

SPACE BOOKING POLICY and PROCEDURES

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SECTION ONE – POLICY

Purpose - Why do we need this policy?

The purpose of this policy is to provide an equitable, consistent and transparent framework for making space available to groups and individuals who want to use Ralph Thornton Centre (RTC) meeting rooms, the Betsy Swift Community Kitchen, and other spaces or equipment in the facility. The Policy establishes

- Who can use RTC space, and when;
- How to book space;
- How priorities for Bookings are decided;
- What limits apply to Bookings;
- What the responsibilities of the RTC are, and what the responsibilities of Space Users are; and,
- How fees will be applied for using RTC space, services and equipment.

Who does this policy apply to?

This policy applies to anyone who uses RTC Space. It applies to:

- All RTC staff, volunteers and tenants who use RTC Space;
- Anyone who applies to use RTC Space, either for free or for a fee;
- Anyone who completes a Use of Space Agreement with RTC to use RTC Space;
- Anyone who takes part in an Event in RTC Space; and,
- The RTC staff who administer room Bookings.

General Policy Statement

The Ralph Thornton Centre (RTC) is a community resource operated for the benefit of the whole community with a view to maximizing benefit to the community. We make some RTC rooms and equipment available to the community as part of our:

- **Mandate** as a community centre;
 - **Mission** to be where community members gather and work together to celebrate our diversity, foster inclusivity and community well-being, and promote social justice, ... to strengthen our neighbourhoods, support resident engagement and nurture a collective sense of belonging, and ... to build their capacity to participate in the community's social, political, economic and cultural life; and
 - **Strategic priorities.** The Centre makes space available to people who live and work in the City of Toronto in keeping with our stated policies and procedures. However, individual who reside, and groups or organizations that are located in the Catchment Area, are given priority over any other City of Toronto resident, group or business requesting use of RTC space. Details of the policies and procedures for making Bookings will be provided to anyone who wants to use RTC space, as well as details of any fees and rules that apply.
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In specific circumstances listed below, RTC charges fees for using RTC space. The fees are used to recover costs, and to contribute to the future sustainability of the Centre. However, the RTC may waive all or some of the applicable fees for bookings that are deemed consistent with or will further its mandate and strategic priorities.

Serving Alcohol at Events:

The Ralph Thornton Centre is committed to providing the best possible experience for all space users, and expects all space users to collaborate to make the best possible use of this important community resource.

The RTC facility is owned by the City of Toronto and operated by the RTC's Board of Management. As a City facility, use of RTC space involving alcohol must be consistent with the City of Toronto's Municipal Alcohol Policy, before and during the Event.

Please review the Municipal Alcohol Policy before booking space. Details of the policy are available from the City of Toronto at: www.toronto.ca. A brochure is also available at <http://www.toronto.ca/parks/pdf/permits/events/Municipal-alcohol-policy.pdf>.

Note that the RTC advocates that all Users serving alcohol at an Event on RTC property incorporate practices relating to safe alcohol use, including safe transportation home, into their Event plans. For example:

- Encourage participants to take public transportation to the Event rather than drive;
 - Be aware of levels of alcohol use that may result in intoxication (being drunk) and impairment (inability to function safely);
 - Monitor alcohol use and take action to prevent participants becoming drunk and impaired;
 - For participants that become impaired or drunk, (a) set up and offer identified designated drivers, or (b) collect and secure their vehicle keys and call a taxi to take them home. Post taxi numbers at your event.
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SECTION TWO – PROCEDURES

1. Available Space and Equipment

- [1] Appendix 1 lists bookable space and equipment.
- [2] Space is available for use during Weekday Hours, Out of Hours, Weekend Hours and Holidays.
- [3] Space is available during Holidays *for fee-based use only*, in order to cover costs and generate income that supports the sustainability of the Centre.
- [4] Space Bookings only include access to the space booked, and access to reception, washrooms, and to and from the space booked (such as hallways and stairs).

