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**ENERGY CENTRE MEMBERSHIP, REGISTRATION & BOOKING POLICY**

**POLICY NUMBER: 131-RC-11**

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Approval Date: May 24, 2011

Revise Date: August 8, 2023

Motion Number: CM20110524.1010

Repeal Date:

Supersedes:

Review Date: August 8, 2023

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**1.0 Policy Intent**

The City is committed to providing quality social and recreational programs, services and facilities for the enjoyment and benefit of the citizens. To provide these programs, services and facilities the City generates revenue through taxes and user fees.

The intent of this policy is to provide guidance for staff in the processes for booking facilities, programs, and services within the Energy Centre.

**2.0 Purpose**

- 2.1 To outline what programs, services, and facilities are covered by this policy;
- 2.2 To provide Administration with authority to set programming fees and extra event services fees;
- 2.3 To provide procedures by which citizens may access programs, services, and facilities.

**3.0 Policy Statement**

The Energy Centre fees will follow the guidelines of the Recreation User Fee Policy No. 197-RC-16;

The City may consider additional fees which are not included in the Recreation User Fee Policy No. 197-RC-16 Appendix "D" to cover costs that are incurred for:

- 3.1 Damage to City property while utilizing recreational facilities or equipment, or participating in an event;
- 3.2 Staff resources required to assist with the hosting of an event or cleaning after an event;
- 3.3 Costs for alterations of a facility to accommodate a user or activity;
- 3.4 Any costs incurred by the City that are not covered by the fee payment.

**4.0 Managerial Guidelines**

- 4.1 Definitions

4.1.1 All terms used in this Policy are defined under the Recreation User Fee Policy No. 197-RC-16

4.2 Energy Centre Memberships-General

4.2.1 Memberships can be purchased in (6) six ways:

- 4.2.1.1 Monthly;
- 4.2.1.2 Three-Month (payment plans available)
- 4.2.1.3 Six-Month (payment plans available);
- 4.2.1.4 Annual (payment plans available);
- 4.2.1.5 School (semester based);
- 4.2.1.6 Corporate.

4.3 Membership Cancellations

4.3.1 Members will receive a grace period in which memberships can be cancelled and refunded. The refunded total will be a prorated sum based on days used and days remaining on the membership. The grace periods for each membership category are as follows:

- 4.3.1.1 Monthly – (3) three days from the date of purchase;
- 4.3.1.2 Three-Month – (4) four days from the date of purchase;
- 4.3.1.3 Six-Month – (7) seven days from the date of purchase;
- 4.3.1.4 Annual – (14) fourteen days from the date of purchase;
- 4.3.1.5 School – (7) seven days from the date of purchase; \*

\*Portage College students are not eligible for refunds as memberships are included with tuition fees;

4.3.2 Memberships can be cancelled within the allotted grace period in writing or electronic format. A cancellation is not considered confirmed unless the member/user has received confirmation that the City has received the request in writing or through electronic format.

4.3.3 Members may be eligible to cancel their membership following the outlined grace periods if there is justifiable cause for such action. Refunds will be at the discretion of the Recreation Programs and Services Manager and consideration will be given to individuals who can produce:

- 4.3.3.1 Medical note to support the members inability to use the facility for medical reasons;
- 4.3.3.2 Military posting notice;
- 4.3.3.3 Work transfer notice;

- 4.3.4 Membership refunds will be by cheque only and may take up to 14 days to be processed by the City of Cold Lake Finance department.
- 4.3.5 All membership cancellations are subject to a 10% administration fee.
- 4.3.6 From time to time the Recreation Programs and Services Manager in consultation with the General Manager of Community Services and the City Manager may offer a time limited reduction in the Energy Centre Membership Fees to promote the use of the Energy Centre facility.

#### 4.4 Field House/Lounge/Child Mind/Group Fitness Room Bookings

- 4.4.1 The Field House/Lounge/Child Mind/Group Fitness Rooms can be used for a myriad of activities and events and are available to the public for bookings on a year-round basis when dates are available.
- 4.4.2 All facility bookings will be handled by the City Programmers. A facility booking is not confirmed until written confirmation has been provided by the appropriate Programmer. Energy Centre front desk receptionists will forward all renters to the applicable Programmer.
- 4.4.3 Facility bookings are based on a first come first serve basis with the City of Cold Lake having priority for City Events. If there are multiple groups attempting to book the same day, the following priority listing will be followed:
  - 4.4.3.1 City of Cold Lake;
  - 4.4.3.2 Multi-Day Special Events;
  - 4.4.3.3 Local Minor, and Junior Sports Organizations;
  - 4.4.3.4 Local Non Profit Organizations;
  - 4.4.3.5 Local Other;
  - 4.4.3.6 Non Local Minor Sports Organizations;
  - 4.4.3.7 Non Local Non Profit Organizations;
  - 4.4.3.8 Non Local Other.
- 4.4.4 A deposit will be required to secure facility bookings for all rentals of \$350 or greater before taxes at the Energy Centre. The user will be required to provide a (20) twenty percent in order to confirm the booking of a facility. Any booking less than \$350, full payment is required to secure facility booking.
- 4.4.5 Deposits will be returned to the user in the event of a cancellation with written notice of cancellation (3) weeks prior to the event. Refunds will be paid by cheque and may take up to 14 days to be processed by the City of Cold Lake Finance Department.

