups will have priority when booking facilities.
- 4.1.3.4. All bookings after the initial scheduling meeting will be done on a first come basis.
- 4.1.3.5. There will be time allocated for public access in all facilities. These public access times will be brought forward as part of the facility scheduling meeting.
- 4.1.3.6. Every effort will be made to reduce financial barriers to participation, by encouraging use of the LEAP subsidy and other available subsidies.
- 4.1.3.7. The Northern Lights Aquatic Centre will schedule in accordance with Policy D.028 Aquatic Centre Pool Allocation.

4.1.4. Joint Use Agreement

- 4.1.4.2. Facility use for schools will be in accordance with the Joint Use Agreement.

4.1.5. Age Requirements

- 4.1.5.2. For group bookings and individual bookings that are not booked under an association, an adult must sign the contract. For group bookings, if there are youth 14 years and under, an adult must be in attendance.
- 4.1.5.3. If there are youth 10 years and under, in the fieldhouse, at a public ice session, or on the track, an adult must be in attendance.
- 4.1.5.4. Within facilities, youth under 10 years must have responsible supervision within the facility.
- 4.1.5.5. The indoor playground must have supervision at all times.
- 4.1.5.6. For the Northern Lights Aquatic Centre, all children 7 years and under must be within arms reach of an adult at all times as per the Lifesaving Society Standards and therefore cannot attend any swims without an adult.



4.1.6. Storage Guidelines

Equipment storage for user groups in Town owned facilities may be provided under the following conditions:

- 4.1.6.2. At the discretion of the Director of Community Services or designate, a fee may be charged.
- 4.1.6.3. The user group is responsible for the contents. The Town does not carry insurance nor can they be responsible for lost or stolen items. Each group is responsible for their own inventory.
- 4.1.6.4. Keys for locked units will be made available to the contact for the organization, and it is their responsibility to ensure access.
- 4.1.6.5. It is up to each facility supervisor to designate the amount of allocated space allowed.

4.2. Multi Rec Centre (MRC) Procedures:

4.2.1. Ice Rental Contracts

- 4.2.1.2. At the Ice Users Meeting held in August/September each year, each User Group will be presented with an Ice User Rental Agreement. Each User Group will be required to sign the contract and return the contract to the Community Services Department prior to their initial ice time allocation of the season. User groups not returning their contract will not be allowed on the ice until it is submitted.
- 4.2.1.3. Each user group must present a copy of their insurance with their signed Ice User Rental Agreement.

4.2.2. Use of Safety Equipment

- 4.2.2.2. Proper safety equipment must be worn for the sport being played, and is subject to enforcement by the facility supervisor and staff. Groups must follow their governing bodies safety requirements.

Helmets are strongly recommended for all ice users.

4.2.3. Commencement of Rental Time

- 4.2.3.2. Rental times commences at the user's scheduled time. Multi Rec Centre staff are responsible for notifying groups at the end of their scheduled time. All participants must then leave the booked area.



4.2.4. Underutilized Ice Time

4.2.4.2. Those users of underutilized ice shall be charged at the regular rate for their category less 20%.

4.2.5. Tournament Rate

4.2.5.2. The Tournament Rate for ice users will be charged at an hourly rate where the user books more than the specified minimum hours over concurrent days. For example, a tournament organizer books more than 16 hours of ice for a hockey tournament, the ice rate will switch to the tournament rate after the first 16 hours. Then, for example, if the tournament books 20 hours of ice, the first 16 hours are charged at the regular rate, and the last 4 hours are charged at the reduced rate.

4.2.6. Cancellations Due to Weather

4.2.6.2. Should High Prairie School Division, or Living Waters School Division cancel school due to inclement weather, or if the RCMP or Alberta Motor Association (AMA) deem the roads unsafe to travel, all user groups will be allowed to cancel their regular schedule ice time for the particular day at the Multi Rec Centre with no penalty.

4.2.7. Cancellation of Rental Time

4.2.7.2. Cancellation of booked time will be subject to the following conditions:

- Groups unable to use specific booked times must contact the Facility Booking Coordinator a minimum of three full days (72 hours) in advance of the date booked or the booked time will be charged
- All additions or cancellations to booked facilities will only be considered confirmed when an email has been sent with confirmation of the booking change.

4.2.7.3. User groups who chronically fail to communicate schedule changes may be charged back the staff time required to fix booking errors.



4.2.8. Facility Rentals for Community Events

From time to time, community groups may rent the MRC for an event that has significant value to the community. In these instances, the Manager of Community Relations or the Director of Community Services may discount the rental rate based on the nature of the event. In considering this discount, the user must demonstrate benefit to the overall community and not just a specific segment or group. An example of this is where a service club hosts a fundraising event where the proceeds are invested into community projects. Another example may be where the event brings significant economic development to the town.

If the event organizers are requesting a further discount than what administration is willing to provide (such as the facility at no charge), then they may make those requests directly to Council. Any decision of Town Council will be followed by administration.

4.3. Sports Field Procedures

4.3.1. Sports Field Users Contracts

- a) At the sports field meeting held in March/April each year, field user groups will be presented with a User Rental Agreement. Each group will be required to sign the contract and return to the Community Services Department prior to their initial time allocation of the season. User groups not returning their contract will not be allowed on the fields.
- b) Each user group must present a copy of their insurance with their signed User Rental Agreement.

4.4. Dispute Resolution

- 4.4.1. In the interest of maintaining positive customer service relationships, administration may reduce a drop in fee, 10 punch pass, or a rental fee by up to 20% where a legitimate complaint or concern has been raised about the facility, or the service.
- 4.4.2. Disputes over fees will initially be directed to administration to resolve. Should the dispute be unresolved, the user can approach Council with their concerns. Any decision by Council is final.

5. RELATED POLICIES

- 5.1. Policies relating to this policy are
 - 5.1.1. Accounts Receivable Policy
 - 5.1.2. Alcohol Management Policy

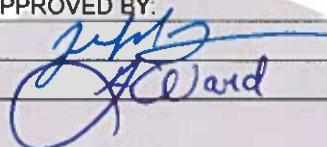
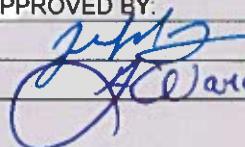


5.1.3. Aquatic Centre Pool Allocation Policy

5.1.4. Public Facility Code of Conduct

6. APPROVAL AND REVISION CONTROL

6.1. This policy will be reviewed with the bi-yearly review of fees, or as circumstances dictate, to ensure its effectiveness and relevance.

ISSUED BY:	APPROVED BY:	DATE:
1. Chief Administrative Officer		2024-06-20
2. Mayor		2024-07-02