



Policy Title: Facility Rental and Cancellation Policy

Policy Number: A09-POLICY-0026

Policy Type: Council Policy
Policy Owner (Department, Contact): Community Services & Strategic Partnerships, Director of Community Services & Strategic Partnerships
Approval Authority: Council

Administration			
Effective Date:	2015-11-02	Last Review Date:	2025-05-21
Related Policy(ies):	A09-POLICY-0025 - Fee Waiver Policy		
Related By-Law(s):	N/A		
Procedural Document:	A09-PROCEDURE-0026		

1. Policy Statement

The City of Quinte West is committed to providing quality, well maintained facilities for use by community organizations and the public. The intent of this Policy is to standardize guidelines pertaining to the rental and cancellation of facility time at the City of Quinte West arenas, sports fields, outdoor gathering areas, and multi-purpose rooms.

2. Purpose

The City of Quinte West wishes to promote, maximize, and optimize facility usage. The purpose of this Policy is to have user groups and the public feel equally and fairly treated. The Policy will outline facility booking guidelines to assist in consistency and efficiency with the rental of City-owned facilities.

The main objectives of this Policy are to:

- Clearly define and communicate how City facility time will be managed, allocated, and distributed.
- Serve as a guide for the rental allocation process.

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- Promote and encourage participation in sports and community events to the overall benefit of the community.

3. Scope

This policy shall apply to all user groups or public bookings in any facility owned and operated by the City of Quinte West, excluding the [Trent Port Marina](#).

4. Definitions

Arena: A level area surrounded by seats for spectators, in which sports, entertainment, and other public events are held.

Arena Floor: A City of Quinte West arena pad when the ice is no longer in the facility.

Arena Ice: A City of Quinte West arena pad when the ice is in the facility.

Booking Staff: The Booking and Administrative Coordinator within the Community Services & Strategic Partnerships Department.

City: The Corporation of the City of Quinte West.

City of Quinte West Arena: Arena(s) located within Quinte West at 8 Couch Crescent, Trenton, ON, named the Duncan McDonald Memorial Community Gardens and at 35 March Street, Frankford, ON, named the Dr. McMullen Recreation Centre.

Council: The City Council of the Corporation of the City of Quinte West.

Designate: A person identified by the City as able to complete duties on behalf of someone else.

Director of Community Services : The person responsible for overseeing the planning, development and management of all aspects related to Community Services & Strategic Partnerships.

Facility: The City of Quinte West arenas, multi-purpose rooms, outdoor gathering areas, and sports fields. Excluding the [Trent Port Marina](#).

Manager of Economic Development & Tourism: The appointed head of the Economic Development and Tourism department or their designate.

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Manager of Outdoor Operations: The appointed head of the Outdoor Operations department or their designate. The Outdoor Operations division is responsible for the operation and maintenance of municipal roads, bridges, parks and open spaces.

Multi-purpose Room: An indoor room for various functions and meetings, excluding the [Trent Port Marina](#) venue.

Non-prime Time: An ice rental during the time of open until 4:00 PM from Monday to Friday.

Outdoor Gathering Areas: A City of Quinte West pavilion or park area.

Prime Time: An ice rental during the time of 4:00 PM until close from Monday to Friday and all day Saturday & Sunday.

Public Booking: Includes any individual or group that does not classify as User Groups Booking.

Rental: A booking of a facility for a specific amount of time.

Sports Field: A City of Quinte West soccer field or ball diamond.

Staff: Any full or part-time employee(s) in a Permanent, Temporary, Contract, Seasonal or Student role, who are employed by the City of Quinte West.

Sublet: A user group or the public that has a facility rental booking and rents that booking to another user group or the public not listed on the rental agreement.

Supervisor of Facilities: A person whose job is to supervise someone or a group of people within the Buildings and Facilities Department, which maintains all municipally-owned facilities.

Tournament: An ice or sports field rental that is a scheduled series of organized games or matches involving multiple teams or individuals, typically held over a set period. This includes events sanctioned by recognized sports organizations or associations.

User Groups: Includes minor sports groups, junior sports, and adult sports groups.

Website: The City of Quinte West's collection of web pages exists under one domain name, containing related content to the City. Access is available through www.quintewest.ca.