2. Applying to Use Space

- [1] You may apply to use RTC space for a Single Event or Repeat Events. Space is available on a first come, first served basis to all users with the following exception:
 - RTC official programming and Events take priority over all other Users for access to Centre space.
 - [2] RTC space is available to Tenant Users and other Space Users on a first come, first served basis.
 - [3] Everyone, excluding RTC Programme and Tenant Space Users (i.e. Toronto Public Library and South Riverdale Child Parent Centre), who wants to use RTC space must fill out the RTC application form.
 - [4] Bookings made by RTC Programme Users (staff or volunteers carrying out TRC programming) and Tenant Users will be made and entered in the calendar by the booking space administrator (No Use of Space Agreement is signed).
 - [5] Users of the Ralph Thornton Centre generate varying levels of liability risk. While all groups should consider the purchase of liability insurance, activities that generate minimal liability exposure are exempted from a liability insurance requirement. The following guideline summarizes the types of uses where insurance is required or not required:
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NO INSURANCE REQUIREMENT	INSURANCE REQUIREMENT
<ul style="list-style-type: none"> • Arts and Crafts • Band Instruction/Music • Card/Board Games • Ceremonies • Concert • Dancing Instruction • Filming/Photography (Non Commercial) • General Interest • Meetings • Non-Profit Bingo • Piano/Keyboard/Guitar • Social Gatherings (Non-Alcohol) • Spiritual and Religious • Tai Chi • Theatre Arts Drama 	<ul style="list-style-type: none"> • Any Contact Sport • All Liquor Licensed Events • Commercial Activities • Fitness, including Yoga and low impact motion/movement activities • Martial Arts • Ringette/Floor Hockey • Social/Dance (with Alcohol) • Special Events • Target Practice (Archery) • Volleyball
<p><i>Based on the Parks, Forestry & Recreation, City of Toronto, schedule of Insurance Requirements</i></p>	

[6] Where insurance is required, prior to using the facility, Users are required to produce evidence of a \$2 million liability insurance policy where the organization is the named insured and the City of Toronto and the Ralph Thornton Centre are additional insureds.

3. Serving Alcohol at Events

[1] You must obtain the written permission of RTC’s Board of Management if you want to serve alcohol at any Event. You will be requesting permission when you complete an application for use of the space involving the service of alcohol. Note that the Board of Management is required to assess the proposed Event to determine its eligibility for use of the RTC facility before approving your application.

[2] You are responsible for obtaining an Alcohol and Gaming Commission of Ontario (AGCO) Special Occasion Permit (SOP or “liquor licence”) if you want to serve alcohol at any Event, as well as posting a copy of the SOP permit at the event.

[3] You must abide by the City of Toronto’s Municipal Alcohol Policy before and during the Event. This includes, but is not limited to:

- i) Obtaining the insurance required by the Municipal Alcohol Policy.
- ii) Ensuring anyone who serves alcohol at your Event has received and successfully completed the required Smart Serve training.
- iii) Monitoring the Event to ensure participant safety.

[4] At least forty-eight hours before the Event, and during office hours, you must give RTC staff a copy of:

- i) The Special Occasion Permit (SOP);
- ii) Your insurance certificate covering the Event; and,
- iii) Smart Serve training certification for anyone who will serve alcohol at your Event.

[5] You may not bring any alcohol into the Centre before these documents are received. If RTC doesn't receive all these documents by the required date, you will not be able to serve alcohol at your Event.

[6] You are responsible for:

- i) Ensuring that everyone required to have Smart Serve Training by the Toronto Municipal Alcohol Policy has received and successfully completed the training.
- ii) Providing a copy of the SOP, the necessary insurance, and Smart Serve training certificates to the RTC by the required date.
- iii) Providing and paying for any RTC staff required by the SOP.
- iv) Making sure that everyone attending or assisting with your Event keeps to the terms of the SOP and the Toronto Municipal Alcohol Policy.

