

SPACE BOOKING POLICY and PROCEDURES

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PART ONE - POLICY

Purpose

This policy and procedure document is intended to provide an equitable, consistent, and transparent framework for making space and equipment available in the Ralph Thornton Community Centre.

This document establishes:

- Who can use space and when;
- How to book space;
- Priorities for bookings
- Limits to bookings;
- The responsibilities of both RTCC and Space Users; and,
- Fees for using RTCC space, services, and equipment.

Application of the Policy

These policies and procedures apply to:

- All RTCC staff, volunteers, and tenants who use RTCC space;
- The RTCC staff who administer room bookings;
- Anyone who applies to use RTCC space;
- Anyone who completes a Use of Space Agreement; and,
- Anyone who participates in an event in RTCC space.

General Policy Statement

The Ralph Thornton Community Centre (RTCC) is a City-owned, community managed facility which offers space, support, and service to community organizations and partners and the community as a whole. RTCC space and equipment are made available to the community as part of our

- **Vision** - Working to ensure a more vibrant, diverse, inclusive, liveable, participatory, healthy, and equitable Riverdale.
- **Mission** - The Ralph Thornton Community Centre is a gathering place that welcomes, connects and engages the community in all its diversity.
- **Values** – Inclusion and Respect, Equity and Social Justice, Collaboration and Partnership, Capacity Building, and Community Building.

The Centre makes space available to people who live and work in the City of Toronto, in keeping with our stated policies and procedures. Individuals who reside in, and groups or organizations that are located in, the Catchment Area are given priority over other City of Toronto residents, groups, or businesses requesting to use RTCC space.

In specific circumstances, RTCC charges fees for using RTCC space. These fees are used to recover costs and contribute to the financial stability of the Centre. RTCC provides space at reduced or nominal fees for certain applicable bookings.

What Ralph Thornton Community Centre Undertakes to Do

RTCC is committed to provide the best possible experience for all users of our space. To achieve that goal, RTCC 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 RTCC website, and (on request) by email or fax.
- Provide Users with a ***Use of Space Agreement*** that sets out the terms and conditions of the Booking.
- Provide users with access to the space for the time booked, and ready for you to set up your Event.
- Have an RTCC staff member available throughout your Event.

Designated RTCC staff will:

- Liaise with the designated representative about all aspects of the Booking, the Use of Space Agreement, and RTCC policies and procedures.
- Answer User inquiries in a timely manner.
- Provide Users with access to equipment, kitchen cupboards, and other items that have been requested/reserved at the time of the Booking.
- Set up rooms as specified at the time of the Booking.
- Check space for tidiness etc. before and after each Booking.
- Promptly inform Users of any changes that need to be made to the Use of Space Agreement.

Privacy

Personal information is collected in accordance with the Ralph Thornton Community Centre’s Privacy Policy.

RTCC is a City of Toronto agency and complies with the *Municipal Freedom of Information and Protection of Privacy Act* and other relevant laws.

RTCC will ensure that all personal information is properly collected, stored, used, disclosed if needed, and destroyed as appropriate.

Personal information is collected only to assist RTCC to plan and deliver the best possible programs and services, to meet its obligations as an employer, to communicate with members, participants, partners or donors, and to comply with lawful requests.

Personal information is always considered confidential and will only be shared with relevant staff members, other than where required by law (for example, in a case of suspected child abuse) or in circumstances related to an individual’s health or safety.

Personal information will be stored securely and destroyed at minimum seven years after it is no longer needed.

What Space Users Undertake to Do

All Space Users and participants are expected to collaborate with RTCC staff and other Space Users to ensure the best possible experience for everyone at the Centre, and to ensure the most effective use of the space by the community.

All Space Users will:

- Comply with RTCC policies and procedures when booking and using RTCC space.
- Complete the required space booking application and pay all space Booking fees and deposits in advance of the Booking.

- Ensure that one of the individuals named as either the contact person or alternate is present throughout the Event.
- Inform duty staff upon arrival and departure, and provide staff with the number of attendees at the Event.
- Abide by the law (e.g., fire regulations, health and safety, smoking prohibition, human rights, etc.).
- Respect the neighbourhood by making sure the Event and its participants do not have a negative impact on other users of the building and its neighbourhood (e.g., noise levels, obstructing sidewalks near the building, etc.).
- Cooperate with RTCC staff.
- Respect the right of RTCC staff to enter booked space and be present during your Booking.
- Permit RTCC staff to inspect the contents of any bags or containers brought onto RTCC premises.
- Use RTCC property and equipment with due care, and
 - Use only adhesives that don't damage surfaces when they attach items to the walls (see RTCC 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.
- Upon leaving, make sure the space is clean and tidy.
- Upon leaving the Betsy Swift Community Kitchen, make sure that:
 - The Kitchen is ready for the next user by cleaning washing all surfaces, equipment, dishes and utensils, and that things are put away.
 - All food and personal belongings have been removed.
- Ensure that any publicity for an Event does not explicitly or implicitly suggest that RTCC sponsors or endorses the content of the Event.

