

Facility Booking Process - Internal Clients

Purpose: To effectively manage and record internal client's information and space usage requests into the Kinesiology Operations (Kin Ops) Facility Bookings Software System and provide documentation to the clients outlining facilities and services that are to be provided. **All sessional facility bookings received will be booked and followed accordingly to the 'Space Use Policy'.**

Sessional (Term) Facility Booking Procedure – KNA/KNB & Olympic Oval:

1. Kin Ops – Facility Bookings will send out a reminder email to internal users with the Facility Booking Form to be completed, following the critical dates (table below).
2. Internal clients are to submit all respective sessional booking requests to bookings@ucalgary.ca or ovalbookings@ucalgary.ca before the critical dates indicated.
3. Booking requests submitted after the deadline will be accepted outside the 'Space Use Policy', and in order it was received.
4. Kin Ops – Facility Bookings will send out facility booking confirmations, through a 'Facility Booking Permit', based on the dates listed in the critical dates. **Please carefully review your Facility Booking Permit(s) for accuracy (utilize online facility booking calendars and work with Facility Bookings for adjustments.**

Critical Dates:

KNA/KNB

Sessional	Accepting Requests	Request Deadline	Facility Booking Confirmations
Spring/Summer	Dec 1	Jan 1	Feb 1
Fall	April 15	May 1	June 1
Winter	April 15	May 20	June 21

Olympic Oval *All confirmations are tentative until the International Skating Union (ISU) confirms their event calendar (in or around June).

Sessional	Accepting Requests	Requests Deadline	Facility Booking Confirmations
Spring/Summer	Dec 1	Jan 1	Feb 1
Fall/Winter	March 1	March 20	April 10

Additional Facility Booking Request Procedure (Outside Sessional):

1. Subject to availability in order it was received, outside the 'Space Use Policy'.
2. Kin Ops – Facility Bookings receives the booking request via email only for facilities within the Kinesiology complex through bookings@ucalgary.ca or for the Olympic Oval facilities through ovalbookings@ucalgary.ca.
3. Facility Bookings will respond and follow up on the request as appropriate - ask questions, provide information, and work with client.
4. If able to accommodate, Facility Bookings will send out the confirmation email with a 'Facility Booking Permit'.

Facility Booking Change and Cancellation Procedure:

1. All **Change Requests** (location/times subject to availability and outside of Space Use Policy) and **Cancellations** must be received via email in advance;
 - a. 7 days prior for all bookings
 - b. 30 days prior for all internally hosted 'special event' bookings **a special event is determined to be a larger booking, multiple facilities, spectators, tournament, extension of building hours, etc.*
2. **No-Shows:** as there is a high demand, and revenue opportunities missed, the no-show will be investigated by Kin Ops and may issue the following: written warning, loss of future bookings, charged the external rental rate.
3. This procedure is in place to ensure fairness, equity, and opportunity with our users both internally and externally, and to better help utilize facilities for revenue expectations/targets.

Addendum:

- A.** Internal clients that have conflicting bookings within their own department, would have to go to their direct supervisor to resolve the conflict. A department may select a person to resolve these conflicts.
- B.** All request for extending building hours is subject to Kin Ops Manager approval and must be made at the time of the original request or follow the Change process. Any request to extend building hours would be billed at \$50.00/hour for minimum of 2 hours.
- C.** All cost for additional Caretaking to be charged back to the booking client.
- D.** Any additional cost incurred by Kin Ops to support the requirements of a booking, or a 'special event' would be charged back to the client on the Facility Booking Permit.
- E.** No subcontracting all or any part of a booking without the Dean of Kinesiology's written approval
- F.** If bookings are cancelled or rescheduled by the Kin Ops – Facility Bookings due to unforeseen circumstances, it will be communicated immediately, including a follow up email cancellation confirmation and updated Booking Permit.
- G.** Central Event Bookings can tentatively book facilities up to 3 years in advance; however, they must confirm bookings following the internal procedures and critical dates outlined.
- H.** Verbal requests/changes/cancellations must be accompanied by an email for documentation purposes, and no booking requests to personal email addresses.