



Sport Services Department Commercial Booking User Agreement

Please read, sign, and submit to the Sport Services Department via email sportservices@MNPcentre.com or drop off to the Customer Service Desk in an envelope with ATTN: Sport Services Department written on the front.

This agreement is valid for the period of **September 1, 2025, to August 31, 2026.**

POLICIES

MNPCSC requires the following standards to be strictly adhered to. Failure to comply may result in immediate termination of this agreement. Please review all policies below and initial at the bottom of each page to show you have read and fully understand.

Definitions

1. The term “**SSD**” refers to the Sport Services Department.
2. The term “**MNPCSC**” refers to the MNP Community & Sport Centre.
3. The term “**commercial user group**” used in this policy encompasses all commercial groups and external groups booking space at MNP Community & Sport Centre.
4. The term “**new booking/addition**” refers to any new space being requested that was not previously there, including addition of space.
5. The term “**modification**” refers to any partial reduction or full elimination of space, including altering the location or time of booking.
6. The term “**cancellation**” refers to any booking that is being removed from a contract.
7. The term “**business days**” refers to Monday - Friday, with the exception of statutory holidays.

BOOKING POLICY

Booking requests and accompanying payment must be received in 8 business days or greater by email (sportservices@MNPcentre.com) or by phone (403-355-1294). MNP Community & Sport Centre requires the following standards to be strictly adhered to. Failure to comply may result in immediate termination of this agreement.

COMMERCIAL BOOKING TIMELINE

Commercial user groups can book within the following timeline:

COMMERCIAL BOOKINGS	
REQUESTED DATE	INTAKE MONTH
SEPTEMBER- DECEMBER	AUGUST
JANUARY- MARCH	DECEMBER
APRIL- JUNE	MARCH
JULY- AUGUST	JUNE

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MNP Community and Sport Centre being dual mandate, hosts many events, Sport Partners, commercial groups, and public spaces. All these schedules are input into our system following a certain timeline. To allow a streamlined booking system, we follow the above-mentioned schedule.

RATES (per hour; not including GST)

January 1, 2026 – August 31, 2026

Facility Rental	Rate	Facility Rental	Rate
25m Pool	\$209.30	50m Pool	\$418.30
1 lane 25m	\$26.30	1 lane 50m	\$52.60
Dive Tank	\$187.60	³ / ₄ Dive Tank	\$140.50
¹ / ₂ Dive Tank	\$94.00	¹ / ₄ Dive Tank	\$26.90
Teach Pool	\$148.60	¹ / ₂ Teach Pool	\$74.40
Gymnasium	\$150.60	¹ / ₂ Gymnasium	\$75.40
Track (4 lanes)	\$162.60	Learning Room	\$56.30
Poolview Room	\$56.30	Riverview Room	\$80.60
Multi-Sport Studios (1 or 2)	\$86.50		

ACTIVITIES PERMITTED

Basketball	Baton Twirling	Cooperative Games	Basketball
Dance Specific Training	Dodgeball	Fencing	Field Hockey
Pentathlon	Rhythmic Gymnastics	Soccer	Track & Field
Volleyball	Diving	General Pool Use	Lane swimming
Synchronized Swimming	Water Polo	Surf Polo	Pickleball Recreation Use

ACTIVITIES NOT PERMITTED

Group Fitness	Personal Training	Physiotherapy	Massage
Sport/ Day Camps	Floor Hockey	Triathlon	First Aid/CPR/AED Courses
Child/ Youth & Adult Swimming lessons	Lifeguard Training	Lifesaving Society Course	Masters Swim Lessons
Scuba Diving	Group Training	Pickleball Private Coaching	Pickleball Camps/ Workshops
Roller skates/ Roller blades	Wheelchair Sports	Tennis	



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LEISURE EXPANSION AQUATIC PROJECT

Please be advised that this construction project is currently underway. As a result, there may be ongoing impacts to reserved spaces, available amenities, or adjacent areas throughout the duration of construction. While every effort will be made to minimize disruptions, some aspects of your experience may be affected.

PARTICIPANTS PER BOOKING

Commercial user groups must notify the Sports Services team of the number of participants attending their booked space upon booking. This information implicates MNP Community & Sport Centre's safety protocols when too many individuals are in a facility space at one time. The Aquatics team, Customer Service team, and Fitness Centre team will be monitoring group numbers to ensure the safety of all users.

CONDUCT EXPECTATIONS

Under no circumstance will disruptive behavior be tolerated at MNPCSC. This may include, but is not exclusive to, rudeness, loud and abusive language, physical abuse, and blatant disregard of MNPCSC policies. MNPCSC staff have the authority to remove any disruptive individual from the premises. Depending on the severity of the conduct, follow-up actions could be taken.