RTCC Environmental Sustainability Expectations

The Ralph Thornton Community Centre is committed to promoting environmental awareness and taking action on environmental sustainability in daily operations. Space Users have an important part in achieving our goals and are therefore requested to:

- Be mindful of all waste, including the amount of paper, plastics, and other recyclables used. All waste increases the Carbon Footprint, and the first step is reducing the amount of waste generated.
- Sort waste into the appropriate containers that are provided and labelled in each room.
- Provide tap water instead of bottled water for refreshments. Pitchers and glasses for drinking water are free for all Space Users.
- Follow RTCC directions for heating and cooling space.
- Turn off any electrical equipment when not in use, including lights, kitchen appliances, projectors, stereos, and computer monitors.
- Use reusable or biodegradable dishes and cutlery wherever possible.
- Take home any packaging, disposable dishes, and utensils that aren't recyclable.

Serving Alcohol at Events

The Ralph Thornton Community Centre is committed to providing the best possible experience for all Space Users. RTCC expects all Space Users to collaborate to make the best possible use of this important community resource.

The facility is owned by the City of Toronto and operated by the RTCC Board of Management. As a City facility, use of RTCC space when alcohol is present must be consistent with the *City of Toronto Municipal Alcohol Policy*. This policy should be reviewed before booking space. Details of this policy are available from the City of Toronto at www.toronto.ca.

All Space Users serving alcohol at an event on RTCC property must incorporate practices related to safe alcohol use, including safe transport from the facility, in their event plans:

- Encourage participants to take public transportation to the event rather than drive;
- Be aware of levels of alcohol use that may result in intoxication and impairment;
- Monitor alcohol use and take action to prevent participants from becoming intoxicated and impaired;
- For participants who become impaired or intoxicated, provide designated drivers or secure vehicle keys and have a taxi bring them home. Post numbers for taxi firms at the event.

PART TWO - PROCEDURES

1. Available Space and Equipment

- 1.1. Bookable space and amenities are listed in **Appendix A – Bookable Space and Amenities**.
- 1.2. Fees for bookable space are listed in **Appendix C – Fee Schedule for Room Rentals**
 - 1.2.1. Space is available for use during Regular Operating Hours, Out of Regular Hours, and Holidays.
 - 1.2.2. Fees are dependent on the user category, listed in **Appendix B – Space User Categories**.
- 1.3. Space Bookings only include access to the space booked, washrooms, and access through common areas (e.g., hallways, stairs).
 - 1.3.1. Space Users may occupy a portion of the common area immediately outside of the booked space for activities such as registration tables, providing that it does not impede access through the common area.
 - 1.3.2. Exclusive use of the building may be negotiated at the discretion of the Executive Director or designate.
- 1.4. Equipment and materials available to Space Users are listed in **Appendix D – Amenities and Fee Schedule**.
- 1.5. RTCC has limited opportunity for accommodating storage of Space Users' equipment and materials.
 - 1.5.1. RTCC storage in the basement is reserved for materials for Space Users hosting repeat events.
 - 1.5.1.1. All materials must be stored in available cabinets or user supplied bin with a lid that can be easily closed.
 - 1.5.1.2. Storage is restricted to the basement storage room and Space Users' materials and equipment may not be stored elsewhere in the building.
 - 1.5.1.3. Storage space is available on a first come, first served basis.
 - 1.5.2. Space Users holding a Single Event may store equipment, materials, and supplies, including perishable food items, up to twenty-four (24) hours before the start of the Event and up to twenty-four (24) hours following conclusion of the Event.
 - 1.5.2.1. Any items remaining after twenty-four (24) hours will be disposed of and the Space User will be charged a per bag Solid Waste Levy as set out in **Appendix D – Amenities and Fee Schedule**, regardless of whether the item is garbage, recycling, or organic waste.

- 1.5.3. The ability for RTCC to accommodate either long- or short-term storage requests is dependent upon the availability of space, and RTCC reserves the right to refuse requests to store items if space is not available.
- 1.5.4. All equipment, materials, or supplies stored at the Centre, whether short- or long-term, must be clearly labeled with the Space User’s name and phone number.
- 1.5.5. While RTCC will make all reasonable efforts to secure items left in storage, RTCC accepts no responsibility for the loss, theft, or damage of any Space User’s equipment, materials, or supplies stored at the Centre.

