

Permit Amendments and Cancellations

The Facility Booking Office (FBO) reserves the right to accept only hours that hold the greatest potential for rebooking. The FBO has the right to control all distribution and use of City-owned and operated facilities for the duration of the permit. Controls must be in place to minimize the negative impacts that unused, returned, amended and cancelled time can have on the facility system operation and its clients.

An administration fee of 10% will apply to cancellations made 30 days prior to the booking and an administration fee of 25% will apply to cancellations made within 30 to 7 days of the events. For all cancellations made less than 7 days prior to the event, full payment will be charged unless time is re-sold.

To allow for scheduling and unforeseen amendments, all seasonal users will be able to make one amendment to their confirmed season permit(s) up to 14 days prior to the start of said permit without the administration charge being applied.

The City will effectively manage any client requests for tournaments and special event permit amendments or cancellations with the goal of minimizing administrative, revenue and operational impacts.

<p>Tournaments and Special Events (Initiated by the permit holder and/or the permit holder's designate)</p>	<p>Require 60 days written notice to the FBO in order to receive a full permit refund. A partial 25% refund will be given upon 30 days written notice. For all cancellations made less than 7 days prior to the event, full payment will be charged unless time is re- sold. Up to 25% of the permit can be modified without an administration fee 30 days prior to the booking.</p>
<p>Partner Groups, Seasonal Clients and Boards of Education (Initiated by the permit holder and/or the permit holder's designate)</p>	<p>An administration fee of 10% will apply to the cancellations made 30 days prior to the bookings and an administration fee of 25% will apply to cancellations made within 30 to 7 days of the events. For all cancellations made less that 7 days prior to the event, full payment will be charged unless time is re-sold.</p>
<p>Occasional and Commercial Users (Initiated by the permit holder and/or the permit holder's designate)</p>	<p>An administration fee of 10% will apply to cancellations made 30 days prior to the bookings and an administration fee of 25% will apply to cancellations made within 30 to 7 days of the events. For all cancellations made less than 7 days prior to the event, full payment will be charged unless time is re-sold. Up to 25% of the permit can be modified without an administration fee 30 days prior to the booking.</p>