BACK-TO-BACK BOOKING POLICY

If a commercial user group is booked back-to-back with another booking, they may be asked to stop their activities up to 10 minutes before the end of their booked time to facilitate takedown of equipment or moving of the bulkhead. The second group may be asked to refrain from using the field of play for up to 10 minutes into their booked time to allow time for their equipment to change over and set up.

SET-UP

1. **Dryland** – Nets for volleyball, basketball, badminton, and timing equipment are the responsibility of MNPCSC and will be set up by the Fitness Centre Staff. The Commercial User is responsible for all other dryland training equipment, such as balls, shuttlecocks, racquets, etc., and shall:
 - a) Complete setups and takedowns themselves.
 - b) Plan sufficient time to allow for all equipment changes and training requirements so that setup and takedown do not infringe on any other groups' training times. If the Commercial User is found to have infringed on the subsequent user group's time, they will be fined \$50.

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2. **Aquatic** – moving the bulkhead and putting in lane ropes will be the responsibility of MNPCSC Aquatic Staff. The Commercial User is responsible for:
 - a) The set up and takedown of all equipment required for training bookings, including nets, video analysis equipment, team benches, trampoline, and port-a-pit as necessary. Failure to put away equipment will result in a \$50 fine.

EVENT ALLOCATION TIMELINE POLICY

Booking consistently may be affected by Event Allocation. Planned events take top priority in booking space and confirm their space 3 weeks before the event. Free space is first offered to internal programs such as Aquatic Lessons, MNPCSC Children's Programs and 3433 Sport Performance bookings, then anything that has not been claimed by the mentioned groups becomes available to commercial users. Note, a commercial booking can be cancelled or altered to accommodate the event. In this case the commercial user will be contacted about any changes, alterations, or cancellations.

PAYMENT OPTIONS

Full payment is required for all spaces at the time of booking to secure spaces. Once receiving an Invoice, you may use one of two options for payment:

1. **E-transfer:** Send an E-transfer to accounting@mnpcentre.com
 - a) Please include your **invoice number(s)** in the **message box**.
 - b) Please use security question **What city do we live in?** with the answer **Calgary**
E-transfers will be rejected if the booking number is included instead of the invoice number
2. **Credit card (over the phone)** – you can call directly to the Sport Services Department to provide credit card information at **403-355-1294**
 - a) We cannot accept credit card payments for invoices greater than **\$2000**
Do not leave credit card information in a voicemail

CANCELATION/ MODIFICATION POLICY

To modify a booking with no financial penalty, the commercial user group must provide greater than 8 business days' written notice prior to the booking date, to sportservices@MNPcentre.com. The commercial user group will not be charged for the modification if received with adequate notice, and the SSD will provide confirmation to the designated contact person.

If a modification is needed within 0 – 7 business days of the start of the activity, the

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commercial user group must provide written notice to sportservices@MNPcentre.com and will be charged for the full space. New bookings cannot be accepted during this time frame.

If payment is received within the outline timeline, a full refund or credit will be provided back in the original form of payment.

ADDITIONS		
8 business days or greater	No financial penalty	sportservices@mnpcentre.com
0 – 7 business days	Not accepted	
MODIFICATIONS OR CANCELLATIONS		
8 business days or greater	No financial penalty	sportservices@mnpcentre.com
0 – 7 business days	Not accepted	

FACILITY ACCESS

How early can I access my booking?

Access is permitted with the use of barcodes (explained in the next section) up to 30 minutes prior to the start of the booking to allow commercial user groups to change and get organized. Commercial user groups are only permitted to use their booked space during the designated times booked. If the commercial group exceeds their booking time, they will be asked to leave or will be charged for any extra time the space is used.

What space can I access during my booking?

A commercial user group is only permitted to use the space they booked. If a commercial user group would like to use other areas in the facility outside of their booked space, they must purchase a drop-in pass or have a valid MNP Community & Sport Centre membership.

- Examples include using the hot tub, cold tub, steam room, fitness centre, studios, meeting rooms, gymnasiums, teach pool, and other pool spaces which are not part of your booking.

How do I access my booking?

The competition gate is to be utilized as the main entrance for all commercial user groups. There is no admission charge for spectators; however, the following procedures must be adhered to:

- Spectators wishing to view aquatic training are able to do so from the permanent seating on the concourse level. They are not permitted access to the aquatic deck bleachers.
- Spectators wishing to view dry land training may do so and entry is permitted up to 15 minutes prior to the activity start time. Spectators must receive a spectator stamp at the CSD upon entry. If you have a large number of spectators for your booking, you must advise the Sport Services Department upon booking.
- Parents who are supervising children either on the pool deck or to and from the locker rooms must get a spectator stamp from the CSD. Parents are required to be on the pool deck with all children under the age of 9, who are not part of a structured lesson or training activity.