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5. The Policy

5.1. General Rental Guidelines

- 5.1.1. Use of a City of Quinte West facility is regulated by the following rules:
- a) Each facility has its own rules and regulations that must be agreed to and signed by the user group or public booking the facility.
 - b) A completed rental form, signed permit agreement, proof of insurance, and payment are required to confirm the facility booking. User groups are invoiced monthly for the previous month's bookings.
- 5.1.2. The City reserves the right to curfew any sports games or events, including tournament games that extend into other user-contracted time slots. It is the responsibility of the user groups to inform the Booking Staff of any special requirements regarding curfews at the time the schedules are submitted. In the event of representative regular season or playoff games, the City does not curfew the games.
- 5.1.3. In order for the Booking Staff to effectively serve customers, all groups are asked to elect no more than one representative to serve as liaison between the Booking Staff and their group. All communications between the group and the Booking Staff should at all times, be channeled through each group's representative.
- 5.1.4. Payments from user groups and public bookings are required as per the City's collection requirements.
- 5.1.5. The fee structure is set by the City's approved Fees & Charges By-Law.
- 5.1.6. The City of Quinte West maintains the right to cancel any agreement if facilities are misused or regulations are not enforced.
- 5.1.7. All City of Quinte West facilities are prohibited from holding events that contain prizes for raffles, bingo, 50/50, etc., unless a licence has been obtained, as per the Alcohol and Gaming Commission of Ontario (AGCO). If a licence has not been obtained for the venue, illegal events and subsequent liquor licence suspensions will occur, and additional fines can be incurred under the Criminal Code of Canada.

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5.2. Insurance Requirements

- 5.2.1. The user group or the public that is booking the facility shall, at their sole cost and expense, take out and keep in force throughout the term of this Agreement, Commercial General Liability insurance on an occurrence basis for an amount of two million dollars or five million dollars, with the level of coverage being determined by the City. The Corporation of the City of Quinte West, shall be added as an additional insured but only with respect to liability arising out of the operations of the user group or the public booking the facility.
- 5.2.2. The user group or public shall submit proof of such insurance in the form of a valid Certificate of Insurance to the City, as requested by the City five (5) days prior to the Commencement Date of this Agreement (and a renewal replacement on or before any subsequent Policy renewal), referencing the facility rental and such insurance shall add the Corporation of the City of Quinte West, as an additional insured. A copy of the Policy, if required by the City, shall be made available to the City.
- 5.2.3. If the user group or public does not have adequate insurance coverage, the user group or public may purchase this insurance through the City's Facility Users Group Insurance Program if determined that the type of event is eligible for coverage under this program.

5.3. General Cancellation Guidelines

- 5.3.1. Once a rental agreement has been signed, cancellation procedures shall come into effect, except for the [Trent Port Marina](#), which has a separate cancellation Policy.
- 5.3.2. The City reserves the right to reasonably postpone, reschedule or cancel any permitted activity due to justified circumstances, such as severe weather conditions and sport playoff games. Where postponement or rescheduling cannot be mutually coordinated, the permit holder affected; if paid, will receive a full refund/credit for the time owing.
- 5.3.3. The City reserves the right to cancel a permit or portion of the permit, without notice should there be a breach of the condition or regulations or should the City be of the opinion that the facilities are not being used for the purpose contained in the rental form.

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5.3.4. User groups that fail to provide payment within 60 days from the date of the invoice will have any future rentals cancelled until the full payment is received by the City.

5.4. Sublet

5.4.1. User groups and the public shall not sublet or render to others for any facility booking.

5.5. Inclement Weather

5.5.1. City staff will assess the weather conditions daily. In the event City staff close City-owned facilities due to weather conditions, user groups and the public will be notified before the upcoming evening rental bookings and will not be invoiced for the booking(s). When user groups and the public do not receive notification, City-owned facilities are open.

5.6. Allocation Guidelines

5.6.1. The City of Quinte West will allocate ice and sports field rental times based on the following user priority ranking:

- a) City of Quinte West programs and services
- b) Special events and tournaments
- c) Local minor sports groups
- d) OJHL & PJHL group bookings
- e) Board of Education school teams
- f) Private Rentals

Although this is the priority allocation, historical usage will be considered.

6. Facility Types

6.1. Arena Ice

6.1.1. Rental

6.1.1.1. User Groups wishing to book ice times for the upcoming ice season, must advise the Booking Staff in writing of their desired times/dates and flood

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requirements prior to July 1st each year. The City reserves the right to accept or modify ice flood requests to ensure the achievement of safety, operational efficiencies, and pad coordination.

- 6.1.1.2. Public wishing to book ice times for the upcoming ice season or during the ice season can book through the City's [online facility booking platform](#) or by contacting the Booking Staff.
- 6.1.1.3. In the case of playoff ice rentals, notification of returning ice must be given the next day after the ice time is no longer required. Notification will be in the form of a phone call and a follow up email to the Booking Staff. Failure to make this notification will result in payment in full for unused ice.
- 6.1.1.4. User groups and the public must vacate dressing rooms one half hour after the end time of their booking. The ice re-surface equipment must be completely off the ice and the door completely closed before the participants may occupy the ice surface.

