

In accordance with our Code of Conduct Policy, under no circumstance will disruptive behavior be tolerated at Repsol Sport Centre. This includes all areas on our premise, facility and in our parking lot. Disruptive behavior may include but is not limited to: rudeness, loud, vulgar and abusive language, physical abuse, and blatant disregard of Repsol Sport Centre policies. Repsol Sport Centre employees will follow our procedures which may include banning a disruptive individual for the rest of the day or up to a lifetime ban based on the severity of the conduct.

As we collaborate with you to host your special event, our team will strive to make your experience world class. As the event organizer, we ask for your support in respecting our facility, employees and other customers. Should any serious situations arise, we will bring them to your attention and we ask for your support in resolving them. It is understood that user groups who rent Repsol Sport Centre facilities must take PRIMARY responsibility for the behavior of those associated with them including their staff, coaches, parents, volunteers, officials, athletes and spectators. We appreciate your support in reminding your event group about our Code of Conduct Policy and their role in creating a safe, professional and positive atmosphere.

There will be a penalty charged for any event group that violates any of the points below:

- Repsol Sport Centre has the right to charge an event host a \$100.00 maintenance fee (per day) if applicable. Below is an example of when a fee may be charged :
- By encroaching on space prior to the start of the booking time. This includes warming up in the area. Warm up time should be accounted for in the time booked by the event group.
- By delaying a subsequent booking by not finishing their booking on time.
- By leaving any booked space in an unclean condition or not putting equipment away.
- By using or encroaches on a space not booked for their use (E.g. designated public spaces or spaces booked out by other user groups).
- If there is damage to equipment, not utilizing provided garbage bins or leaving behind event supplies.
- If your event requires any last minute accommodations not previously requested by the deadline.
- If an event host is unable to supply a Competition Gate Volunteer then Repsol Sport Centre will charge a staffing fee of \$20.00 per hour for the duration of the event. This fee will begin a half hour before rental time if no Volunteer is present.
- Any additional charges will be levied after the event with notification from the Repsol Sport Centre.

Repsol Sport Centre will ensure user groups are provided with any updates to the code of conduct/zero tolerance policy.