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BARCODE POLICY

Upon payment of booked space, the designated contact for your commercial user group will receive barcodes via email which facilitate access to the facility 30 minutes prior to booked space.

- Every member in a commercial user group **MUST** have an access code on them to enter the facility. This includes athletes, participants, coaches, instructors, referees. Additional option: communicate with the sport services department you will have a “gate volunteer” who will scan in participants through the back gate to help streamline entry. Contact sportservices@MNPcentre.com for more details.
- Barcodes may be scanned via a smartphone from the original PDF or they can be printed off and distributed.
- Entry may be denied if a barcode is not provided by each member of a commercial user group.
- Barcodes permit the commercial user group only to their booked space during the time in which they have booked it.

RENTAL SET-UP POLICY

Equipment for volleyball, basketball, pickleball, and badminton are the responsibility of MNP Community & Sport Centre and will be set up by the Fitness Centre Staff. Moving the bulkhead and putting in lane ropes will be completed by Aquatic Staff.

Commercial user groups are responsible for all other training equipment and shall:

- Complete set up and take downs themselves.
- Plan sufficient time to allow for all equipment changes and training requirements so that setup and takedown do not infringe on any other groups’ training times.

MEETING ROOM POLICIES

Access

Commercial user groups must check-in at the Guest Services Desk (GSD), located in the center of the building. The meeting rooms are available up to 15 minutes prior to the start of the booking. If a commercial user group would like more than 15 minutes to set-up, this must be built into the time in which the meeting room is booked. Commercial user groups must ensure that they leave the meeting room in the condition that it was received and are responsible for reporting any damages incurred during the commercial user group’s booking to MNP Community & Sport Centre staff. A cleaning fee will be charged if the room is left in worse condition than it was found.

Audio Visual

If AV access is required, the commercial user will need to sign out the key at the GSD upon arrival, where they will be asked for a piece of Government photo ID in exchange for the key that will unlock the AV cabinet. Commercial user groups can access the audio-visual features of the subsequent meeting room they book. This includes television, Wi-Fi, and projection onto the television screen.

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Please note that laptops are not provided, but there is an HDMI cord available to connect your laptop to the TV. The instructions on using the audio-visual system are available in each room.

Food & Beverages

Food and beverages are permitted in meeting rooms. Jugo Juice and Good Earth are on-site vendors, and the commercial user can connect directly with either company to order food and beverages.

ASSUMPTION OF RISK, INSURANCE, AND LIABILITY

In consideration of using or participating in any activities, classes, programs, and events at MNPCSC, the user group acknowledges the following:

- While it occupies the premises, the user group shall indemnify, release, defend and save harmless MNPCSC and the City of Calgary from and against all claims, losses, fines, suits, actions, damages, liabilities and expenses of any kind, by whomsoever made, brought or prosecuted in connection with losses of life, personal injury, damage to property, or any other loss, damage or injury, whether or not of a nature related to the foregoing, arising from any occurrence upon the premises or from the user group's occupancy or use of the premises or occasioned wholly or in part by any act or omission or breach or violation of any of the user group's obligations under this agreement by the user group, its officers, agents, employees, patrons, contractors, invitees, concessionaires, or by anyone permitted by the user group to be upon the premises or in MNPCSC.
- The user group will ensure that all participants engaging in activities at MNPCSC are in good health and sufficient physical condition to properly use the facility and have the proper knowledge to use the equipment used.
- The user group's participants have been informed, understand, and appreciate that there are several inherent risks involved in the activity which are beyond the control of MNPCSC or its staff and agree to personally assume such risks.

DISCLAIMER

MNP Community & Sport Centre accepts no liability for any accident, injury or loss which may occur because of not following proper use of facility space. Full responsibility lies with the MNP Community & Sport Centre staff to enforce safety rules and regularly check the facility space. Payment and confirmation of booked space agrees the commercial user group's representative to indemnify and save harmless MNP Community & Sport Centre and its governors, officers, agents and employees from and against all claims, actions, damages, liabilities and expenses by whomsoever made, brought or prosecuted in connection with losses of life or personal injury, loss or damage to property, or any other loss, damage or injury which arise directly from or are directly or indirectly connected with the use of the equipment, except where caused by the gross negligence or willful misconduct of MNP Community & Sport Centre or those for whom they are in law responsible. Payment for booked space assumes confirmation of space and acceptance of Commercial Booking User Agreement.



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Manager of Sport Services

Date

Lindsay Park Sport Society is a non-profit Society registered in the Province of Alberta.
Operating as MNPCSC
2225 Macleod Trail South,
Calgary, AB T2G 5B6

Name of User/ Association:

By signing this document, I accept the terms of this Agreement;

Name: _____

Role (if applicable): _____

Signature: _____

Date: _____

Updated January 13, 2026