



Sport Services Department Commercial Booking User Agreement

2225 Macleod Trail South
Calgary, Alberta T2G 5B6
Main: 403.233.8393
Fax: 403.262.1001

DEFINITIONS

The term “SSD” refers to the Sport Services Department.

The term “commercial user group” used in this policy encompasses all commercial groups and external groups booking space at Repsol Sport Centre.

The term “new booking/addition” refers to any new space being requested that was not previously there, including addition of space.

The term “modification” refers to any partial reduction or full elimination of space, including altering the location or time of booking.

The term “cancellation” refers to any booking that is being removed from a contract.

The term “business days” refers to Monday - Friday, with the exception of statutory holidays.

BOOKING POLICY

Booking requests and accompanying payment must be received 7 business days or greater by email (sportservices@repsolsport.com) or by phone (403-355-1294). Repsol Sport Centre requires the following standards to be strictly adhered to. Failure to comply may result in immediate termination of this agreement.

RATES

Facility Rental	Rate	Facility Rental	Rate
25m Pool	\$182.00	50m Pool	\$364.00
1 lane 25m	\$22.75	1 lane 50m	\$45.50
Dive Tank	\$163.00	½ Dive Tank	\$81.50
Teach Pool	\$129.00	½ Teach Pool	\$64.50
Gymnasium	\$131.00	½ Gymnasium	\$65.50
Track (4 lanes)	\$141.50	½ Track (2 lanes)	\$70.75

PAYMENT

Full payment is required for all spaces at the time of booking to secure spaces. All bookings must be paid by credit card at the time of booking over the phone. Please call 403-355-1294 to make payments.



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CANCELLATION/MODIFICATION POLICY

To modify a booking with no financial penalty, the commercial user group must provide greater than 8 business days' written notice prior to the start of the activity, to sportservices@repsolsport.com. The commercial user group will not be charged for the modification if received with adequate notice, and the SSD will provide a confirmation to the designated contact person.

If a modification is needed within 0 – 7 business days of the start of the activity, the commercial user group must provide written notice to sportservices@repsolsport.com and will be charged for the full space. New bookings cannot be accepted during this timeframe.

If payment is received within the outline timeline, a full refund or credit will be provided back in the original form of payment.

ADDITIONS		
8 business days or greater	No financial penalty	sportservices@repsolsport.com
0 – 7 business days	Not accepted	
MODIFICATIONS OR CANCELLATIONS		
8 business days or greater	No financial penalty	sportservices@repsolsport.com
0 – 7 business days	Not accepted	

INCLEMENT WEATHER

Inclement weather – As a basic premise, the decision to cancel space and close facilities will only be implemented when the weather conditions become a significant safety hazard to the public and employees. In addition, because weather patterns fluctuate in such a way as to create very bad immediate conditions and then clear skies within a few hours, an attempt will be made to delay early closures or cancellation decisions as long as possible. Traffic and road conditions will also be considered.

COMMERCIAL BOOKING TIMELINE

Commercial user groups are able to book within the following timeline:

COMMERCIAL BOOKINGS	
REQUESTED DATE	CAN BOOK IN
SEPTEMBER- DECEMBER	AUGUST
JANUARY- MARCH	DECEMBER
APRIL- JUNE	MARCH
JULY- AUGUST	JUNE

ACTIVITIES PERMITTED

Badminton	Basketball	Baton Twirling	Cooperative Games
Dance Specific Training	Dodgeball	Fencing	Field Hockey
Pentathlon	Rhythmic Gymnastics	Soccer	Track & Field
Volleyball	Diving	General Pool use	Speed swimming
Synchronized Swimming	Water Polo	Surf Polo	

ACTIVITIES NOT PERMITTED

Group Fitness	Personal Training	Physiotherapy	Massage
Sport/Day Camps	Floor Hockey	Triathlon	First Aid/CPR/AED Courses
Child/Youth & Adult Swimming lessons	Lifeguard Training	Lifesaving society course	Masters Swim lessons
Scuba Diving	Group Training		

PARTICIPANTS PER BOOKING

Commercial user groups must notify the Sports Services team on how many people are attending their booked space upon booking. This information implicates Repsol Sport Centre’s safety protocols when too many individuals are in a facility space at one time. The Aquatics team, Customer Service team, and Fitness Centre team will be monitoring group numbers to ensure the safety of all users.

ACCESS

How early can I access my booking?

