# Sport Services Department Commercial Booking User Agreement

Please read, sign, and submit to the Sport Services Department via email at sportservices@MNPcentre.com.

This agreement is valid for the period of **September 1, 2026, to August 31, 2027.**

## 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 users**" 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, except for 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

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 specific timeline. To allow a streamlined booking process, Commercial Users can book within the following timelines:

| COMMERCIAL BOOKINGS | |
|---|---|
| **REQUESTED DATE** | **INTAKE START DATE** |
| SEPTEMBER- DECEMBER | AUGUST 1 |
| JANUARY- MARCH | DECEMBER 1 |
| APRIL- JUNE | MARCH 1 |
| JULY- AUGUST | JUNE 1 |



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**RATES** (per hour; not including GST)

**September 1, 2026 – August 31, 2027**

| Facility Rental | Rate | Facility Rental | Rate |
|---|---|---|---|
| 25m Pool | $215.60 | 50m Pool | $430.90 |
| 1 lane 25m | $27.10 | 1 lane 50m | $54.20 |
| Dive Tank | $193.30 | ¾ Dive Tank | $144.80 |
| ½ Dive Tank | $96.90 | ¼ Dive Tank | $27.80 |
| Teach Pool | $153.10 | ½ Teach Pool | $76.70 |
| Gymnasium | $150.60 | ½ Gymnasium | $75.40 |
| Track 1 (4 lanes) | $167.50 | Track 2 | $83.90 |
| Poolview Room | $58.00 | Riverview Room | $83.10 |
| Learning Room | $58.00 | Multi-Sport Studios (1 or 2) | $89.10 |

## ACTIVITIES PERMITTED

| | | | |
|---|---|---|---|
| Basketball | Baton Twirling | Cooperative Games | Badminton |
| Dance Specific Training | Dodgeball | Fencing | Field Hockey |
| Pentathlon | Rhythmic Gymnastics | Soccer | Pickleball |
| Volleyball | Diving | General Pool Use | Lane Swimming |
| Artistic Swimming | Water Polo | Surf Polo | |

## ACTIVITIES NOT PERMITTED

| | | |
|---|---|---|
| Group Fitness | Personal Training | Massage |
| Physiotherapy | Group Training | Triathlon Private Coaching |
| Child, Youth & Adult Swimming Lessons | Lifeguard Training | Lifesaving Society Course |
| Floor Hockey | Tennis | Pickleball Private Coaching |
| Sport / Day Camps | Roller Skates/ Rollerblades | Scuba Diving |
| First Aid/CPR/AED Courses | Track & Field | |

## 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.



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## PARTICIPANTS PER BOOKING

Commercial users 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, Guest Services 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.

## RENTAL SET-UP AND TAKEDOWN POLICY

**Dryland** – Nets for volleyball, basketball, badminton, pickleball, and timing equipment are the responsibility of MNPCSC and will be set up by the Fitness Centre Staff. The Commercial User is responsible for the setup and takedown of their own equipment, including balls, shuttlecocks, racquets, etc., and shall 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.

**Aquatic** – Moving the bulkhead and putting in/taking out lane ropes will be the responsibility of MNPCSC Aquatic Staff. The Commercial User is responsible for the setup and takedown of their own equipment, including nets, video analysis equipment, team benches, etc. and shall 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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## AQUATIC POOL RULES

Before finalizing an aquatic booking, please review our pool rules here: Swimming Pools - MNP Community & Sport Centre

## MEETING ROOM POLICIES

### Access

Commercial users must check in at the Guest Services Desk (GSD), located in the center of the building, to request the meeting room be unlocked. Meeting rooms are available up to 15 minutes prior to the start of the booking. If a commercial user needs more than 15 minutes to set up, they'll need to adjust the start time of their booking. Commercial users 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 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 Equipment

If AV access is required, the commercial user will need to sign out the AV cabinet key at the GSD upon arrival, where they will be asked for a piece of government issued photo ID in exchange for the key. Please note that laptops are not provided and there is an HDMI cord available to connect devices 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, which commercial users can connect directly with to order food and beverages. Off-site vendor food and beverages are also permitted.

## PARKING

Free parking is available within designated time periods:

- 3 HOURS FREE - 4:00 AM – 4:00 PM Monday to Friday
- 2 HOURS FREE - 4:00 PM – 4:00 AM Monday to Friday
- 2 HOURS FREE - Saturdays & Sundays

If you stay longer than the free parking period, please pay for your additional time **before leaving the parking lot**. You can pay at the Calgary Parking Pay Machines located inside the facility and outside the North Entrance, or online using the Virtual Pay Machine (VPM).

For full instructions and details, visit https://mnpcentre.com/facility/calgary-parking/

## EVENT ALLOCATION TIMELINE POLICY

Recurring weekly bookings may be affected by Event Allocation. Planned events take top priority in booking space and these events finalize their space requirements 3 weeks before the event.



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Available space is then booked for internal programs (Aquatic Lessons, Children's Programs, and 3433 Sport Performance bookings) and Sport Partners. Any remaining space is available to commercial users. Note, a commercial user booking can be cancelled or altered 3 or more weeks prior to a booking to accommodate the event. In this case the commercial user will be contacted as early as possible. Precautions are taken to avoid these impacts by limiting or not accepting commercial bookings on event dates.

## 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:

**E-transfer:** Send an E-transfer to accounting@mnpcentre.com
1. Please include your **invoice number(s)** in the **message box**.
2. Please use security question: **What city do we live in?** with the answer **Calgary**
   - E-transfers may be rejected if the booking number is included instead of the invoice number

**Credit card (over the phone)** – call directly to the Sport Services Department at **403-355-1294** to provide credit card information
- We cannot accept credit card payments for invoices greater than **$2000**
- Please do not leave credit card information in a voicemail

## CANCELLATION/ MODIFICATION POLICY

To modify a booking without financial penalty, the commercial user 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 applicable, a full or partial refund or credit will be issued.

If a modification is needed within 0 – 7 business days of the applicable booking date, the commercial user 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.

## BARCODE POLICY

Upon payment of a booking, the designated contact for the commercial user will receive a barcode via email which grants access to the facility 30 minutes prior to the start of the booking.

- Every attendee of a commercial user **MUST** have the barcode to enter the facility. This includes athletes, participants, coaches, instructors, referees, etc. Alternative option: arrange to have a "gate volunteer" who will scan in participants to help streamline entry. Contact sportservices@MNPcentre.com for more details.



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- Barcodes may be scanned via a smartphone from the original PDF, or they can be printed and distributed. Scan the barcode at the Group Check-In gate located on the backside of the Guest Services Desk (on the pool side of the concourse).
- Entry may be denied if a barcode is not provided by each member of a commercial user.
- Barcodes permit the commercial user only to their booked space during the time in which they have paid for. If a commercial user 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.
- Commercial users are not permitted to use the hot tub, cold tub, steam room, and fitness centre.
- If the commercial user exceeds their booking time, they will be asked to leave and will be charged for any extra time the space is used.
- Aquatic spectators are able do so from the permanent seating on the concourse level. They are not permitted access to the aquatic deck bleachers.
- Dryland spectator entry is permitted up to 15 minutes prior to the booking start time. Spectators must receive a spectator stamp at the Guest Services Desk for entry. If you have large number of spectators for your booking, you must advise the Sport Services Department upon booking.

**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.



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**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.

**Name of Commercial User/ Association:**

_____

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

**Name:** _____

**Role** (if applicable)**:** _____

**Signature:** _____

**Date:** _____

_____ _____

**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

*Updated August 6, 2026*



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