

Schedule B – By-Law (2020)-20550

2021 User Fees

Terms and Conditions

Public Services – Parks and Recreation Rates and Fees

POLICY:

The City of Guelph shall charge fees for the use of Recreation and Parks facilities and equipment. Fees shall be approved by Council on a yearly basis. The City reserves the right to cancel or not provide programs in which case a full refund of fees paid is applicable. The Guelph Community Guide should be consulted for detailed program descriptions.

EFFECTIVE DATES:

April 1 Admission fees and tickets (i.e. public swim, skate, aquafit, shinny hockey etc.)

April 1 Recreation Program Fees

April 1 Recreation Membership Fees (i.e. Active Living Passes)

April 1 Outdoor facility rental fees (i.e. picnic shelters, sports fields, amusement rides)

Sept. 1 Indoor facility rental fees (i.e. ice, pool, gym, room rental)

DEFINITIONS:

Non-Profit Organization means a not-for-profit group or organization registered with the Canada Customs and Revenue Agency, whose membership is not restricted and consist of residents from the City of Guelph.

Youth Group means an approved youth group of which 80% of members reside in Guelph and where membership is open to all City of Guelph youth.

School Groups will be recognized Monday to Friday only during the school year September to June. A school group means students accompanied by teaching staff or participating in a recognized school program.

Resident means a person who resides or owns property in Guelph.

Commercial rate - applies to the rental or use of a municipal facility or space for a commercial purpose.

Recreation facility and program age definitions:

Infants/Tots/Tiny Tots - Under the age of 3

Preschool - 3-5 years

Child - 6 to 12 years of age inclusive

Youth/Teen - 13 to 18 years of age inclusive

Adult - 18 to 54 years of age inclusive

Senior - 55 years of age or older

Family - A maximum of 6 persons including at least one but no more than two adults, plus their dependents under the age of 18 years, residing in the same household

"Payment can be made by cheque, cash, debit, credit card or bank draft.

A \$40 administration fee will be charged for all returned cheques.

Facility rental payments - a maximum credit card payment of \$5,000 per invoice will be allowed. Any additional balance owing must be by cash, cheque or debit card.

Payment for programs and admissions is due upon registration and entry respectively, rental fees and associated costs are due as per the contract and all other fees are due at time of purchase. "

There will be a 15 % surcharge on fees for registered programs for non-residents.

Fee Subsidy

1. Approved Youth groups receive 47.5% subsidy on facility and outdoor sports field rentals. This subsidy is applicable to organizational meetings and group-oriented activities only.

2. Approved Groups for Persons with Disabilities receive 47.5% subsidy on facility and outdoor rentals. This subsidy is applicable to organizational meetings and group-oriented activities only.

Commercial Fee Surcharge - A 12.5% surcharge will be applied to all facility fees.

Non-resident Fee Surcharge - a 15% surcharge will be applied to all facility fees.

Program Cancellation and Refund Policy

1. Participants are eligible for a full refund if submitted 15 days before program start (in person, online, or by phone)
2. Request for refunds within 5-15 days of a program's start date will be honoured with a \$20 administration fee deducted from refunded amount. Multiple refunds will be subject to a \$20 administration fee for each program.
3. No refunds will be processed within 5 days of the program start date (medical exceptions excluded – see below).
4. Transfers are subject to Supervisor approval within 15 days of the program start date.
5. Participants will receive a pro-rated refund if a medical certificate is submitted to the City of Guelph before the halfway point of the course. The \$20 administration will apply.
6. A Program Withdrawal and Refund Request Form must be submitted
7. Refunds will be provided if the program is cancelled by the City of Guelph.
8. Refunds will not be provided for Drop-In Programs.
9. No refunds will be issued for senior's day trips.
10. Credits left on account are to be used within one year from date of origin. Unclaimed credits will be donated to Recreation subsidy programs.