6.1.2. Cancellation & Amendments

- 6.1.2.1. Once an ice rental agreement has been signed, the following procedures shall come into effect:
 - a) Ice cancellations or adjustments must be provided in writing to the Booking Staff a minimum of three (3) business days in advance of the scheduled rental.
 - b) Cancellations made less than three (3) business days before the scheduled rental require payment in full or will not be given a refund.
 - c) User groups can amend the regular season ice schedule up to four (4) times with cancellations and amendments, after which the City reserves the right to charge the ice rental fee that is being cancelled or amended.
 - d) Ice cancellations or adjustments for sports team try-outs must be provided in writing to the Booking Staff a minimum of 20 business days in advance of the scheduled rental. Sports team try-out cancellations made less than 20 business days before the scheduled rental require payment in full or will not be given a refund.

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6.1.3. Tournaments

6.1.3.1. Once a tournament rental agreement has been signed, the following procedures shall come into effect:

- a) Arena Ice tournament cancellations or adjustments must be provided in writing to the Booking Staff a minimum of 20 business days in advance of the scheduled tournament start date.
- b) Cancellations made less than 20 business days before the scheduled rental require payment in full or will not be given a refund.
- c) User Groups that receive a tournament fee waiver (as outlined in the Fee Waiver Policy - A09-POLICY-0025) will be invoiced and required to pay for cancellations made less than 20 business days in advance of the scheduled rental.

6.2. Arena Floor

6.2.1. Rental

6.2.1.1. User Groups wishing to book ice times for the upcoming floor season, must advise the Booking Staff in writing of their desired times/dates prior to April 1st each year. Public looking to book the arena floor during the off-ice season can access the City's [online request form](#) on the website or by contacting the Booking Staff.

6.2.1.2. In the case of Playoff Floor Rentals, notification of returning ice must be given the next day after the ice time is no longer required. Notification will be in the form of a phone call and a follow up email to the Booking Staff. Failure to make this notification will result in payment in full for unused floor time.

6.2.2. Cancellation & Amendments

6.2.2.1. Once an arena floor rental agreement has been signed, the following procedures shall come into effect:

- a) Arena Floor cancellations or adjustments must be provided in writing to the Booking Staff a minimum of three (3) business days in advance of the scheduled rental.

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- b) Cancellations made less than three (3) business days before the scheduled rental require payment in full or will not be given a refund.

6.2.3. Tournaments & Full-day Events

- 6.2.3.1. Once a tournament or full-day event rental agreement has been signed, the following procedures shall come into effect:
 - a) Cancellations or adjustments for Arena Floor tournaments or full-day events must be made in writing to the Booking Staff at least 20 business days before the scheduled start date.
 - b) Cancellations made less than 20 business days before the scheduled rental require payment in full or will not be given a refund.

6.3. Multi-Purpose Room

6.3.1. Rental

- 6.3.1.1. User Groups or the public looking to book a multi-purpose room can access the City's [online request form](#) on the website or by contacting the Booking Staff.
- 6.3.1.2. The City reserves the right to obtain a non-refundable damage deposit of up to \$1000.00.

6.3.2. Cancellation & Amendments

- 6.3.2.1. Once a multi-purpose room rental agreement has been signed, the following procedures shall come into effect:
 - a) Multi-purpose room cancellations must be provided in writing to the Booking Staff a minimum of ten (10) business days in advance of the scheduled booking.
 - b) No refund will be given for cancellations made less than ten (10) business days to the scheduled rental date.

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6.4. Outdoor Gathering Area**6.4.1. Rental**

6.4.1.1. User Groups or the public looking to book an outdoor gathering area can access the City's [online request form](#) on the website or by contacting the Booking Staff.

6.4.2. Cancellation & Amendments

6.4.2.1. Once an outdoor gathering area rental agreement has been signed, the following procedures shall come into effect:

- a) Outdoor gathering area cancellations must be provided in writing to the Booking Staff a minimum of ten (10) business days in advance of the scheduled booking.
- b) No refund will be given for cancellations made less than ten (10) business days to the scheduled rental date.

6.5. Sports Field**6.5.1. Rental**

6.5.1.1. User Groups or the public wishing to book their sports field times for the upcoming season, must supply desired field use schedules to the Booking Staff by April 1st each year. User Groups or the public looking to book a sports field during the season can access the City's [online request form](#) on the website or by contacting the Booking Staff.

6.5.1.2. Due to health and safety concerns during spring weather conditions, sports fields are not open for user groups or public use until after Victoria Day or at the discretion of the Manager of Outdoor Operations, or their designate.

6.5.1.3. In the case of Playoff Rentals for sports fields, notification of returning field time must be given the next day after the field time is no longer required. Notification will be in the form of a phone call and a follow up email to Booking Staff. Failure to make this notification will result in payment in full for unused time.

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6.5.2. Cancellation & Amendments

6.5.2.1. Once a sports field rental agreement has been signed, the following procedures shall come into effect:

- a) Sports field cancellations or adjustments must be provided in writing to the Booking Staff a minimum of three (3) business days in advance of the scheduled rental, excluding inclement weather events.
- b) Cancellations made less than three (3) business days before the scheduled rental require payment in full or will not be given a refund, excluding inclement weather events.