2. Applying to Use Space

- 2.1. RTCC space is available for a Single Event or Repeat Events.
- 2.2. Space is available on a first come, first served basis to all users with the following exception:
 - 2.2.1. RTCC official programming and Events take priority over all other Space Users for access to Centre space.
- 2.3. Prospective Space Users of RTCC space must complete the application form, with the exception of RTCC programs and Tenant Users.
 - 2.3.1. Bookings made by RTCC staff and Tenant Users will be made and entered in the calendar by the booking space administrator without completing a Use of Space Agreement form.
- 2.4. Space Users at the Ralph Thornton Community 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:

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>	

- 2.5. Where insurance is required, prior to using the facility, Space 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 Community Centre are additional insureds.

3. Use of Space Agreement

- 3.1. All Space Users (except RTCC staff and Tenant Users) are required to sign a **Use of Space Agreement** 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).
- 3.2. The person who signs the **Use of Space Agreement** will be responsible for making sure the Agreement and RTCC 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.
- 3.3. Single Event.
 - 3.3.1. RTCC will issue one **Use of Space Agreement** for each Single Event.
 - 3.3.2. Space Users may book a Single Event up to six (6) months in advance of the date of the Event.
- 3.4. Repeat Event:
 - 3.4.1. RTCC limits Bookings for Repeat Events to a maximum of twelve (12) months in advance.
 - 3.4.2. RTCC will issue a **Use of Space Agreement** for a maximum of twelve (12) months.
- 3.5. Space Users in Good Standing with RTCC may apply to renew their **Use of Space Agreement**. (See **Part Three** for the definition of “Good Standing”).
- 3.6. Your Booking may be made available to other Space Users if you fail to apply for renewal before your **Use of Space Agreement** expires.
- 3.7. RTCC reserves the right to limit any **Use of Space Agreement for Repeat Events** to periods of less than twelve (12) months.
- 3.8. No **Use of Space Agreement** will be signed until all required fees are paid.
 - 3.8.1. Nominal Fee based users with repeat Events may elect to pay for bookings on pre-arranged installments, at least one (1) month in advance.
- 3.9. Bookings will be made and placed in the calendar when all required fees are paid and the **Use of Space Agreement** is signed by:
 - 3.9.1. An authorized RTC staff member; AND,
 - 3.9.2. The person named on the **Use of Space Agreement** as the applicant.

4. Events Where Alcohol is Served

- 4.1. Space Users wishing to serve alcohol at an Event must obtain approval from the Ralph Thornton Community Centre's Board of Management.
 - 4.1.1. Completing the **Use of Space Application** initiates the process for Board approval. This application should be submitted at least thirty (30) days before the proposed Event.
 - 4.1.2. The Board of Management is required to assess the proposed Event to determine its eligibility for use of the RTCC facility before approving the application.
 - 4.1.3. Applications to serve alcohol at an Event is considered by the Board of Management at its regular monthly meetings.
 - 4.1.3.1. Should no Board meeting be scheduled before the proposed date for the Event, the Board's Executive Committee may consider the application.
- 4.2. Space Users are responsible for obtaining an Alcohol and Gaming Commission of Ontario (AGCO) Special Occasion Permit (SOP) if alcohol is to be served at any Event, as well as posting a copy of the SOP at the Event.
- 4.3. Space Users must abide by the *City of Toronto's Municipal Alcohol Policy* before and during the Event. This includes, but is not limited to:
 - 4.3.1. Obtaining the insurance required by Section 2.5.
 - 4.3.2. Ensuring anyone who serves alcohol at the Event has received and successfully completed the required Smart Serve training.
 - 4.3.3. Monitoring the Event to ensure participant safety.
- 4.4. At least two (2) business days before the Event, Space Users must provide RTCC staff a copy of the following:
 - 4.4.1. The Special Occasion Permit (SOP);
 - 4.4.2. The insurance certificate covering the Event; and,
 - 4.4.3. Smart Serve training certification for anyone who will serve alcohol at your Event.
- 4.5. Space Users may not bring any alcohol into the Centre before these documents are received. If RTCC does not receive all these documents by the required date, alcohol may not be served at the Event.
- 4.6. Businesses possessing a catering license that is the equivalent of a Special Occasion Permit for the purpose of serving alcohol on RTCC premises must provide documentation of this license at least two (2) business days prior to the Event.

5. Reasons for Refusing Applications

- 5.1. RTCC reserves the right to refuse bookings.

5.2. RTCC will not make space available for:

- 5.2.1. Any purpose deemed not in keeping with RTCC's By-laws, mission, vision, policies, or procedures;
- 5.2.2. Any activity which breaks the law, including contravening the *Canadian Charter of Rights & Freedoms* or the *Ontario Human Rights Code*;
- 5.2.3. 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.
- 5.2.4. Inappropriate use of a space, including, but not limited to, any use which is likely to cause damage to the space or where required safety or security conditions cannot be met.

