



CORPORATION OF THE TOWN OF MIDLAND
Operations Department
North Simcoe Sports & Recreation Centre
527 Len Self Boulevard
Midland, Ontario L4R 5N6
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www.midland.ca



RENTER GUIDE

The Renter Guide has been prepared to detail the Renter's responsibilities in relation to the operation of the facility during rentals, as well as to answer some common questions. Please read this entire guide and bring it with you to the Centre on the day of your function. Be sure to inform any outside agencies (ie. Caterer, Disc Jockey, Decorator, etc.) of any relevant information that may affect their conduct. If you have any questions in regard to this guide or the Centre, please call during regular business hours.

ADMINISTRATION STAFF

Hours of Work: Monday to Friday 8:30 am to 4:30 pm

- **Trista Anderson, Booking and Events Coordinator**
(705) 526-4770 x 3201 tanderson@midland.ca
- **Dave Bressette, NSSRC Operations Manager**
(705) 526-4770 x 3203 dbressette@midland.ca
- **Customer Service, NSSRC**
(705) 526-9395 csr@midland.ca



GENERAL INFORMATION:

RENTAL CONTRACT

- A signed copy of the rental contract must be returned to the appropriate personnel within (14) days of booking facility or before date of rental, whichever comes first.
- The signing officer must have authority to sign on behalf of the person, business or organization renting the facility and must be at least (19) years of age.
- 25% deposit may be required at time of booking to confirm the rental, with remaining balance due according to schedule listed on contract.
- Failure to pay deposit or rental fees stated on the contract will result in the rental being cancelled.
- Be advised that the room(s) reserved are subject to changes and/or cancellations to accommodate special events. If available, your rental will be switched to a suitable room in size for your booking and you will be charged the same quoted price or less (if applicable). North Simcoe Sports & Recreation Centre personnel will notify the Renter at least (14) days in advance if such changes should occur.

PAYMENTS

- Payments are processed at our Customer Service office located in the main lobby, (7) days/week from 9:30 am – 7:00 pm.
- We accept Cash, Debit, Visa, MasterCard and Cheque (*Made payable to the Town of Midland*).

INSURANCE

- General liability insurance is required for all rentals with a minimum \$2 Million liability.
- In addition to General Liability Insurance, Liquor Liability Insurance is mandatory for all events serving alcoholic beverages through a Special Occasion Permit, including wine, with \$5 Million dollar minimum coverage.
- Insurance can be obtained through the following methods:
 - Town of Midland program (processed by NSSRC through BFL Insurance)
 - PAL Insurance (Party Alcohol Liability) # 1-800-265-8098 or www.palcanada.com
 - A liability policy from an insurance company, providing coverage for the specific event
 - A “rider” on a current insurance policy (ie. Organization or Business policy)
- **Please note that a Certificate of Insurance is the ONLY acceptable proof of insurance, unless purchasing through our Town of Midland insurance program. Certificates must state the Town of Midland as additional insured on the policy, a minimum \$2 million liability per occurrence.**

CANCELLATION / REFUND POLICY

- Refunds will not be administered for events that were cancelled due to weather, mechanical failure, war, strikes, Acts of God or other causes beyond control of the North Simcoe Sports & Recreation Centre. In the event of a situation listed above, your rental may be re-scheduled at no additional cost for a future date, based on availability.
- Cancellations must be received by the booking personnel according to the following schedule of advance notice in order to not be charged for the full rental or to qualify for refunds. A 15% administration fee or \$25 fee according to your rental total will be applied to all refund requests.

Ice Rentals	– 14 days advance notice
Arena Floor	– 30 days advance notice
Boardroom	– 7 days advance notice
Multi-Purpose Room	– 7 days advance notice
Bill Thompson Room	– 21 days advance notice
Seniors Room	– 21 days advance notice
Gymnasium	– 30 days advance notice
Community Hall	– 30 days advance notice
SPECIAL EVENTS	– 91 plus days advance notice, Full Refund
(Weddings, Tradeshow	– 61 to 90 days advance notice, 50% refund
Dances, Fundraisers,	– 31 to 60 days advance notice, 25% refund
Holiday Parties, etc.)	– 0 to 30 days advance notice, NO REFUND

DAMAGES

- Renter is responsible for any and all damages caused to the building, grounds, chattels and equipment belonging to the Town of Midland, caused by the Renter, its agents and guests.
- \$300.00 minimum refundable damage deposit may be required for your event and is collected prior to event date.
- NSSRC and Town of Midland personnel have the authority to shut down any event if an infraction occurs and no refund will be given.