- 4.4.6 Payment in full is due seven (7) days prior to the event.
- 4.4.7 No refunds will be provided on any portion of a booking cancelled within seven (7) days of the event.
- 4.4.8 The City reserves the right to “bump” a booking for a City event by giving a minimum of 30 days written notice.

#### 4.5 Energy Centre Programs

- 4.5.1 From time to time various recreational, cultural and social programs that may be offered at the Energy Centre for which a fee separate from an Energy Centre Membership fee may be charged. The fee for such recreation, cultural or social programs shall be established by the Recreation Programs and Services Manager in consultation with the General Manager of Community Services based initially on the full cost recovery of the program.
- 4.5.2 The Recreation Programs and Services Manager in consultation with the General Manager of Community Services may from time to time establish a time limited program fee reduction for the purposes of promoting a specific program.

#### 4.6 Cancellation of Program Sessions/Classes

- 4.6.1 From time to time, program sessions or classes may need to be cancelled by the Energy Centre as a result of different issues that arise (instructor illness, power outage, facility booking, etc.).
- 4.6.2 All session/class cancellations will be handled by the Wellness Programmer. If this individual is not available, the Recreation Programs and Services Manager will be contacted. Efforts will be made to reschedule the sessions/classes or to find different facilitators when possible. Last minute cancellations will be credited to the members account or refunded for drop-in users. Energy Centre staff will attempt to contact participants prior to the scheduled session/class time to inform them of a cancellation.
- 4.6.3 The appropriate steps for cancellation are as follows:
  - 4.6.3.1 The Wellness Programmer is contacted regarding session/class cancellation. Efforts will be made to reschedule the event or locate a different session/class facilitator;
  - 4.6.3.2 The Wellness Programmer will update Energy Centre staff on the status of the session/class and have reception contact participants with a follow-up on the session/class rescheduling or cancellation;

- 4.6.3.3    If the Wellness Programmer is not available, the same steps will commence with the Recreation Programs and Services Manager as the lead;
- 4.6.3.4    Front desk reception will follow out the instructions of the Wellness Programmer or the Recreation Programs and Services Manager.
- 4.6.3.5    If both the Wellness Programmer and the Recreation Programs and Services Manager are unavailable, front desk reception will cancel the session/class and credit/refund monies to participants;
- 4.6.3.6    Documentation of the cancelled sessions/classes, the reason for cancellation and the steps taken to mitigate the cancellation is required following any cancelled session/class.

- 4.6.4    Monthly and yearly reviews of cancelled sessions/classes will be conducted by the Recreation Programs and Services Manager.

#### 4.7    Program Registrations

- 4.7.1    Programs at the Energy Centre may be registered in two different methods. These registration methods include:
  - 4.7.1.1    Full Program Registration - allows participants to register for a full program offering which will guarantee them a space in each of the sessions/classes offered in a program;
  - 4.7.1.2    Drop-In Registration - when space is available, a participant may register in a program session/class on a drop-in basis on the day of the course.

#### 4.8    Program Withdrawal

- 4.8.1    Clients may withdraw from a Full Program Registration if written notice is provided a minimum of 72 hours prior to the scheduled program start time. A service charge of \$2.00 will be charged for such cancellation. A service charge of \$10.00 will be charged for A Full Program Registration that is cancelled less than 72 hours prior to the scheduled program start.
- 4.8.2    No notice of withdrawal and no service charge will be required for a withdrawal from a drop-in registration;
- 4.8.3    Consideration for a withdraw from a Full Time Program with no penalty or service charge following the start of a program will be given to individuals who can produce:
  - 4.8.3.1    A medical note to support the registrant's inability to participate in the program for medical reasons;
  - 4.8.3.2    Military posting notice;

4.8.3.3    Work transfer notice

4.8.4    All withdrawals will be credited to the members account or paid out by cheque.

4.9    Extra Service Fees

4.9.1    In accordance with “Policy Guidelines” of the Recreation User Fee Policy No. 197-RC-16, the Extra Services Fees for the Energy Centre may be revised from time to time with the approval of the Chief Administrative Officer.

**5.0    References**

Recreation User Fee Policy No. 197-RC-16

**6.0    Persons Affected**

City of Cold Lake Staff  
Members of the public

**7.0    Revision/Review History**


- Amended September 13, 2022 – CRM20220913.1008
  - Removed Sections 5.6.1.2, 5.7.2
  - Revised Sections 4.4.2, 4.4.3.3, 4.6.2, 4.6.3.1, 4.6.3.2, 4.6.3.3, 4.6.3.4, 4.6.3.5, 4.7.1, 4.8.3, 4.8.4, 5.0, 6.0, 7.0, Appendix “A”
- Revised January 19, 2023 – Section 4.4.4 – Managerial Guidelines
- Amended August 8, 2023 – CRM20230808.1011
  - Revise Sections 3.0, 4.1.1, 4.9.1, 5.0
  - Remove Appendix “A”


Sept. 1, 2023

Date

Sept 1 2023

Date

  
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Chief Administrative Officer

  
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Mayor

