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**INCLEMENT WEATHER PROCEDURES FOR RENTAL FACILITIES: REC-06-01**

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<b>Standard Statement</b>	Rental facilities will be closed during inclement weather based on the information provided here.
<b>Purpose of Standard</b>	<p>In accordance with the Payment and Refund of Facility Rental Fees Corporate Policy (04-01-05), the City may cancel a contract, or individual rentals within a Contract, due to inclement weather, emergency situations or government elections.</p> <p>The decision to close facilities due to inclement weather at recreation facilities on a City-Wide basis will only be implemented when the weather conditions become a significant safety hazard to the public and staff (as per the Inclement Weather Standard City-Wide Closure of Recreation Facilities DIV-00-04).</p> <p>The decision to close outdoor pools due to inclement weather will be guided by the Pool Closing Standard (FAC-01-08)</p> <p>Should the City be required to cancel a booking without transferring the customer to another City Facility, a full refund or a credit to the customer's account will be provided.</p> <p>This standard identifies occasions where customers may initiate a cancellation due to inclement weather and receive a refund without penalty.</p>
<b>Why SOP Is Important</b>	If facilities remain open no refunds will be issued unless listed in the exceptions below.
<b>Definitions</b>	<p><u>SOP</u>: Standard Operating Procedure</p> <p><u>Facility</u>: A bookable space operated by the City of Mississauga (including community centres, outdoor fields, pools and ice rinks)</p>
<b>Legislation or Municipal By-Laws</b>	N/A
<b>Corporate Policies and Procedures</b>	Payment and Refund of Facility Rental Fees 04-01-05
<b>Related Standard Operating</b>	<ul style="list-style-type: none"><li>• Inclement Weather Standard- City-Wide Closure of Recreation Facilities and/or Cancellation of Programs: DIV-00-04</li></ul>



<b>Procedures</b>	<ul style="list-style-type: none"><li>• Facility Closure Communication: DIV-00-05</li><li>• Pool Closing Standard: FAC-01-08</li></ul>
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<b>Procedure/Process</b>	<p><u>City Initiated Closures:</u></p> <ol style="list-style-type: none"><li>1. Every effort will be made to accommodate rentals.</li><li>2. Customers will be notified with as much notice as possible of city-initiated cancellations by either facility staff or the Customer Service Centre (CSC).</li><li>3. City staff reserves the right to close at their sole discretion. If suitable alternatives are not available, a full refund will be issued.</li></ol> <p><u>Customer Initiated Closures:</u></p> <ol style="list-style-type: none"><li>1. The game official/ coach is responsible for calling the game unplayable if he/she deems the facility is unsafe for play (e.g. lightning, ice conditions, etc.). Customers must notify the Customer Service Centre (CSC) within 48 hours of the cancellation to ensure the credit is applied.</li><li>2. Contract holders may qualify for a refund due to inclement weather based on the following criteria/exceptions:<ol style="list-style-type: none"><li>a) <u>Sports Fields</u><ul style="list-style-type: none"><li>• Field conditions can quickly deteriorate with large amounts of precipitation making it difficult for staff to send closure notification. In these circumstances, you are asked <b>NOT</b> to play on the field due to potential field damage and safety concerns.</li><li>• Groups are asked not to play where there are visual puddles of water on the surface of the field or water sponging up around your feet when you walk on the field.</li><li>• Sports fields will be monitored by Parks staff to ensure that user groups are adhering to closure procedures.</li><li>• The contract holder shall pay for all damages where they (or its members/attendees) fail to comply with the field closure at the discretion of the Commissioner of Community Services or his/her designate.</li></ul></li><li>b) <u>Outdoor Rinks</u><ul style="list-style-type: none"><li>• Where the safety of participants is at risk or quality of ice may be compromised at the discretion of the facility staff (e.g. standing water, excessive rain/snow, soft/thinning ice, etc.)</li><li>• Groups may be eligible for a refund where the temperature outside is -20 degrees Celsius or colder, with or without</li></ul></li></ol></li></ol>
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	<p>wind chill (in accordance with the school board's Cold Weather Guidelines). The outdoor temperature will be confirmed with Environment Canada records.</p> <p>c) <u>School Groups</u></p> <ul style="list-style-type: none"><li>• Where buses have been cancelled due to inclement weather.</li><li>• Where the school board's Cold Weather Guidelines prohibit children from walking to the facility.</li></ul> <p>3. If the above criteria is met and contract holders are eligible for a cancellation, they must contact the Customer Service Centre within 48 hours to receive an appropriate credit (e.g. rescheduled booking, contract extension or account credit).</p> <p>4. To inquire on the status of an outdoor facility please contact:</p> <p>a) <u>Sports Fields</u></p> <ul style="list-style-type: none"><li>• Contact the 311 Call Centre – 24 hours a day, 7 days a week</li><li>• Visit the Sport Fields web site at <a href="http://www.mississauga.ca/portal/residents/sportparks">www.mississauga.ca/portal/residents/sportparks</a></li><li>• Check your email for recent notifications from the City of Mississauga</li></ul> <p>b) <u>Outdoor Rinks</u></p> <ul style="list-style-type: none"><li>• Inquiries are to be directed to the facility.</li></ul> <p><u>Important Phone Numbers:</u></p> <ul style="list-style-type: none"><li>• Customer Service Centre – Bookings (905) 615-4100 Mon-Fri 8:30am-4:30pm</li><li>• Outdoor Rinks – Burnhamthorpe Community Centre (905) 615-4630</li><li>• Dial 311 for the Call Centre – 24 hours a day, 7 days a week, if calling outside of City limits please dial (905) 615-4311</li></ul>
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<b>Communication</b>	<ul style="list-style-type: none"><li>• Appropriate Sports unit staff and CSC staff will be informed of and have a good understanding of the standard.</li><li>• User Groups will have procedures communicated to them by their appropriate staff liaison and the Customer Service Centre at the time of booking (included in the Contract Terms)</li><li>• Staff can access the standard through the Standards and Training/Standards web page</li></ul>
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**COMMUNITY SERVICES DEPARTMENT**  
**STANDARD OPERATING PROCEDURE**

**Standard Number:** REC-06-01  
**Keeper of the Standard:** Sports  
**Last Reviewed Date:** 2016-01-01  
**Effective Date:** 2016-01-01  
**Supersedes:** XXXX-XX-XX

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<b>Documentation and Verification (Tools and Resources)</b>	Documentation supporting the credit will be retained with the rental contract for audit purposes.
<b>Training Considerations</b>	N/A
<b>Central File/Records Management</b>	LP.26 – Rental Contracts
<b>Reference</b>	N/A