

TOWN OF SLAVE LAKE
COUNCIL POLICY

Department:	Community Services	Policy No:	CMS.REC-24.1001.
Policy Title:	User Fee and Facility Allocation Policy	Issue Date:	August 15, 2017
		Revised Date:	June 4, 2025

1. PURPOSE

- 1.1. The policy guides how the Community Services Department fairly and equitably allocates space at the Multi Recreation Centre (MRC) and Northern Lakes Aquatic Centre (NLC), and Parks for the benefit of citizen participation in a variety of opportunities.
- 1.2. The purpose of this policy is to:
 - 1.2.1. Ensure fair and equitable application of user fees to all users of recreation facilities.
 - 1.2.2. Ensure a consistent approach and methodology to establishing, evaluating, and approving user fees for Town owned/operated facilities, parks and open spaces.
 - 1.2.3. Ensure that all facilities are utilized to their maximum potential.
 - 1.2.4. Provide for the usage allocation guidelines of facilities by various age groups at appropriate times (i.e. Youth will have access at earlier times than adults).
 - 1.2.5. 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 individuals and organizations to utilize town owned and operated facilities. The Town will schedule usage of booking requests in 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 Local/Non-Profit**

- 3.1.1. Community and Sports associations that serve adults 18 years + with a majority membership comprised of Slave Lake residents. 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. **Independent or Non-sanctioned User Groups**

- 3.5.1. Independent or Non-sanctioned User Groups are organizations or individuals that use facilities without formal recognition, affiliation, or sanctioning by a Provincial or National governing body.

3.6. **LEAP Fund**

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

3.7. **Local Commercial Groups**

- 3.7.1. Organizations that are for-profit doing business in Slave Lake and region.

3.8. **Local Private Groups**

- 3.8.1. Slave Lake residents who are not associated with an established group, organization, or business using the facility or park for an activity or private event.

3.9. Non-Local Groups

- 3.9.1. 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.

3.10. Regional

- 3.10.1. Community and sports associations with members from both Slave Lake and the M.D. of Lesser Slave River

3.11. Sanctioned Leagues, Teams, and Organizations

- 3.11.1. Are leagues, teams, and sports organizations that operate under the official approval and governance of a recognized provincial or national sport governing body, ensuring they adhere to nationally or provincially established rules, safety standards, and ethical guidelines. Sanctioned leagues and teams are entities that are officially registered or authorized to operate games, leagues, tournaments, or programs under the oversight of the sport's governing provincial or national framework.

3.12. Sanctioned Tournament

- 3.12.1. Is an event that is officially approved and authorized by a provincial/national governing body or regulatory organization for that sport. These tournaments typically follow established rules and regulations set by the sanctioning authority, ensuring fairness, safety, and integrity.

3.13. Special Events

- 3.13.1. Any event or booking which requires more than six hours of booking time for one specific purpose and requiring a Special Event Application.

3.14. Tournaments

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

3.15. Underutilized Ice Time

- 3.15.1. 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. They 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 Recreation will seasonally determine which ice times fit this category and post those times.

3.16. User Group

- 3.16.1. Any or all users with a Rental Agreement with the Town of Slave Lake to use Town managed Facilities and Parks.

3.17. Youth Local/Non-Profit

- 3.17.1. Community and sport associations that serve children 0-18 years of age with a majority of membership comprised of Slave Lake residents. Age range may vary based on Local Sport Organization bylaws and Provincial Sport Organization Standards. 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 passes 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).

4.1.1.7. Every effort will be made to reduce financial barriers to participation, by encouraging use of the LEAP subsidy and other available subsidies.

4.1.2. Facility Bookings

4.1.2.2. All facility and event bookings require the completion of a "Facility Booking Form". The form and the deposit must be received prior to the booking being processed and confirmed.

4.1.2.3. Special Events - 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 Recreation's 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 with the application and 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. 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.

4.1.2.6. Refunds will be provided for bookings cancelled within four weeks of the event. Groups may be billed for cancellations less than one week from rental period and where the time booked is not taken by another group.

4.1.2.7. Damage deposits may be required at the discretion of the Manager of Community Recreation or the Director of Community Services for the following reasons:

- First time renters
- High Risk Activities
- Utilizing facility overnight (wake)
- History of damage or extension of rental time

In 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 cancellation

By cheque – within 2 weeks of the booking cancellation

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

4.1.2.9. 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.

4.1.2.9.1. Groups in default wishing to re-establish agreements may be required to pre-pay fees in order to continue bookings.

4.1.2.10. 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. A special event booking form should be received no later than thirty (30) days prior to the event. This is encouraged to provide reasonable processing time for booking staff.

