



## CWSC Booking Policies

### 1) Booking Policy

- a. The Calgary West Soccer Centre shall have in place policies to define the system of field distribution to users of the facility.
  1. Indoor season – October 1 through March 31
  2. Secondary season – April 1 through September 30
- b. Indoor Season bookings shall be in accordance with the following priority:
  1. Previous years completed bookings with first rights following the order as follows.
  2. Calgary Minor Soccer Association
  3. Alberta Soccer Association Members and Affiliates
  4. Calgary West Soccer Centre Leagues, play-off, and tournament matches
  5. CWSC contract holders
  6. CWSC Advertisers and Sponsors
  7. Non-ASA Organizations
- c. Secondary season bookings shall be on a first come, first served basis.
- d. For the Indoor season, all booking requests that include more than 10 hours/month on a permit over two or more months are considered block bookings, and must be submitted in writing to [bookings@calgarywestsoccercentre.com](mailto:bookings@calgarywestsoccercentre.com) by July 31. After this date, any cancellations or amendments are subject to the policies below.

### 2) Payment & Permit Confirmation

All permits must be paid in full at time of booking. Upon booking staff discretion, reoccurring bookings or tournaments may setup a monthly payment plan. Once all or any portion of the payment has been made, the permit holder is committed to the booking permit and terms within it regardless of whether the permit has been signed. Payments are to be paid 30 days prior to booking or in accordance with the payment schedule outlined on the booking permit, reminder invoices will not be sent.

3) Amendments

Amendments are defined as minor changes to booking time requirement once a permit has been issued. Amendments are subject to both the cancellation policies. Amendments must be received in writing to [bookings@calgarywestsoccercentre.com](mailto:bookings@calgarywestsoccercentre.com) no later than 5 business days prior to booking, or full charges apply.

4) Cancellations

Refunds are only issued with 30 or more day's written notice to [bookings@calgarywestsoccercentre.com](mailto:bookings@calgarywestsoccercentre.com)

Reoccurring bookings/block bookings (more than 10 hours/month on a permit over two or more months) are only entitled to be given back 10% of the original contract amount, regardless of notice.

5) Calgary West Soccer Centre Amendments/Cancellations

The Calgary West Soccer Centre reserves the right to cancel or amend permits in advance of the date should special circumstances arise. A full credit or refund would be provided, or alternate date(s) provided where possible.

Additionally, the performance of any of the obligations of this agreement may be delayed or suspended at any time while, but only for so long as, the Calgary West Soccer Centre is hindered or prevented from performance by an event of "Force Majeure", which includes, but is not limited to, an event of fire, power outage, alarm or event requiring facility evacuation, flood, earthquake, element of nature, explosions, acts of God, terrorism, sabotage or other unlawful acts, and any other similar event beyond the commercially reasonable control of the Calgary West Soccer Centre. The Calgary West Soccer Centre, however, will not be held liable for additional damages, liabilities, loss of revenue, costs and expenses of whatsoever kind or nature arising from an event suspension or cancellation and the renter agrees to indemnify, defend, and save harmless the Calgary West Soccer Centre and all of its employees, partners, officials, officers, and authorized representatives.

6) Behavior of Permit Holder/Participants

- a. **I am responsible for the actions of those who use the facility during the time of rental.**
- b. I will pay for the reasonable costs of any damage caused to the facility by my actions or the actions of those who use the facility during time of rental.
- c. I will take reasonable steps to ensure that no unauthorized persons enter the facility during the time of rental.
- d. I am responsible on behalf of participants, spectators, and those using the facility during time of rental against bodily injury or property damages to the facility that arise from or are related to my booking.
- e. I will indemnify and save harmless The Calgary West Soccer Centre from and against all actions, causes of actions, suits, demands, payments, judgments, or settlement, including solicitor client costs which arise from my use or the use of the facility by those I represent.
- f. I understand the permit may be cancelled at any time if in the opinion of The Calgary West Soccer Centre the conduct of those using the facility is not satisfactory. No refunds will be provided.

- g. Parking is not permitted in marked areas and vehicles incorrectly parked are subject to ticket and/or tow.
- h. I understand a zero-tolerance policy applies to everyone within the Calgary West Soccer Centre. Inappropriate behavior and/or verbal and or physical abuse will not be tolerated and will result in immediate expulsion upon the discretion of facility management.
- i. **Goal nets, net curtain and/or flags are not to be moved by renters. Facility staff are trained and have the proper safety equipment to move nets.**

#### 7) Use of Facility

- a. I am responsible to purchase and/or carry liability insurance to cover my actions, bookings, damages, guests, and other patrons at the Calgary West Soccer Centre and shall name the Calgary West Soccer Centre as additional insured. This insurance must not have a participant's exclusion. The Calgary West Soccer Centre's insurance coverage DOES NOT extend to the renter, their guests and patrons, actions, and damages.
- b. I am responsible to return the facilities to the Calgary West Soccer Centre in the same condition in which it was rented. A Calgary West Soccer Centre employee will perform both a pre and post check and cleaning /damage charges will apply to space not left in satisfactory condition.
- c. I am not able to assign or sublet my bookings.
- d. The Calgary West Soccer Centre accepts no responsibility for lost or stolen items.
- e. I understand food, beverage and alcohol can only be purchased from the licensed concession operator and consumed in the licensed concession area.
- f. **Water only is allowed in the bubble**
- g. I understand if event goes over the scheduled time, upon availability, I will be billed both the facility rental rate and staffing charges.
- h. I must ensure that the number of people in the venue does not exceed the maximum number and understand the maximum number is for health and safety reasons. I will be liable for any fines or costs that The Calgary West Soccer Centre may incur if the maximum number is exceeded.
- i. I understand the "55-minute rule" that applies to all bookings. Play will be wrapped up 5 minutes before the end of allotted time to ensure the next booking starts on time.

#### 8) Personal Information

The personal information collected in the process of issuing this facility rental permit is obtained under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act and is necessary for operating a program or activity of this facility. Further, this information may be used for marketing purposes specifically related to programs or services directly delivered by the Calgary West Soccer Centre and will not be sold or shared unless required by law.