5.3. RTCC may refuse or cancel bookings for:

- 5.3.1. Requested booking for an amount of time or space that denies fair access to RTCC space by other Space Users.
- 5.3.2. Space not suitable for the Event, including, but not limited to, an Event that cannot be safely held in the facility.
- 5.3.3. Failing to comply with RTCC's policies and procedures including, but not limited to, not providing required documentation for an Event at which alcohol will be served or having previously caused damage to RTCC property or disruption to RTCC operations.
- 5.3.4. Repeatedly failing to use space during the booked time.
- 5.3.5. Outstanding fees or charges at RTCC by the Space User.

6. Nominal Fee Based Events (Booking Space for Nominal Fee)

6.1. RTCC may charge a nominal fee for bookings that are consistent with its mandate and strategic priorities.

- 6.1.1. The nominal fee is a flat fee, as outlined in **Appendix C – Fee Schedule for Room Rentals**, and is applied to each separate event, regardless of the duration of the event.

6.2. Such Events bookings must be:

- 6.2.1. Organized by volunteer-run groups, program partners or tenants of the Centre; OR
- 6.2.2. Local arts or cultural groups; OR
- 6.2.3. Meetings or events organized by the local City Councillor or School Board Trustee; AND
- 6.2.4. Open to any person who lives and/or works in the Catchment Area, AND
- 6.2.5. Free to attend (i.e., have no registration, membership, or entry fee).

- 6.3. Nominal Fee based Events bookings may only be booked to take place during regular operating hours.
 - 6.3.1. Out of Regular Hours bookings require an hourly fee, as outlined in the **Appendix C – Fee Schedule for Room Rentals**.
 - 6.3.2. Fees for Single Events are to be paid at the time of booking.
- 6.4. Space for repeat events (e.g., monthly, weekly, semi-weekly, bi-weekly, etc.) may be reserved as outlined in Section 3.
 - 6.4.1. Users may pay for all repeat events at the time of booking or in installments.
 - 6.4.2. At minimum, fees are due at the beginning of the month in advance of that month's space use.
- 6.5. During regular Operating Hours, RTCC gives priority to Bookings from full fee-paying users. If a request for space initially booked on a Nominal Fee basis is received from a full fee-paying user, RTCC may request that Nominal Fee User agree to:
 - 6.5.1. Relocate or move the Event to other available RTCC space, if such space is suitable for the Event;
 - 6.5.2. Change the time of the Event to avoid conflict with the full fee-paying event, at a different period on the same day; or
 - 6.5.3. Defer the Nominal Fee booking to another suitable day.
 - 6.5.4. If the Nominal Fee User is unable to accommodate the requested change, the booking may be cancelled at the discretion of the Executive Director or designate.

7. Fee-Based Events

- 7.1. Fees are set by RTC's Board of Management, and are listed in **Appendix C – Fee Schedule for Room Rentals**.
 - 7.1.1. Fees are reviewed at regular intervals, and RTCC may change its fee schedule for new Bookings and renewals, with one month's notice prior to the date of the change in fee schedule.
 - 7.1.2. Any fees paid for a space booking prior to the announcement of a fee increase will be honoured, and increases will not be applied retroactively.
- 7.2. Fees are payable for Events that:
 - 7.2.1. Charge a fee for entry or registration, or require a donation for admission; OR
 - 7.2.2. Are private, by invitation only, or primarily for the members of an organization and are closed to the general public; OR
 - 7.2.3. Are for commercial or business purposes; OR

7.2.4. Occur in whole or in part Out of Regular Hours or on Holidays; OR

7.2.5. Are uses not outlined in Section 6.2.

7.3. Different hourly rates apply based on the type of Space User.

7.3.1. Space User Categories set out in **Appendix B – Space User Categories** provide the criteria for the rates paid by Space Users.

7.4. In order to make space available to users Out of Regular Hours and during Holidays, RTCC must cover its costs. Therefore:

7.4.1. All Space Users must pay a premium fee for Out of Regular Hours and Holiday rentals, which includes the cost of RTCC staffing; and

7.4.2. All Holiday Hours fees paid must be for a minimum of three (3) hours rental, regardless of whether the event is less than three (3) hours in duration.

7.5. 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.

7.6. Once all fees are received, the Space User will receive booking confirmation in writing.

8. Booking Kitchen/Kitchenette Facilities

8.1. The Third Floor Kitchenette is open to all Space Users and visitors to the Centre and may not be reserved for exclusive use.