- 4.1.2.11. Any bookings outside of special events, tournaments and group bookings must pay at the time of booking.
- 4.1.2.12. The Town of Slave Lake retains the right, when necessary, to cancel a groups 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.
- 4.1.2.13. Any violations in accordance with Policy D.c.014 Public Facility Code of Conduct and the Recreation Centre Code of Conduct Policy may result in cancellation of an individual or group booking.
- 4.1.2.14. Users wishing to enter into an agreement with the Town for the use of Parks and Facilities must:
 - 4.1.2.14.1. Be in good financial standings with the Town and fulfill previous year's financial obligations.
 - 4.1.2.14.2. Adhere to all park and facility codes of conduct and regulations.
 - 4.1.2.14.3. Demonstrate the ability to utilize the time provided.
- 4.1.2.15. The Town is the sole permit authority for all ice/venue rentals. The Town must be aware of and be able to control the intended use of all ice/venue permits within its facilities at all times. ***Transferring ice/venue time, trading ice/venue time or sub-leasing ice/venue time between users is not permitted.***
- 4.1.2.16. Cancellations - User groups that repeatedly book and cancel ice time with insufficient notice may lose future booking privileges or change the groups level of priority. Persistent cancellations may result in financial penalties or mandatory prepayment for future reservations or change the groups level of priority .

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. Every attempt will be made to preserve "historical" booking times for groups. Significant changes to ice allocations shall be based on significant changes to registration levels and composition or other emerging trends and needs.

- 4.1.3.3. The August scheduling meeting for the upcoming September to March season and the January scheduling meeting for Spring bookings within the same calendar year. The
- 4.1.3.4. The priority allocation system is specified in **Appendix "A"**.
- 4.1.3.5. All bookings after the initial scheduling meetings for the given season will be done on a first come basis, based on departmental approval and payment of fees.
- 4.1.3.6. There will be time allocated for public drop-in access in all facilities. These public access times will be brought forward as part of the facility scheduling meeting.
- 4.1.3.7. The Northern Lights Aquatic Centre will schedule in accordance with Policy D.028 Aquatic Centre Pool Allocation.
- 4.1.3.8. If a previously recurring user group ceases operations or fails to confirm continued use of a historic time slot, that ice time will be returned to the Town's general scheduling pool and reallocated in accordance with the Town's Ice Allocation Policy, with priority given to sanctioned minor sport organizations and core community users.
- 4.1.3.9. When administering the process, Town staff have some discretion to adjust the allocation for Town priorities in an attempt to meet the needs of all user groups and casual users, including providing time, as allowed, for new and emerging sports and teams sanctioned under its Provincial Sport Organization (PSO).
- 4.1.3.10. In a scenario when demand exceeds the supply of available space and time, the Town will consult with stakeholders under the considerations listed in **Appendix "B"**.
- 4.1.3.11. The Town of Slave Lake prioritizes access to its recreational facilities, based on the nature and status of the user group. In alignment with practices adopted by other Canadian municipalities, sanctioned leagues, teams, and organizations shall be given priority booking for ice time and sport use of the facility. Independent, or unsanctioned sports, or commercial user groups may request bookings; however, such requests will be considered secondary and granted only after the

scheduling needs of sanctioned sport users have been met **as per Appendix "A"**. This policy is intended to support the development of organized sport within the community, ensure participant safety through established governance, and promote equitable access for youth and amateur sport organizations.

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, an adult must sign the rental contract. For bookings, if there are youth 17 years and under, an adult must be in attendance. Youth, 17 years and younger cannot make fieldhouse or Arena bookings or rentals.
- 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 NLAC, 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 to local user groups 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 and January for the spring/summer season, 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 and requested deposits 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 as per Section 5 of this policy.

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.

- 4.2.5.3. The Tournament rate for users may be discounted by the Director of Community Resources in consultation with the Chief Administrative Officer (CAO).

4.2.6. Cancellations Due to Weather

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

4.2.7. Cancellation of Rental Time

- 4.2.7.2. Cancellation of booked time will be subject to the following conditions:
- a) 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
 - b) 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 Recreation 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 and serve as the basis for the rate in the booking agreement.

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 & Contravention of Policy

- 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 50% where a legitimate complaint or concern has been raised about the facility, or the service, as approved by the Director of Community Services, and/or the Chief Administrative Officer (CAO) who may approve up to 100% credit of rental in unusual circumstances.
- 4.4.2. Disputes over fees will initially be directed to administration to resolve. Should the dispute relating to fees be unresolved, the user can approach Council with their concerns. Any decision relating to fees by Council is final.
- 4.4.3. Disputes over allocation of rental bookings will be directed to the Manager of Community Recreation. Should the dispute regarding venue allocation be unresolved, the user can submit a letter of appeal as set out in section 4.4.5.
- 4.4.4. *Contravention of Policy* - Adherence to policy is a Town employee requirement and non-compliance will be addressed and may include:
 - 4.4.4.2. Loss of facility or field booking
 - 4.4.4.3. Refusal of future facility or field booking application

4.4.4.4. Imposition of a security deposit for future bookings

4.4.5. ***APPEALS***

4.4.5.2. If a user group is not satisfied with the allocation decision, they can submit an appeal by email or in writing to the Director of Community Services within two weeks of notification of the decision.