EQUIPMENT

- We have a selection of business equipment available to rent (ie. Projection Screens, Flip Charts, TV/DVD Unit, Multi-Media Projector).
- Internet wall connections are available in each rental room and free wi-fi in most areas within the Centre.

ANIMALS

- Please be advised that only “Service Animals” will be permitted inside NSSRC.

ACCESSIBILITY

- Our facility is fully accessible with wheelchair washroom stalls, elevators, ramps and automatic entrance doors.

SET-UP & TEAR-DOWN

- **All rental rooms (other than Boardroom) do not have tables and chairs unless requested by the Renter.**
- **Set-up instructions and requirements must be submitted to the Customer Service office a minimum (3) business days prior to rental date.**
- Facility staff set-up each room in advance of the rental start time according to the Renter's requirements with tables, chairs and Centre equipment (Table linen not provided).
- Renter has access to their rented room at the time reserved as stated on the rental contract.
- Renter is responsible for cleaning up and removing all debris in any areas used, including tables, kitchen, liquor and beer bottles, food, beverage containers, garbage, decorations, etc. immediately following the event. The way you find the room is the way you leave the room.
- Facility staff takes care of all heavy cleaning, including disposal of all garbage bags, recycling and tearing down tables, chairs and Centre equipment.
- All rentals must be vacated one hour after the contract time expires, ensuring that all decorations and function supplies have been removed from the facility.

*** Please be advised that Facility Staff are very busy maintaining our Centre and strive to set-up rooms in advance, according to instructions provided for each rental. If any last minute changes to the set-up are required, we ask that you notify the Customer Service office immediately. Otherwise, if initial set-up has already been finished; any changes will be left to the Renter to complete, or as time permits, the Facility Staff to assist.**

LOST / STOLEN ITEMS

- The North Simcoe Sports & Recreation Centre will not be responsible for personal articles lost or stolen.
- Ensure you keep all valuable items with you at all times and keep change room and room doors locked when not in use.
- Items found will be placed in our "Lost & Found" storage bin located in the main entrance.

ICE / ARENA FLOOR RENTALS

- Change rooms must be vacated within (30) minutes of the end of the rental time.
- **NO Alcohol** or Smoking in change rooms.
- The use of cell phones or any other equipment with photographic capability is prohibited from use in change rooms or washrooms.

GYMNASIUM

- The Renter is responsible for personnel, publicity, officials and equipment required for their program at the Renter's expense.
- Dividing curtain and nets must only be moved by staff.
- Use of scoreboard must be arranged in advance.
- No food or beverages (Water & Sports Drinks permitted).
- No outdoor street shoes permitted.
- Change rooms must be vacated within (30) minutes of the end of the rental time.
- **NO Alcohol** or Smoking in change rooms.
- The use of cell phones or any other equipment with photographic capability is prohibited from use in change rooms or washrooms.

PARKING

- Our facility has over (300) parking spots available to guests.
- Please ensure all vehicles are parked in approved parking spots, otherwise they will be ticketed or towed at the owner's expense; idling is not permitted.
- Vehicles that need to be unloaded with supplies for rentals must do so in a timely manner and vehicles moved to a parking spot immediately after unloading is finished.
- To prevent drinking & driving, guests attending an alcohol event can leave their vehicle in our lot overnight, at their own risk.
- The North Simcoe Sports & Recreation Centre is not responsible for any mishaps that occur to vehicles parked in our lots.

SECURITY

- The Town of Midland may require licenced Security Guards or Police Officers to monitor alcohol events.
- If licenced Security Guards are required for your event, the Bookings and Event Coordinator or designate will assign one to work your event and their hourly wage will be charged on your rental contract.
- To hire Police Officers for your event, please call **Midland Police at (705) 526-2201**. If Midland Police are not available, please contact the local OPP (705) 526-3761.