8.2. The Foundation Room Kitchenette may be used by Space Users renting any of the basement program spaces with no additional fee.

8.2.1. The refrigerator is for exclusive use of RTCC programming and may not be accessed by any Space User.

8.3. The Betsy Swift Community Kitchen may be booked independently or in conjunction with another booking in the Centre. Fees are based on the following uses:

8.3.1. Basic Use – includes the use of the RTCC counters, sinks, kettles, coffee pots, refrigerator, cleaning supplies, and basic mugs, glasses, and plastic water pitchers;

8.3.2. Cold Food Preparation and Service – includes the use of basic plates, cutlery, serving platters, cutting boards, chef knives, and dishwasher, in addition to all items identified in 8.3.1;

8.3.3. Full Kitchen Access – includes the use of the range, oven, pots, pans, and all other appliances, and utensils needed for preparation and service, in addition to all items identified in 8.3.1 and 8.3.2.

8.3.4. The use of Special Event table settings is charged separately, with the fee schedule in **Appendix D – Amenities and Fee Schedule**.

- 8.4. Anyone under the age of 14 must be accompanied by an adult, 18 years of age or older, to enter and use the Betsy Swift Community Kitchen, and must be under direct supervision when using any of its contents.
- 8.5. Space Users are required to wash and return to their proper place all utensils, table settings, pots, pans, and all other cooking and preparation supplies. Failure to do so will result in a cleaning fee as outlined in 10.4.2.1.
- 8.6. Any Space User renting the kitchen to sell prepared food must present a City of Toronto Business License and valid Food Handler Certificate(s), which will be copied and kept on file by the Centre.
 - 8.6.1. Food handler certification is required for a minimum of one (1) supervisor who will be on site for the full duration of the booking.
 - 8.6.2. The Space User must post in the kitchen a copy of the Business License and Food Handler Certification(s) for the full duration of the booking.

9. Cancelling Bookings, Cancellation Fees, and Refunds

9.1. Cancellations by the Space User.

- 9.1.1. Notification of cancellation must be submitted in writing and at least two (2) business days in advance.
- 9.1.2. If notice of cancellation is not provided at least two (2) business days in advance, RTCC will retain all booking fees.
- 9.1.3. This applies to Single Events, and to any Booking made as part of a Repeat Booking. (E.g., if a regular weekly meeting is cancelled, notice in writing must be provided stating that the space is not required that week.)
- 9.1.4. Space Users wishing to cancel the **Use of Space Agreement** must notify RTCC in writing.
- 9.1.5. Cancellation Fees
 - 9.1.5.1. Fee-Based Events:
 - 9.1.5.1.1. If written notice is provided at least two (2) business days before the scheduled date of the Event, all fees paid by the Space User, minus an administration fee of 10% will be refunded.
 - 9.1.5.1.2. Failure to provide proper written notice will result in forfeiture of all fees.
 - 9.1.5.2. Nominal Fee Based Events:
 - 9.1.5.2.1. If written notice is provided at least two (2) business days before the scheduled date of the event, the full fee will be refunded.
 - 9.1.5.2.2. Failure to provide proper written notice will result in forfeiture of all fees.

9.2. Cancellations by RTCC.

9.2.1. RTCC reserves the right to cancel any Booking for use of its space.

9.2.2. In usual cases, Notice of Cancellation will be given, in writing, not less than two (2) business days prior to the booked Event.

9.2.3. Occasionally, RTCC may need to relocate, reschedule or cancel an Event that has been booked, due to an emergency or other unanticipated circumstances.

9.2.4. If the Booking is cancelled, RTCC will work to reschedule the cancelled Booking to another convenient date.

9.2.5. Refunds for Events Cancelled by RTCC

9.2.5.1. If RTCC cancels a space booking and is unable to reschedule to another time, all fees paid will be refunded.

9.2.5.2. If RTCC cancels a booking for reasons outlined in Section 5.3.1, 5.3.2, or 5.3.3, all fees paid will be refunded.

9.2.5.3. If RTCC cancels a space booking because the space has not been used, all fees paid will be retained by RTCC.

9.2.5.4. If RTCC cancels a space booking because of damage to the Centre, damage or theft of RTCC property, or for reasons as outlined in Section 5.2.2 or 5.2.3, all fees will be retained by RTCC.

10. Deposits to Reserve Space

10.1. RTCC will not hold or guarantee availability of space without full payment of fees or receipt of a deposit.

10.1.1. Any Booking proposed within seven (7) calendar following the receipt of the Application for Space Use must be paid in full to reserve space, and is not eligible for a deposit.

10.1.2. Any deposit paid to reserve space is a down payment on the fees and is applied to the fees paid for a booking.

10.2. A 50% deposit of the full fee payable at the time of the space is booked may be paid to reserve a space for up to five (5) business days, following which full payment is due.

