

FAQ's for All-Weather Fields

1. When do I need to pay HRM for the facility rental?

The client agrees to pay all rental fees and other charges in advance of use as per the payment procedures set forth by the Scheduling Office. Under certain circumstances, the option of a payment plan may be available.

2. Can I cancel my booking or get a refund?

Once the facility has been verbally confirmed by Scheduling staff, there will be no cancellations or refund of fees. The client may wish to coordinate the transfer of turf time to other users in consultation with Scheduling staff. There are no cancellations or refunds for inclement weather.

3. What's prohibited from All-Weather surfaces?

The following are prohibited on any all-weather facility:

- Smoking
- Alcoholic beverages
- Spectators on turf
- Pets
- Bicycles
- Chewing tobacco
- Spitting and chewing gum on turf
- Tape
- Hair pins, hair clips
- Footwear with metal cleats/studs, high heels and lawn chairs
- Sunflower seeds, popcorn, cotton candy, shelled nuts and peanut products
- Glass bottles or similar products
- Climbing, swinging or hanging on fences, netting, goal posts, or crossbars
- High heeled footwear on turf
- Lawn chairs

If any of these offenses occur the client will be fined:

- \$150 for the first offense;
- \$300 for the second offense;
- \$500 for the third offense and the client will immediately lose their field bookings for the remainder of the season and for the following season.

4. What am I responsible for as the client?

You are responsible for:

- Behaviour of all participants and spectators
- Damages caused to the facility/equipment; and
- Assisting in keeping the facility clean during and immediately following usage.

If the client causes damage to the facility, the client will be accountable for and charged any costs for the required restoration.

5. Who's responsible for security?

Security requirements for all events must be agreed to by both scheduling staff and the client. Any associated costs will be the responsibility of the client.

6. Can I charge admission?

Yes, but you must receive prior approval from the Scheduling Staff to charge admission.

7. Can I use my event at the field for fundraising opportunities?

Yes, but you must receive prior approval from the Scheduling Staff. Clients are also responsible for obtaining all required permits and licenses.

8. What happens if there is an accident/injury during my field rental?

All accidents and injuries must be reported immediately to the Facility Monitor.

9. What should I bring with me to the field?

Bring a copy of your facility rental contract, as you may be required to present it to the Facility Monitor. If you're unable to have a copy with you, ensure you have the contact phone number of the League Administrator on hand in case of scheduling conflicts. If you're not able to provide verification of your booking, you may be asked to leave the facility.

10. Can I have a canteen or BBQ?

Yes, but you must receive prior approval from Scheduling staff. No tables, chairs, canopies are permitted to be set up on the turf. Clients are also responsible for obtaining any required permits and licenses.

11. Is there a limit on the number of spectators?

Yes, there is a maximum occupancy load for the facility which includes spectators and participants. Clients are responsible for ensuring this number is not exceeded. Please check with the Facility Scheduler to confirm the occupancy load in advance of your booking.