SOCAN

- The Society of Composers, Authors and Music publishers of Canada (SOCAN) under federal licence are authorized to charge a fee under Tariff 8 - Receptions, Conventions, and Assemblies for using pre-recorded music.
- NSSRC is obligated to charge the Renter the set SOCAN fee for all events that will play music and then the fee collected is forwarded to SOCAN quarterly.

SELLING GOODS & SERVICES

- All rentals that involve the selling of goods and services must obtain a Sales Licence from the Town of Midland. For more information, please call the Town of Midland office (705) 526-4275 Ext #2224 or visit their location at 575 Dominion Avenue, Midland.
- Any event, such as tournaments, etc. that would like to bring in a business to sell items or provide a service during their event, must have each business fill out an application form and must receive written permission at least (14) days in advance from the NSSRC Facility Manager.

DECORATIONS

- Decorations may not be set up in such a way as to block or impede access to the emergency exits.
- Decorations must be fastened with appropriate materials that will not cause damage to the walls, floor, ceiling, etc. (No tacks, nails, screws, staples, glue, etc.).
- All decorations must be removed from the rooms upon completion of the event.
- Confetti, including table confetti is prohibited.
- Candles may be used providing they are in an enclosed fire safe holder and carefully monitored.
- Failure to remove all decorations after the event, including all fastenings (tape, etc.) will result in a minimum \$100.00 clean-up fee being applied to the Renter's contract.
- We allow (1) hour after the booking for clean-up (1:00 am – 2:00 am) and removal of all items pertaining to the rental. No overnight storage is permitted unless prior approval is obtained. Please be sure to inform your disc jockey, decorator, caterer and any other suppliers of this rule.

FOOD SERVICES

- The North Simcoe Sports & Recreation Centre is affiliated with the PEPSI BOTTLING GROUP, therefore any pop products brought in for your event must be PEPSI products.
- Private rentals that are not open to the public are able to provide their own food and beverages or can hire a caterer.
- The kitchen in the Community Hall is considered a “Serving Kitchen” only. It is equipped with a large walk-in fridge, chest freezer, sinks and two regular gas stove/oven units.
- **The NSSRC does not supply dishes, utensils, coffee urns, pots, pans, linen, etc.** If no catering company is hired, the Renter is responsible for bringing in any items required to provide the food & beverage service for the event.
- Food & Beverages may only be sold during fundraising or alcohol events. Approval must be obtained in advance from the Booking and Events Coordinator and safe food handling guidelines must be followed.
- All public events must have their food provided by an approved caterer or establishment. If the Renter would like to prepare their own food for a public event, then they must apply for a Special Event Permit from the Simcoe Muskoka District Health Unit.
- Renters may choose a caterer from our approved list or hire one on their own; all caterers must abide by our Food Services Policy.
- For all catered events, the NSSRC applies a Catering Commission to all contracts at a fee of \$1.00 per person for a hot meal and \$0.50 per person for a cold meal.
- Please handle all kitchen equipment with care. Renters are responsible for tidying up all areas used; otherwise an additional Clean-Up fee of \$50.00 will be applied to the Renters account.
- **SENIORS ROOM KITCHEN:** Please be advised that all equipment, dishes, supplies, etc in the Seniors Kitchen are the property of the Askennonia Seniors Centre. All rentals using this kitchen will be subject to an additional fee that is forwarded on to the Askennonia Organization.

****Dishes, utensils, coffee urns, pots, pans, etc are not included with use of the kitchen****

- **\$25.00 * Preparation & Serving (No Cooking)**
- **\$40.00 * Cooking, Preparation & Serving**