[7] Businesses possessing a catering license that is the equivalent of a Special Occasion Permit for the purpose of serving alcohol on RTC premises must provide documentation of this license at least two (2) business days prior to the Event.

4. Use of Space Agreements

[1] All Space Users (except RTC Programme and Tenant Users) are required to sign an Agreement for use of space for Single Events and Repeat Events. The Use of Space Agreement will include specific times needed to set up and dismantle each occasion (Booking period).

[2] The person who signs the Use of Space Agreement will be responsible for making sure the Agreement and RTC policy and procedures are followed by all organizers and participants in the Event. If the applicant is an organization (as opposed to an individual), the person who signs the agreement must have the authority to sign agreements on behalf of the organization.

[3] Single Event.

- i) RTC will issue one Use of Space Agreement for each Single Event.
 - ii) You may book a Single Event up to eighteen months in advance of the date of the Event.
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[4]Repeat Event:.

- i) The RTC limits Bookings for Repeat Events to a maximum of twelve months in advance.
- ii) RTC will issue a Use of Space Agreement for a maximum of twelve months.
- iii) Users in Good Standing with RTC may apply to renew their Use of Space Agreement. See Section 1.3(c) for the definition of "Good Standing".
- iv) Your Booking may be made available to other Space Users if you fail to apply for renewal before your Use of Space Agreement expires.

[5]RTC reserves the right to limit any Use of Space Agreement for Repeat Events to periods of less than twelve months.

[6]No Use of Space Agreement will be signed until all required fees are paid.

[7]Bookings will be made and placed in the calendar when all required fees are paid and the Use of Space Agreement is signed by:

- i) An authorized RTC staff member; AND,
- ii) The person named on the Use of Space Agreement as the applicant.

5. Reasons for Refusing Applications

RTC reserves the right to refuse bookings. In particular:

[1]RTC will not make space available for:

- i) Any purpose deemed not in keeping with RTC's By-laws, mission, vision, policies or procedures;
- ii) Any activity which breaks the law, including contravening *the Canadian Charter of Rights & Freedoms* or the *Ontario Human Rights Code*;
- iii) Any activity not consistent with the City of Toronto's policy statement prohibiting discrimination and harassment and protects the right to be free of hate activity.
- iv) Inappropriate use of a space.
Example: Any use which is likely to cause damage to the space or where required safety or security conditions cannot be met.

[2]RTC may refuse or cancel Bookings:

- i) If you request or book an amount of time or space that denies fair access to RTC space by other Space Users.
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- ii) If the space is unsuitable for the Event. *Example:* if the proposed Event cannot be safely held in the facility.
- iii) If you do not comply with RTC's policies and procedures. *Example:* not providing required documentation for an Event at which alcohol will be served or not leaving the space clean and tidy with all furniture put away.
- iv) If you repeatedly fail to use space during your booked time.
- v) If any RTC fees or charges are outstanding.

6. Cancelling Bookings

[1] Cancellations by the Space User.

You must tell us **in writing** and at least two (2) business days in advance if you are not going to use space you have booked.

- If you do not tell us you are cancelling at least two (2) business days in advance, we will retain all booking fees. If you had booked space free of charge, we will charge you a fee (see Section 4.11(a)).
- This applies to Single Events, and to any Booking made as part of a Repeat or Weekend Event Booking. *Example:* if you cancel one of your regular weekly meetings, you must let us know **in writing** that you don't need the space that week.

You must tell us **in writing** if you wish to cancel your Use of Space Agreement completely.

[2] Cancellations by RTC.

- RTC reserves the right to and may cancel any Booking for use of its space.
 - In usual cases, Notice of Cancellation will be given, *in writing*, not less than forty-eight (48) hours prior to the booked Event.
 - Occasionally, RTC may need to relocate, reschedule or cancel an Event that has been booked, due to emergency or other unanticipated circumstances.
 - If the Booking is cancelled, we will do our best to reschedule the cancelled Booking to another convenient date. If it isn't possible to reschedule a Booking, any fees paid will be refunded.
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7. Non-Fee Based Events (Booking Space Free of Charge)

The RTC may waive some or all of the fees for bookings that are consistent with its mandate and strategic priorities.