6.5.3. Sports Field Inclement Weather

6.5.3.1. During the sports field season, City staff will assess the weather conditions daily. In the event City staff close the sports fields due to weather conditions, user groups will be notified by 3:00 PM before the upcoming evening rental bookings and will not be invoiced for the booking(s).

6.5.3.2. When user groups do not receive notification, sports fields are open and user groups will be charged the rental fee in the event the user groups cancels the rental of the sports field less than three (3) business days in advance of the scheduled rental.

6.5.3.3. If an immediate cancellation is forced due to lightning and/or heavy rainfall as determined by the permit holder or their governing organization, the permit holder must notify the Booking Staff within 2 hours via email. No refunds will be given to these cancellations if not received via email by the Booking Staff within 2 hours.

6.5.3.4. Permit holders should refer to the protocols of their governing organization when determining if play can resume during weather events. The City expects permit holders to prioritize the users' safety and use their best judgement to avoid damage and loss of field condition. Should the permit holder not feel the field is safe for play, it is the responsibility of the permit holder to cancel play until further notice. Permit holders will be accountable if play is continued and field damage occurs because of this

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play. Field damage could result in additional charges or loss of the rental permit.

7. Responsibilities and Authorities

7.1. Director of Community Services and Strategic Partnerships

7.1.1. The Director of Community Services and Strategic Partnerships, or their designate, shall have the authority to apply the Facility Rental and Cancellation Policy as detailed.

7.2. Manager of Building & Facilities

7.2.1. The Manager of Buildings & Facilities, or their designate, shall have the authority to approve refunds as necessary.

7.3. Supervisor of Facilities

7.3.1. The Supervisor of Facilities, or their designate, shall be responsible for working closely with the Booking Staff to ensure the appropriate allocation of ice and floor rentals and coordinate respective operational requirements.

7.4. Manager of Outdoor Operations

7.4.1. The Manager of Outdoor Operations, or their designate, shall have the authority to approve refunds issued for sports field bookings.

7.4.2. The Manager of Outdoor Operations, or their designate, shall have the authority to cancel sports field rentals in the event of weather conditions causing health and safety concerns.

7.4.3. The Manager of Outdoor Operations, or their designate, shall be responsible for working closely with the Booking Staff to ensure the appropriate allocation of sports fields and coordinate respective operational requirements.

7.4.4. The Manager of Outdoor Operations, or their designate, shall have the authority to open the sports fields rentals for the season.

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7.5. Manager of Economic Development & Tourism

7.5.1. The Manager of Economic Development and Tourism, or their designate, shall have the authority to approve refunds as necessary.

7.6. Booking Staff

7.6.1. Booking Staff shall be responsible for administering all facility rentals within the City of Quinte West.

7.6.2. Booking Staff shall be responsible for ensuring all required documents as outlined in the Policy have been received by the City and validated before the required deadlines.

7.6.3. Booking Staff shall be responsible for processing cancellations and refunds as outlined in the Policy.

8. Forms

8.1. [Facility Rental Form](#)

8.2. The City of Quinte West’s online facility booking platform

9. Legislation and Other Resources

9.1. Where a conflict exists between the provisions of the Policy and any legislative or legal requirements, the legislative or legal requirement will prevail.

9.2. The Director of Community Services & Strategic Partnerships is responsible for interpreting and administering this Policy, and such interpretations shall be final.

10. Review and Amendment Procedures and Guidelines

10.1. This Policy shall be reviewed by the Director of Community Services & Strategic Partnerships every five (5) years.

10.2. This Policy shall be amended at any time at the direction of Council.

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11. Contact Information

For questions about this Policy, please contact the Community Services & Strategic Partnerships Department at:

- Attn: Facility Rental and Cancellation % Community Services & Strategic Partnerships
 City of Quinte West
 2nd Floor, City Hall
 7 Creswell Drive,
 Trenton, ON, K8V 5R6
facilitybookings@quintewest.ca
 613-392-2841

Legislative History	
Date	Description
2015-11-02	Enacted November 2, 2015 Adopted By-law No. 15-137
2025-04-01	Created A09-POLICY-0026 from previous Policy / Procedure Amended Name of Policy from Ice/Floor Rental & Cancellation Policy to Facility Rental and Cancellation Policy. Revised Policy presented to user groups for review/comments 16 Apr 2025
2025-05-21	Revised Policy presented to Council - Staff Report QW-2025-00001 Repealed By-Law 15-137 (Being A By-law To Adopt An Ice/Floor Rental And Cancellation Policy For The City Of Quinte West) through By-Law 25-059. Adopted by Council - Motion No. 25-166