Access is permitted with the use of barcodes (explained in the next section) up to 30 minutes prior to the start of booked space in order to allow commercial user groups to change and get organized. Commercial user groups are only permitted to use their booked space during the designated times booked.

What space can I access during my booking?

A commercial user group is only permitted to use the space they booked. If a commercial user group would like to use other areas in the facility outside of their booked space, they must purchase a drop-in pass or have a valid Repsol Sport Centre membership.

- Examples include using the hot tub, cold tub, steam room, fitness centre, studios, meeting rooms, gymnasiums, teach pool, and other pool spaces which are not part of your booking.

How do I access my booking?

The front gate is to be utilized as the main entrance for all commercial user groups.

Spectators: There is no admission charge for spectators; however the following procedures must be adhered to:

- Spectators wishing to view aquatic training are able to do so from the permanent seating on the concourse level. They are not permitted access to the aquatic deck bleachers.
- Spectators wishing to view dry land training may do so and entry is permitted up to 15 minutes prior to the activity start time. Spectators must receive a spectator stamp at the CSD upon entry. If you have a large amount of spectators for your booking you must advise the Sport Services Department upon booking.
- Parents who are supervising children either on the pool deck or to and from the locker rooms must get a spectator stamp from the CSD. Parents are required to be on the pool deck with all children under the age of 9, who are not part of a structured lesson or training activity.

BARCODES

Upon payment of booked space, the designated contact for your commercial user group will receive barcodes via email which facilitate access to the facility 30 minutes prior to booked space.

- Every member in a commercial user group **MUST** have an access code on them to enter the facility. This includes athletes, participants, coaches, instructors, referees.
- Barcodes may be scanned via a smartphone from the original PDF or they can be printed off and distributed.
- Entry may be denied if a barcode is not provided by each member of a commercial user group.

- Barcodes permit the commercial user group only to their booked space during the time in which they have booked it.

SET UP

Equipment for volleyball, basketball, and badminton, are the responsibility of Repsol Sport Centre and will be set up by the Fitness Centre Staff. Moving the bulkhead and putting in lane ropes will be completed by Aquatic Staff. Commercial user groups are responsible for all other training equipment and shall:

- Complete setups and takedowns themselves.
- Plan sufficient time to allow for all equipment changes and training requirements so that setup and takedown do not infringe on any other groups training times.

FOOD & BEVERAGE

Food and beverages are permitted in meeting rooms. Food and beverage are not permitted in gyms/pool space. Jugo Juice and Good Earth are on-site vendors and commercial user groups can connect directly with either company to order food and beverages.

MEETING ROOMS

Access

Commercial user groups must check-in at the Customer Service Desk (CSD), located in the centre of the building. The meeting rooms are available up to 15 minutes prior to the start of the booking. If a commercial user group would like more than 15 minutes to set-up, this must be built into the time in which they book the meeting room. If you require AV access you will need to sign out the key at the Customer Service Desk upon arrival, where you will be asked for a piece of Government photo ID in exchange for the key that will unlock the AV cabinet. Commercial user groups must ensure that they leave the meeting room in the condition that it was received and are responsible for reporting any damages incurred during the commercial user group's booking to Repsol Sport Centre staff.

Audio Visual

Commercial user groups can access the audio visual features of the subsequent meeting room they book. This includes television, Wi-Fi and projection onto the television screen. Please note that Laptops are not provided. The instructions on using the audio visual system are available in each room.

INSURANCE AND LIABILITY

- The commercial user is responsible for any injury or loss of life to users.
- The commercial user is responsible for any loss or damage to the equipment as a direct cause of misuse.
- The commercial user is responsible for any broken or damaged items result because of being improperly used.

DISCLAIMER

Repsol Sport Centre accepts no liability for any accident, injury or loss which may occur as a result of not following proper use of facility space. Full responsibility lies with the Repsol Sport Centre staff to enforce safety rules and regularly check the facility space.

Payment and confirmation of booked space agrees the commercial user group's representative to indemnify and save harmless Repsol Sport Centre and its governors, officers, agents and employees from and against all claims, actions, damages, liabilities and expenses by whomsoever made, brought or prosecuted in connection with losses of life or personal injury, loss or damage to property, or any other loss, damage or injury which arise directly from or are directly or indirectly connected with the use of the equipment, except where caused by the gross negligence or willful misconduct of Repsol Sport Centre or those for whom they are in law responsible

Payment for booked space assumes confirmation of space and acceptance of Commercial Booking User Agreement.