[1]Such Events must:

- Be organized by volunteer-run groups, programme partners or tenants of the Centre; OR
- Be local arts or cultural groups; OR
- Be ,meetings or events organized by the local City Councillor or School Board Trustee; AND
- Be open to any person who lives and/or works in the Catchment Area, AND
- Be free to attend (i.e., have no registration or entry fee).

[2]Non-fee based (free) Events may only be booked to take place during Weekday Hours and Weekend Hours.

[3]For the Betsy Swift Community Kitchen, only certain designated categories of use are eligible for free use. See Section 9 and Appendix 2: Schedule of Fees.

[4]During Weekend Hours and Holidays, RTC gives priority to Bookings from fee-paying users. If a request for space initially booked during Weekend Hours on a non-fee basis is received from a fee-paying user, RTC may request that non-fee paying User agree to:

- Relocate or move the Event to other available RTC space, if such space is suitable for the Event;
- Change the time of the Event to avoid conflict with the fee-paying event (for example, hold it earlier or later on the same day); or
- Defer the free-use Event to another suitable day.

If the non-fee User does not agree to the requested change, the booking will be honoured.

8. Fee-Based Events (Booking Space for a Fee)

[1]Fees are set by RTC's Board of Management, and are listed in Appendix 2: Schedule of Fees

[2]Fees are reviewed at regular intervals, and RTC may change its fee schedule for new Bookings and renewals, with one month's notice from the date of the change in fee schedule.

[3]Fees are payable for Events that:

- (i) Are private or by invitation only (i.e., closed to general residents of the RTC Catchment Area); OR
 - (ii) Charge a fee for entry or registration; OR
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- (iii) Are for commercial or business purposes; OR
 - (iv) Do not have a particular focus or representation of residents in the Catchment Area OR
 - (v) The event is one for which the organization is funded to include a budget for room fees.
- [4] Fees are payable for certain categories of Kitchen use as set out in Section 4.10.
- [5] Fees are payable for booking RTC space for use Out of Hours or on Holidays (exception: RTC Programme User and Tenant Users).
- [6] In order to make space available to users Out of Hours and during Holiday Hours, RTC must cover its costs. Therefore:
- (i) All Out of Hours and Holiday rental fees include the cost of RTC staffing for the type of Event you are holding (Staffing Surcharge); and
 - (ii) All Holiday Hours rental fees include the cost of RTC staffing for the type of Event you are holding.
- [7] All fees payable for room rentals are due within seven (7) business days of the booking, and not less than two (2) business days prior to the scheduled event.
- [8] Once all fees are received, the User will receive booking confirmation in writing.

9. Booking the Betsy Swift Community Kitchen

To ensure the sustainability and accessibility of this special community resource, this section outlines additional guidelines and special fees that apply to users of the Betsy Swift Community Kitchen. These fees and guidelines exist to offset the additional costs needed to run the kitchen and stock and replace its contents.

- [1] If you want access to kitchen facilities, you must book the Betsy Swift Community Kitchen and identify your needs according to the following categories:
- (i) Basic Use – includes the use of the RTC counters, sinks, refrigerator, and cleaning supplies.
 - (ii) Drink Preparation and Service – includes the use of kettles, coffee pots, cups, spoons, glasses, and the dishwasher, in addition to all items noted in category (i) above.
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- (iii) Cold Food Preparation and Service – includes the use of plates, cutlery, serving platters, cutting boards, and chef knives, in addition to all items identified in category (i) and (ii) above.
 - (iv) Full Kitchen Access – includes the use of the stove, oven pots, pans and all other tools, appliances, and equipment needed for preparation and service in addition to all items identified in categories (i) to (iii) above.
- [2] A refundable deposit is required for every kitchen Booking. See Appendix 2: Schedule of Fees.
- [3] Anyone under the age of 14 must be accompanied by an adult, 18 years of age or older, to enter and use the kitchen, and must be under direct supervision when using any of its contents.