10.2.1. The time and/or date of the booking may be changed during these five (5) business days without losing the deposit or incurring a penalty.

10.2.2. The reservation may be cancelled within these five (5) business days without penalty and with full refund of the deposit.

10.2.3. Any booking not paid in full by the end of five (5) business days forfeits the deposit and loses the reservation.

11. Other Fees

11.1. Solid Waste Levy

- 11.1.1. To meet its sustainability goals, RTCC charges a Solid Waste Levy to groups that produce an excessive amount of garbage, regardless of Space User Category.
- 11.1.2. At the time of booking the space, users are required to provide a deposit to cover the Solid Waste Levy.
- 11.1.3. All private parties, licenced events, first-time large events, and other users deemed likely to produce a significant amount of waste are charged the deposit.
- 11.1.4. All waste is to be sorted into the appropriate receptacles in accordance to City of Toronto's solid waste guidelines, which are clearly posted throughout the building.
- 11.1.5. Once an event and the clean-up is concluded, the number of bags of garbage will be documented, and fee per bag is taken from the deposit.
 - 11.1.5.1. Any partially filled bag of garbage will be treated as a full bag of garbage and will be billed accordingly.
- 11.1.6. There is no fee for bags of recyclables or organic waste.
 - 11.1.6.1. Bags of recyclable waste or organic waste that are contaminated (e.g., garbage mixed with organics, organics mixed with recyclables, etc.) will be treated as garbage and charged accordingly.
- 11.1.7. The unused portion of the deposit will be refunded to the user in a timely manner.
- 11.1.8. Space Users who generate an amount of garbage that exhausts the deposit are required to pay the levy for each additional bag on the next business day.
- 11.1.9. Space Users are not permitted to make any further bookings until the full Solid Waste Levy is paid.
- 11.1.10. The amount of the deposit required and the per bag fee is outlined in **Appendix D – Amenities and Fee Schedule**.

11.2. Use of Equipment Fees

- 11.2.1. Additional fees are charged for the use of RTCC equipment and supplies.
- 11.2.2. All equipment fees must be paid for at the time the space is booked.
- 11.2.3. The fee schedule is outlined in **Appendix D – Amenities and Fee Schedule**.

11.3. Unscheduled Use

- 11.3.1. RTCC reserves the right to charge for any use of space that has not been booked; including but not limited to

- 11.3.1.1. Room occupancy begins prior to the booked start time;
- 11.3.1.2. Room occupancy extends past the booked completion time;
- 11.3.1.3. Occupying a room without a confirmed booking.

11.3.2. Out of Regular Hours fees apply for unscheduled occupancy that takes place outside of regular operating hours.

11.3.3. Nominal Fee Space Users will be charged the Reduced hourly fee for occupancy outside of scheduled use.

11.4. Cleaning Fee

11.4.1. Basic room set up and take down is included at no additional charge to Space Users, and Space Users are not required to fold tables, stack chairs, sweep, etc.

11.4.2. Space Users who leave space in a disorderly state, including, but not limited to, garbage or other waste outside of receptacles, abandoned decorations or other materials, tape, posters, and/or signs on walls, windows, and/or doors, dishes, flatware, and/or cooking implements not cleaned or not put away, kitchen surfaces not cleaned, will be charged an additional cleaning fee:

11.4.2.1. Cleaning fees for the Betsy Swift Community Kitchen are equivalent to two (2) hours of Full Kitchen rental.

11.4.2.2. Cleaning fees for all other spaces are equivalent to one (1) hour of room rental.

11.4.2.2.1. Nominal Fee Users charged for one (1) hour at the rate for Reduced Fee Users.

11.5. Loss, Theft, or Damage

11.5.1. Space Users will be held responsible for any damage to RTCC spaces and/or loss, theft, or damage to RTCC equipment.

11.5.1.1. The charge for damage to RTCC spaces, including, but not limited to, walls, windows, and doors, will be based on the cost of materials and the wages of staff performing the repair, or the cost of a qualified contractor, if necessary.

11.5.1.2. The charge for loss, theft, or damage of RTCC materials or equipment will be based on full replacement cost of identical or comparable items.

11.5.2. Space Users will not be permitted to book space until the Centre has received full payment for any loss, theft, or damage.

