

## **CITY OF VICTORIA**

**SUBJECT:** REFUNDS/CANCELLATION POLICY FOR FACILITY RENTAL

**AFFECTING:** ALL PARKS DIVISION FACILITIES

### **Policy:**

1. Facilities rented as requested by organizations or individuals shall be paid upon issuance of a parks permit.
2. Cancellation for a booking must be received in writing 14 calendar days prior to the start date of the event and refunds will only be issued if the field(s) and/or beer garden can be re-booked. If a cancellation is requested with the 14 calendar days, the City will issue a refund the permit fees for changerooms, lights and garbage fees.
3. Cancellations initiated by the City, for environmental conditions such as rain-outs, will result in a full refund to the organizations/individuals.
4. If , due to a labour dispute, mechanical breakdown or failure, or for any other reason outside of the City's control, the City is unable to provide the facility and so informs the Licensee verbally and/or in writing by mail, email or fax, delivered to the Licensee at the address set out in the Agreement, the Agreement shall be deemed to be cancelled on the date of such mailing or verbal notice or delivery and the Licensee shall not be liable to the City for the payment of any rent in respect of the unexpired term of the Agreement, and in such event the City shall not be liable to the Licensee for any damages suffered as a result of such cancellation.
5. Facilities **SHALL NOT** be sublet to other organizations/individuals. If found subletting a facility, the organization/individual risks forfeiting their ability to future facility rentals.