10. Cancellation Fees

[1] Cancellation by Users:

- **Fee-Based Events:** If you cancel a fee-based Event, fees paid by the User, minus an administration fee of 10% of the space rental fee, will be returned only if RTC is notified of the cancellation in writing, at least two (2) business days before the scheduled date of the Event. Failure to provide proper written notice will result in forfeiture of all fees.
- **Non-Fee Based Events:** If a non-fee User fails to use a booking and does not inform RTC **in writing** at least two (2) business days before the scheduled Event that the space is not needed, RTC will charge a fee for the time originally booked based on the reduced fee rate. See Appendix 2: Schedule of Fees. This fee must be paid prior to any future bookings.

[2] Cancellation by RTC (also see Section 4.7(b) and 4.8(e))

- If RTC cancels an Event because you have not kept to RTC's policies and procedures, or because you have not used the space during your booked time, RTC will:
 - Refund fees for future Bookings; or
 - Retain a portion of fees paid (e.g., to cover the costs of repair, staffing, etc.).
 - If RTC cancels the Event, and is unable to reschedule it to another suitable time, any fees paid will be fully refunded.
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11. Deposits

[1] Deposit rates are set out in Appendix 2: Schedule of Fees

[2] All deposits must be paid at the time the space is booked for fee-based Events.

- A deposit of 50% of the full fee payable may be paid to reserve a space for up to three (3) business days, following which full payment is due.
- The time and date of the booking may be changed during these three (3) business days without losing the deposit.

[3] RTC also charges a deposit for:

- (i) Use of equipment that is vulnerable to damage, or which is expensive to repair, maintain or replace. *Example:* The projector and projector light bulbs.
- (ii) Use of the kitchen.

[4] After each Booking, RTC checks items for which you have paid a deposit. If an item is in the condition in which it was rented, your deposit will be returned in full.

[5] If an item is damaged or missing, or has been used without due care, RTC will assess the cost and retain some or all of the deposit to repair or replace the item(s).

12. Other Fees

Fees are listed in Appendix 2: Schedule of Fees.

[1] Use of Equipment Fees

- RTC charges a fee for use of stationery supplies and other consumables, and for itemized equipment that is vulnerable to damage or loss (E.g., projector and electrical cords; dishes and cups; etc.).
- All equipment fees must be paid for at the time the space is booked.

[2] Charges for Unscheduled Use:

- RTC reserve the right to charge for any use of space that hasn't been booked. This applies whether the use of the space is on a Fee or Non-Fee Basis.
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Examples:

- If your Event overruns the booked time;
- If you arrive to set up before the time you have booked;
- If your participants or organizers haven't left the space by the end of the booked time; or
- If, as a result of your use of space, an RTC staff member is required to be in the building during unscheduled Out of Hours, Weekend Hours or Holiday Hours (See Staff Surcharge).
- If you are eligible to use RTC space free of charge, RTC reserves the right to charge you a nominal fee for time that you use space without a Booking. If you pay a fee to use RTC space, RTC will charge you the full regular fee for the time you use space during Regular Hours without a Booking.
- RTC will charge all Space Users for all use of space Out of Hours without a Booking.

[3] Cleaning and Tidying Fees

RTC will charge Space Users an hourly fee for staff time if the User leaves the room without:

- Putting furniture away (unless otherwise previously arranged with RTC staff); and/or
- Tidying and/or cleaning up the room.

The **minimum** hourly charge is **one hour**.

[4] Damage

We will charge Space Users for damage to RTC space or equipment, up to and including full replacement costs.

[5] Staffing Surcharge:

RTC charges a surcharge to cover the cost of a minimum number of staff who must be present during an Event.