PART THREE - DEFINITIONS

- Booking:** The consecutive period for which RTCC space is reserved for an Event, including the time required to set up before the Event and clean up after the event.
- Businesses:** Space Users that are commercial or for-profit organizations.
- Catchment Area:** The RTCC by-law defines the Catchment Area as the Don River to the West, Danforth Avenue to the North, Lake Ontario to the South, and Coxwell Avenue on the East.
- Event:** The consecutive time for participants attending a program, meeting, or activity that takes place in the Ralph Thornton Community Centre.
- Single Event:** An Event that is held on only one occasion.
- Repeat Event:** An Event that takes place more than once (e.g., two or more times) or on a regular basis (e.g., weekly, bi-weekly, or monthly).
- Fees:** The amounts approved by the RTCC Board of Management for the use of RTCC space and equipment. Fees include per hour and flat fees for the use of space and equipment, as set out in the fee schedules. Fees are reviewed and updated annually.
- Holidays:** Any days during which the Ralph Thornton Community Centre is closed to the public, including, but not limited to, statutory holidays. Holiday Hours begin at midnight on the day of the Holiday.
- Kitchen:** Betsy Swift Community Kitchen.
- Kitchenette:** Areas in the basement and on the third floor where limited food or drink preparation may take place.
- Nominal Fee Events:** Events for which RTCC waives the hourly fee that would normally be payable for RTCC space, but for a small, flat fee to cover a portion of the administrative costs. Such events must meet the criteria as set out in Section 6.
- Operating Hours:** RTCC's regular Operating Hours are 9:00 am to 9:00 pm (09:00 to 21:00), Monday through Sunday.
- Out of Regular Hours:** Times outside of Operating Hours. Out of Regular Hours are generally between 9:00 pm to 9:00 am (21:00 to 09:00). On the eve of a Holiday, Out of Regular Hours extends from 9:00 pm to midnight (21:00 to 00:00), at which point Holiday Hours apply.
- Participant:** Anyone who attends an Event held in the Ralph Thornton Community Centre.
- Program:** Activities and/or services organized and provided by RTCC, by RTCC staff, volunteers, or with partnered individuals or organizations. To maintain program integrity and consistency, program uses take priority in room bookings.

- Space:** Any of the rooms or portions thereof available for use or rental, as listed in **Appendix A – Bookable Space and Amenities.**
- Space Users:** An individual, group, or organization that applies to use RTCC space within the terms of this policy.
- Space User in Good Standing:** A Space User that meets the requirements set out in this policy, specifically related to proper completion of all forms, full payment of all required fees, and complying with RTCC’s policies and procedures.
- Special Occasion Permit (SOP):** The liquor license that must be obtained to serve alcohol at an Event. The SOP is issued by the Alcohol and Gaming Commission (AGCO), and may be obtained at Liquor Control Board of Ontario (LCBO) stores.
- Tenant Users:** Entities that maintain permanent tenancy in the Ralph Thornton Community Centre through a formal lease arrangement. These entities are the Toronto Public Library Queen/Saulter Branch and the South Riverdale Child-Parent Centre.

Appendix A – Bookable Space and Amenities

Floor	Room	Area (Bookable)	Room Occupancy	Amenities Included
Third	Multi-Purpose Room	1,190 sq. ft.	70 people	<ul style="list-style-type: none"> • Tables (folding) • Chairs • Wi-fi
Second	Riverdale Auditorium (full)	2,090 sq. ft.	180 people	<ul style="list-style-type: none"> • Tables (folding) • Chairs • Wi-fi • Retractable projection screen • Direct access to Kitchen
	Riverdale Auditorium (North)	1,000 sq. ft.	75 people	<ul style="list-style-type: none"> • Tables (folding) • Chairs • Wi-fi • Retractable projection screen • Direct access to Kitchen
	Riverdale Auditorium (Centre)	650 sq. ft.	60 people	<ul style="list-style-type: none"> • Tables (folding) • Chairs • Wi-fi
	Riverdale Auditorium (South)	440 sq. ft.	30 people	<ul style="list-style-type: none"> • Tables (folding) • Chairs • Wi-fi
	Community Meeting Room	193 sq. ft.	10 people	<ul style="list-style-type: none"> • Tables • Chairs • Wi-fi • Speaker phone
	Betsy Swift Community Kitchen	430 sq. ft.	20 people	<ul style="list-style-type: none"> • Refrigerator • Counters • Sinks • Microwave oven • Large wood table and chairs • Wi-fi <p><i>(See Appendix D for other amenities)</i></p>
Mezzanine	Mezzanine	750 sq. ft.	30 people	<ul style="list-style-type: none"> • Tables • Chairs
Basement	Foundation Room	1,190 sq. ft.	50 people	<ul style="list-style-type: none"> • Tables (folding) • Chairs • Wi-fi
	Computer Lab	300 sq. ft.	12 people	<ul style="list-style-type: none"> • Nine Windows computers with internet • Printer • Wi-fi • Speaker phone

