



## Corporation of the Township of Brock

### Staff Report to the Members of Council

**From:** Alicia Bagshaw  
**Position:** Recreation and Leisure Coordinator  
**Title / Subject:** Facility Booking Policy  
**Date of Meeting:** November 10, 2025  
**Report No:** 2025-PRF-027

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#### 1.0 Issue / Origin

To formalize and adopt a Facility Booking Policy to provide consistent booking practices for Township facilities.

#### 2.0 Background

In 2025, staff transitioned facility bookings to an online platform using Recreation Software (Xplor Recreation/PerfectMind). During this process, it became evident that booking practices varied across facilities, including differences in rates and procedures.

#### 3.0 Analysis

Staff reviewed current practices through the Township, as well as reviewed facility booking policies and procedures from other municipalities.

In response, staff have developed the attached draft Facility Booking Policy PR12, to establish a consistent and formal approach to facility bookings. The policy aims to standardize procedures across all facilities, ensure fair and transparent access for users, and provide clear guidance to staff on booking management, cancellations, and related processes.

#### 4.0 Related Policies / Procedures

Ice Allocation Policy

#### 5.0 Financial / Budget Assessment

The Formalized policy supports requiring payment a minimum of 2 weeks prior to rentals.

The formalized policy supports requiring a security deposit at the time of booking to secure the space and remaining payment to be paid in full a minimum of 2 weeks prior to the scheduled rental. This will ensure payment is being collected, rather than chasing the renter's after the fact.

The online software also allows for credit card payment, which has been relatively successful over the past year.

## **5.1 Asset Management**

The policy directly supports Council's Asset Management objectives by promoting optimal use of existing facilities, extending asset life through proper use and maintenance, and providing accurate data for long-term capital planning.

## **6.0 Climate Change Impacts**

The Facility Booking Policy encourages sustainable practices by supporting digital (paperless) booking and payment systems through the online software.

## **7.0 Communications**

Staff will update the Township website to include the new Facility Booking requirements, which will be available on the Facilities and Rentals page. Key elements of the policy will also be incorporated into rental agreements to ensure clarity and understanding for all users. In addition, staff will distribute the policy to all existing user groups to ensure they are informed of the updated procedures.

## **8.0 Conclusion**

The proposed Facility Booking Policy provides a fair, transparent, and consistent approach to managing Township facilities. Adoption of this policy will enhance operational efficiency, ensure equitable access, and provide a framework for rental policies and procedures both staff and renters.

Staff will review this policy after the first year to determine if any changes are necessary.

## **9.0 Recommendation**

BE IT RESOLVED THAT Report No. 2025-PRF-027 titled "Facility Booking Policy", be received, and

THAT Council approve the Facility Booking Policy PR12 as attached to Report 2025-PRF-027.