- Events at which alcohol is not served, but take place during Weekday Out of Hours, Weekend Hours or Holiday Hours: Minimum one (1) staff member; and,
- Any Event at which alcohol is served: Minimum two (2) staff members.

13. RTC Environmental Sustainability Expectations

The Ralph Thornton Centre has developed a Green Plan to reflect the City of Toronto's principles of environmental sustainability. Space Users have an important part in achieving our goals and are therefore requested to:

- Be mindful of waste, and the amount of paper you use.
 - Provide tap water instead of bottled water for refreshments.
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- Follow RTC directions for heating and cooling space.
- Turn off any electrical equipment when not in use, including lights, kitchen appliances, projectors, stereos, and computer monitors etc.
- Sort waste into the appropriate containers that are provided and labelled in each room.
- Use reusable or biodegradable dishes and cutlery wherever possible.
- Take home any packaging, disposable dishes and utensils that aren't recyclable.

14. What RTC Undertakes To Do

RTC is committed to provide the best possible experience for users of our space. To achieve that goal, RTC will:

- Make the relevant policies, procedures, application form(s), and a sample of the Use of Space Agreement available to you in the Centre, on the RTC website, and (on request) by email or fax.
- Provide you with a Use of Space Agreement that sets out the terms and conditions of the Booking.
- Provide you with access to the space for the time booked, and ready for you to set up your Event.
- Have an RTC staff member available throughout your Event.

Designated RTC staff will:

- Liaise with you or your designated representative about all aspects of your Booking, your Use of Space Agreement, and RTC policies and procedures.
- Answer your inquiries.
- Provide you with access to equipment, kitchen cupboards, and other items you requested at the time you made the Booking.
- Check space for tidiness etc. after each Booking.
- Inform you promptly of any changes that need to be made to the Use of Space Agreement.

RTC will only collect **personal information** (such as your name, address and telephone number) that is necessary for carrying out the Space Booking Policy and Procedures. It will keep personal information in a secure place, and will only use it for the purposes for which it was collected.

15. What Space Users Undertake To Do

All space users and participants are expected to collaborate with RTC staff and other space users to ensure the best possible experience for all space users, and the most effective use of the space by its community.

All Space Users will:

1. Keep to RTC policies and procedures when booking and using RTC space.
 2. Pay all space Booking fees and deposits in advance of the Booking.
 3. Ensure that one of the individuals named as contact person or alternate is present throughout the Event.
 4. Inform duty staff when you arrive and when you leave, and provide staff with the number of attendees who were at your Event.
 5. Keep the law. *Examples:* health and safety; no smoking and human rights laws.
 6. Respect the neighbourhood by making sure the Event and its participants don't have a negative impact on other users of the building and its neighbourhood. *Example:* noise levels.
 7. Cooperate with RTC staff.
 8. Respect the right of RTC staff to enter booked space and be present during your Booking.
 9. Permit RTC staff to inspect the contents of any bags or containers brought onto RTC premises.
 10. Use RTC property and equipment with due care, and
 - Use only adhesives that don't damage surfaces when they attach items to the walls (*see RTC staff for directions regarding specific adhesives to be used*).
 - Report any damage that occurs during their period of use to RTC staff.
 - Pay for damage that occurs during their period of use.
 11. On leaving, make sure the space is clean and tidy, and that furniture and equipment are put away.
 12. On leaving the Betsy Swift Community Kitchen also make sure that:
 - The Kitchen is ready for the next user by cleaning and/or washing all the surfaces, equipment, and utensils you have used, and that things are left tidied and put away.
 - You have swept the floor.
 - You have removed all food and personal belongings.
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- You have completed the Kitchen Check List and returned it to Reception.

All Space Users will have a completed the required space booking application.

Space Users must make sure that publicity for their Event does not explicitly or implicitly suggest that RTC endorses the content of the Event.

SECTION THREE – DEFINITIONS:

Catchment Area: The RTC by-law defines the Catchment Area as the Don River to the West, the Danforth to the North, Lake Ontario to the South, and Coxwell Avenue to the East.