4.4.5.3. The appeal in writing should be directed to:
*Community Services Department
Town of Slave Lake
10 Main Street SW
Slave Lake, AB T0G 2A0*

5. **INSURANCE & PERMITS**

6.1 Insurance requirements for the Renter and minimum scope of coverage may include, but is not limited to;

- Commercial General Liability Insurance
- All Risk Property Insurance
- Directors and Officer Liability Insurance
- Abuse Liability Insurance

All Users are required to provide a certificate of insurance evidencing general public liability and property damage coverage with limits of no less than five million dollars (\$5,000,000.00) and which names the TOSL as an additional insured to the policy. This insurance will be carried for the entire rental period and will have "The Town of Slave Lake" shown as an additional insured on the policy. Such policy would have to be with an insurer that has a rating, which meets the requirements of the Town's policy on insurance.

If such policy is cancelled, changed or materially altered in any way that would affect the Town, prior written notice by registered mail will be given by the Permit Holder's insurer to the Town's Risk Community Services Department. The Town reserves the right to request such higher limits of insurance or other types of insurance policies appropriate to this Rental Agreement as the Town may reasonably require.

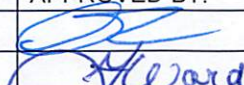
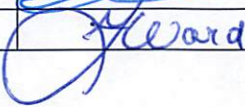
- 6.2 The Town of Slave Lake shall be added as Additional Insured, and the coverage shall contain no special limitation on the scope of protection afforded to the Town and its applicable partners.
- 6.3 The Renter shall provide a verification of coverage prior to the commencement of rental to the Recreation Services Coordinator.
- 6.4 The duration of the insurance policy shall be from the date and time of occupation until the date of vacancy.
- 6.5 The Town reserves the right to require complete, certified copies of all required insurance policies and to accept or reject the Renter's insurer.
- 6.6 Non-sporting related rentals by unaffiliated individuals, groups and/or organizations that have less than 30 people in attendance do not require insurance.
- 6.7 A facility rental may require the Renter to obtain a business license.
- 6.8 Approved Renters are responsible for securing permits or approvals by regulatory and statutory bodies including the Town of Slave Lake Fire Department, Alberta Health Services, etc.
- 6.9 Renters are not permitted to use the Town's legal name, logos or insignias on any promotional materials without the prior written consent from the Town.

7) RELATED POLICIES

- 7.1 Policies relating to this policy are
 - 7.1.1 Accounts Receivable Policy
 - 7.1.2 Alcohol Management Policy
 - 7.1.3 Aquatic Centre Pool Allocation Policy
 - 7.1.4 Public Facility Code of Conduct

8) APPROVAL AND REVISION CONTROL

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		Aug 21/2025
2. Mayor		08/27/2025

APPENDIX "A"

Priority of user groups to establish the order of providing allocation:

- 1st Priority: Town of Slave Lake Recreation & Parks programs, events, and services
- 2nd Priority: School District No. 48 activities during the school day per the terms of the local Joint Use Agreements with both public and private schools.
- 3rd Priority: Youth Local Non-Profit and Regional Sports Groups
- 4th Priority: Adult Local Non-Profit and Regional Sports Groups
- 5th Priority: Local and Regional Private Sports Groups
- 6th Priority: Local and Regional Commercial Groups, where more than 50% of participants reside within the Town or M.D. of Lesser Slave River boundaries
- 7th Priority: Local and Regional Commercial Groups, where less than 50% of participants reside within the Town or M.D. of Lesser Slave River boundaries
- 8th Priority: Non-Resident Sports Groups
- 9th Priority: Commercial vendors (Craft fairs and markets, and Cultural events)

For Youth and Adult Local Non-Profit sport users, the following programming priority will be followed*:

- 1st Priority: Community Special Events
- 2nd Priority: Sanctioned Tournaments
- 3rd Priority: Community League Play
- 4th Priority: Community Practice & Development
- 5th Priority: Skill Development Programs for Non-Profit Fundraising
- 6th Priority: For-Profit Skill Development Programs

***NOTE** - Events and Tournaments for Arena Ice and the Fieldhouse are determined annually in cooperation with minor sport users, arena operations and the Town. Sports-related events will have booking priority over non-sporting events

APPENDIX "B"

In the scenario when demand exceeds the supply of available space and time, the Town will consult with stakeholders under the following considerations:

- A. The number of Slave Lake and regional residents registered as participants, players, members, or athletes in the sports organization.
- B. In good standing with the Provincial Sport Organization and meeting the required minimum standards of that organization.
- C. The number of participants using the park or facility during the allocated time compared to the capacity of the space (density of use).
- D. Appropriate time and location for specific age group, activity and level of activity.
- E. Achieving an equitable balance of Prime and Non-Prime Time Hours.
- F. Management of parks and facilities playable condition that maximizes use while
- G. minimizes the impacts and viability of the asset.
- H. Alignment with Town priorities and maximizing public good by ensuring a variety of sport and physical activity options for residents of all ages and abilities.
- I. Participant enrollment and activity that support inclusivity and equal access for all.