Appendix B – Space User Categories

User Category	Criteria
A	<p>Nominal Fee</p> <ul style="list-style-type: none"> • Local arts and cultural groups and events with no admission • Local City Councillor and School Trustees • Not-for-profit organizations 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 • Local social enterprises (2 year start-up) • 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 C – Fee Schedule for Room Rentals

User Category	Room		Fees (per hour)	Out of Hour Fees (per hour)
A	All Rooms		\$10/booking	\$66
B	Auditorium	One Section	\$13	\$66
		Two Sections	\$26	
		Full Auditorium	\$39	
		Meeting Room (2 nd Floor)	\$13	
		Third Floor	\$26	
		Mezzanine	\$13	
		Basement	\$20	
Computer Lab	\$26			
C	Auditorium	One Section	\$26	\$100
		Two Sections	\$52	
		Full Auditorium	\$78	
		Meeting Room (2 nd Floor)	\$26	
		Third Floor	\$52	
		Mezzanine	\$26	
		Basement	\$40	
Computer Lab	\$52			
D	Auditorium	One Section	\$39	\$130
		Two Sections	\$78	
		Full Auditorium	\$117	
		Meeting Room (2 nd Floor)	\$39	
		Third Floor	\$78	
		Mezzanine	\$39	
		Basement	\$52	
Computer Lab	\$78			
A, B, C, D	Kitchen	Basic use and preparation	No Charge	\$66
	A	Kitchen	Cold Food preparation	
Kitchen		Full Kitchen	\$13	
Alcohol use in Kitchen add \$20/hour				
B, C, D	Kitchen	Cold Food preparation	\$13	\$66
	Kitchen	Full Kitchen	\$26	
Alcohol use in Kitchen add \$46/hour				
Holiday Rates (All Users)	Auditorium	One Section	\$178 (\$191 with alcohol served)	
		Two Sections	\$205 (\$231 with alcohol served)	
		Full Auditorium	\$231 (\$271 with alcohol served)	
		Meeting Room (2 nd Floor)	\$178	
		Third Floor	\$205 (\$231 with alcohol served)	
		Mezzanine	\$178	
		Basement	\$189 (\$205 with alcohol served)	
		Basement Computer Lab	\$205	
		Kitchen (only with room booking)	\$26 (\$66 with alcohol served)	

Appendix D – Amenities and Fee Schedule

Solid Waste Levy

Amenity	Fee	
Deposit (payable at time of booking)	\$100	Unused portions of the deposit are refundable
Per Bag Levy	\$10	Per bag of garbage or contaminated recycling or organic waste

Equipment Available

Amenity	RTCC Fees
Projector	\$10
Laptop	\$10
SmartBoard with Computer (exclusive to Community Meeting Room)	\$10
Upright Piano	No fee – Reservation required
Sound System (microphone, mixing board, speakers)	\$20

Kitchen Amenities Included with Each Classification

Kitchen Amenity	Basic Use	Cold Food Preparation and Service	Full Kitchen Access
Countertops	✓	✓	✓
Sinks	✓	✓	✓
Electric Kettle	✓	✓	✓
Coffee Maker	✓	✓	✓
Refrigerator	✓	✓	✓
Basic mugs and drinking glasses	✓	✓	✓
Microwave Oven	✓	✓	✓
Plastic Water Pitchers	✓	✓	✓
Cleaning Supplies	✓	✓	✓
Basic Plates		✓	✓
Basic Cutlery		✓	✓
Serving Platters		✓	✓
Cutting Boards		✓	✓
Basic Chef knives		✓	✓
Dishwasher		✓	✓
Dishware			✓
Range Top			✓
Oven			✓
Pots, Pans			✓
Baking Supplies			✓
Blenders, Food Processor			✓

Premium Kitchen Items

Amenity		RTCC Fee
Small Drinking Glasses (6 oz)		\$0.20 each
Large Drinking Glasses (12 oz)		\$0.20 each
Coffee Mugs (8 oz)		\$0.15 each
Dinnerware	Dinner Plate (10")	\$0.15 each
	Side Plate (6.5")	\$0.15 each
	Bowl	\$0.15 each
Flatware	Dinner Fork	\$0.20 each
	Dessert/Salad Fork	\$0.20 each
	Dinner Knife	\$0.20 each
	Dessert/Soup Spoon	\$0.20 each
	Tea Spoon	\$0.20 each
Dinner Setting (includes each of the above)	One Setting	\$2.00 each
	Up to 25 Settings	\$40
	Up to 50 Settings	\$80
	Up to 75 Settings	\$120
	Up to 100 Settings	\$160
	Up to 120 Settings	\$190
Wine Glasses		\$0.20 each
Coffee Urn		\$8 each
Chafing Dish		\$10 each
Glass Water Pitchers		\$2 each
Table Cloths		\$5 each