Fees (for Use of Space): The amount that is approved, from time to time, by the RTC Board of Management for use of RTC space and equipment. Such fees may include: (a) a flat amount for use of RTC space and equipment, and, as appropriate, (b) an amount that covers required staff time and effort to make space available for an Event (**Staffing Surcharge**). The RTC Board of Management may change fees payable from time to time.

Fee-Based Events: Events for which RTC charges fees for use of RTC space and/or equipment.

Non-Fee Events: Events for which RTC waives any or all fees that would normally be payable for use of RTC space and equipment. Such Events must meet criteria set out in section 4.7.

Kitchen: Any reference to the Kitchen in this policy means the Betsy Swift Community Kitchen.

Staffing Surcharge: An amount established by the RTC Board of Management and which is payable to cover the cost of a minimum number of staff who must be present during an Event.

RTC Space: Any of the rooms, or sections of rooms, available for use or rental by Space Users.

RTC Space Users: An individual, group or organization that applies to use RTC space within the terms of this policy.

RTC Programme Users: Are individuals employed by RTC, RTC volunteers (e.g., board member or programme volunteers), or other authorized person (e.g., a consultant or researcher) who is conducting or facilitating an RTC programming, business or Event.

RTC Tenant Users: Are staff employed by organizations holding tenancy in the Ralph Thornton Centre, or a person facilitating an Event directly on behalf of an RTC tenant (example: a volunteer).

Participant: A participant is defined as anyone, including RTC staff and tenants, who attend an Event held in RTC, or who is present during the set-up/clean up for the Event on behalf of the organizers.

Space User in Good Standing: A Space User in Good Standing is a Space User that meets the requirements set out in this policy, especially Sections 4.5, 4.7, and 4.16.

Businesses: Space Users that are commercial or for-profit organizations.

RTC Hours:

- (i) **Weekday Hours.** Weekday hours are from 9.00 a.m. to 9.00 p.m. Monday to Friday, except public holidays.
- (ii) **Weekend Hours.** Weekend Hours are any times on *Saturday* from 9.30 a.m. to 9.00 p.m. or on *Sunday* from 12:30 p.m. to 8:00 p.m.
- (iii) **Out of Hours.** Out of Hours are any times before 9.00 a.m. or after 9.00 p.m. on *Weekdays*, except public holidays; before 9:30 a.m. and after 9:00 p.m. on *Saturdays* and before 12:30 p.m. and after 8:00 p.m. on *Sundays*.
- (iv) **Holiday Hours.** Holiday Hours are any times at which the Centre is closed for public, statutory or staff holidays.

Events and Bookings:

- (i) **Event.** An Event is the consecutive time on any one occasion during which your program, meeting or other activity is taking place. It includes time booked to set up for, and clean up after the Event.
- (ii) **Booking.** A Booking is the consecutive period for which you reserve RTC space on any one occasion, including the time you need to for preparing your Event (such as setting out furniture, or preparing food on the premises) and clearing up after your Event (such as putting furniture away, packing equipment you bring with you).

Example: You request space from 10.00 a.m. – 11.00 a.m. for a meeting, and you plan to arrive at 9.30 a.m. to set up and will need

until 11.30 a.m. to clear and tidy the room. Your Booking is therefore from 9.30 a.m. – 11.30 a.m., even though the actual Event is from 10.00 a.m. – 11.00 a.m.

Single Events and Repeat Events:

- (i) **Single Event.** An Event that is held on one occasion only. *Examples:* a public meeting; a wedding reception.
- (ii) **Repeat Event.** An Event that will take place more than once or regularly over a defined period of time. *Examples:* weekly meetings of a seniors group or yoga classes held during a defined period.
- (iii) **Weekend Event.** An Event held on any time on Saturday or Sunday.