ALCOHOL EVENTS

- The North Simcoe Sports & Recreation Centre holds a Liquor Sales Licence.
- Renters have the option to either host a bar on their own by purchasing a “Special Occasion Permit” from the LCBO or arranging bar service through the NSSRC Liquor Sales Licence.
- If no Special Occasion Permit or NSSRC Liquor Sales Licence is arranged, our staff will strictly enforce the “No Alcohol” policy.
- **A minimum of (1) NSSRC Head Bartender is required to work each bar area set up within the room.** The Booking and Events Coordinator or designate will assign the said bartender(s) from our staff list and the Renter is responsible for paying the bartender(s) an hourly wage of \$15.00 / hour at the completion of the event. All other bar staff required is the responsibility of the Renter and all must hold a current Smart Serve Training card and must refrain from drinking alcoholic beverages. **The Renter is welcome to hire additional bar staff from our staff list, located in the Municipal Alcohol Policy.
- Renters have the option to request alcohol service for their event through the NSSRC Liquor Sales Licence by contacting the NSSRC Booking and Events Coordinator or designate. If NSSRC agrees to provide the alcohol service, the Renter may be charged an additional Alcohol Fee according to the expected attendance on the rental contract, to help cover the expenses such as bar staff, etc.
- If NSSRC has agreed to provide the bar service, the Booking and Events Coordinator will take care of all arrangements including bar staff, drink supplies, liquor, beer, wine, etc.
- Liquor Liability Insurance is required with a minimum \$5 million liability for all events with a Special Occasion Permit for alcohol service.
- All rules and regulations according to the Liquor Licence Act of Ontario, Town of Midland Alcohol Policy, Alcohol & Gaming Commission of Ontario and Midland Police must be followed!

FUNDRAISING, GAMES, LOTTERIES, RAFFLES, DRAWS

- The Alcohol & Gaming Commission of Ontario has strict rules pertaining to fundraising, draws, raffles, lotteries and games of chance that are operated at any event.
- Any direct or indirect exchange of money for a chance to win a prize or cash, is not permitted without an approved licence obtained from the Town of Midland Municipal Office on behalf of the AGCO. Only Non-Profit or Charitable Organizations are permitted to apply for a gaming/lottery licence. For more information on licencing, please contact Karen Desroches at the Town of Midland Municipal Office (705) 526-4275 x 2208 or the AGCO 1-800-522-2876.
- If the Event Coordinator cannot show proof of an approved licence, then any activity listed below in Section # 1, will be considered illegal and will not be permitted to take place in our Centre or on our grounds.
- ***Admission fees or tickets sold for entry into events are permitted.***

SECTION # 1 ✘ ACTIVITIES THAT ARE NOT PERMITTED WITHOUT A LICENCE ✘

✘ GAMES OF CHANCE

- ✎ Any activity where a person pays money directly or indirectly to play and then has no control on winning the prize or money
- ✎ Activity does not require a person to have skill in order to win
- ✎ IE: Crown & Anchor, Poker, Black Jack

✘ RAFFLES

- ✎ Any activity where a person pays money directly or indirectly to be entered into the raffle and then has no control on winning the prize or money
- ✎ The activity is subject to people buying a ticket in order to win a prize or money and the ticket is placed in a container and the winning ticket is pulled out

✘ DRAWS

- ✎ Any activity where a person pays money directly or indirectly to be entered into the draw and then has no control on winning the prize or money
- ✎ The activity is subject to people buying a ticket where it is placed in a container and the winning ticket is pulled out
- ✎ IE: 50/50 Draw, Ballot Draws for prizes or money

✘ LOTTERIES

- ✎ Any activity where a person pays money directly or indirectly to play the lottery and then has no control on winning the prize or money
- ✎ Even lotteries where all money is paid-out to winners is still prohibited

SECTION # 2 ✓ ACTIVITIES THAT ARE PERMITTED WITHOUT A LICENCE

✓ GAMES THAT REQUIRE SKILL

- ✎ A person pays a fee to play a game
- ✎ The person with the best skill or highest score wins the prize or money
- ✎ IE: Golf Putting, Bowling, Hammering a Nail, Musical Chairs, Sporting Activities

✓ SILENT AUCTIONS

- ✎ Prizes are displayed for people to look at
- ✎ If a person is interested in a prize, they write down on the sheet that is provided, their name and the dollar amount they are willing to pay in order to get the prize
- ✎ Prize is awarded to the highest bidder listed on the sheet at the end of the time-limit

✓ LIVE AUCTIONS

- ✎ A person announces to a crowd an item that is for sale and takes bids from individuals in the crowd
- ✎ The item is awarded to the last person who placed the agreed upon bid for the item

Getting Around Midland . . .

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