Liquor License/Special Occasion Permit (SOP): The Special Occasion Permit (SOP) is the formal name for the liquor licence you must obtain if you wish to serve alcohol at any Event. The SOP is issued by the Alcohol and Gaming Commission of Ontario (AGCO). You can apply for an SOP at Liquor Control Board of Ontario stores (LCBOs) or online at the LCBO website (www.lcbo.com). See Section 4.4.

SECTION FOUR – Procedures & Forms

- Form 1 Application for Use of Space at the Ralph Thornton Centre
- Form # The Betsy Swift Community Kitchen – Kitchen User Checklist
- Form # Use of Space Agreement – Single Events
- [Form # *Use of Space Agreement – Repeat Events*]
- [Form # *Application Form Checklist*]
- [Form # *Space Use Checklist*]

APPENDICES

Appendix 1: Available Space and Equipment

Appendix 2: User Categories

Appendix 3: Schedule of Fees

APPENDIX 2: USER CATEGORIES

Space User Categories

User Category	Criteria
A	<p>Non-Fee Paying</p> <ul style="list-style-type: none"> • Local arts and cultural groups and events with no admission • Local City Councillor and School Trustees • Ralph Thornton Centre Program Partners delivering services • Tenant Users • Volunteer run organizations from the catchment area
B	<p>Reduced Fee</p> <ul style="list-style-type: none"> • Arts and cultural groups and events charging admission • Local Condominium Corporations • Local BIAs • Registered charities and non-profits • Spiritual and religious groups • Unions and professional associations • Volunteer run organizations from outside the catchment area
C	<p>Basic Fee</p> <ul style="list-style-type: none"> • Events charging a fee • Members of Parliament and Members of Provincial Parliament • Political Parties • Municipal, Provincial, and Federal agencies, boards, commissions, divisions, and departments • Local businesses • Private functions with no alcohol served
D	<p>Premium Fee</p> <ul style="list-style-type: none"> • Businesses headquartered outside catchment • Private functions serving alcohol

APPENDIX 3: SCHEDULE OF FEES

User Category	Room		Fees (per hour)	Out of Hour Fees (per hour)
A	All Rooms		No Charge	\$60
B	Auditorium	One Section	\$12	\$60
		Two Sections	\$24	
		Full Auditorium	\$36	
		Meeting Room (2 nd Floor)	\$12	
		Third Floor	\$24	
		Mezzanine	\$12	
		Basement	\$18	
Computer Lab	\$24			
C	Auditorium	One Section	\$24	\$90
		Two Sections	\$48	
		Full Auditorium	\$72	
		Meeting Room (2 nd Floor)	\$24	
		Third Floor	\$48	
		Mezzanine	\$24	
		Basement	\$36	
		Computer Lab	\$48	
D	Auditorium	One Section	\$36	\$120
		Two Sections	\$72	
		Full Auditorium	\$108	
		Meeting Room (2 nd Floor)	\$36	
		Third Floor	\$72	
		Mezzanine	\$36	
		Basement	\$48	
		Computer Lab	\$72	
A, B, C, D	Kitchen	Basic use and preparation	No Charge	\$60
A	Kitchen	Cold Food preparation	\$6	
	Kitchen	Full Kitchen	\$12	
Alcohol use in Kitchen add \$18/hour				
B, C, D	Kitchen	Cold Food preparation	\$12	\$60
	Kitchen	Full Kitchen	\$24	
	Alcohol use in Kitchen add \$42/hour			
Holiday Rates (All Users)	Auditorium	One Section	\$162 (\$174 with alcohol served)	
		Two Sections	\$186 (\$210 with alcohol served)	
		Full Auditorium	\$210 (246 with alcohol served)	
		Meeting Room (2 nd Floor)	\$162	
		Third Floor	\$186 (\$210 with alcohol served)	
		Mezzanine	\$162	
		Basement	\$172 (\$186 with alcohol served)	
		Basement Computer Lab	\$186	
		Kitchen (only with room booking)	\$24 (\$60 with alcohol served)	