

## Online Last-Minute Rentals Public FAQ

### General Information

- 1) What is a Last-Minute Rental?
  - a) Each season, times are available after all regular contracts have been confirmed will be made available online for last-minute rentals. Currently online rentals are accommodating Arenas, All Weather Fields, Courts, and Gymnasiums.
- 2) Which outdoor facilities have last-minute rental times available for online booking?
  - a) Please visit [halifax.ca/LastMinute](http://halifax.ca/LastMinute) for a details list of which facilities are able to be booked online.
- 3) Do the standard rental contract terms and conditions apply to last-minute rentals?
  - a) Yes. All terms and conditions of a standard rental contract apply to last-minute rentals. Standard rental contract terms and conditions and additional last-minute rental rules can be found at [halifax.ca/LastMinute](http://halifax.ca/LastMinute).
- 4) How far in advance can I see/book last-minute outdoor facility time online? How close to my rental time can I make an online booking (i.e. advance notice)?

Last-Minute Rental Timeframes			
Assets	Viewable*	Bookable**	Last Possible Booking***
Arenas	6 Months	14 Days	3 Days
Gymnasiums	14 Days	14 Days	4 Days
Courts	7 Days	7 Days	1 Hour
All Weather Fields	2 Months	14 Days	3 Days

\*Viewable - How far in advance a bookable space can be viewed online.

\*\*Bookable - How far in advance a space can be rented.

\*\*\*Last Possible Booking - Lead time required for a space can be rented.

i.e., at 3 p.m. you can book a 4 p.m. timeslot for courts or if today is Monday, a gymnasium rental can be made for Friday.

- a) If you want to make a booking that is less than the last possible booking time listed above, contact facility scheduling staff directly.
- 5) How late in the evening can I book a last-minute time?

- a) **Outdoor facilities** with lights can be booked until 11 PM. Outdoor facilities without lights can be booked until 9:00 PM, or sunset, whichever comes first.
  - b) **Gymnasiums** – please visit the specific site for location hours of operations. [Parks & Rec Recreation Centres by Location](#)
  - c) **Arenas** - Most arenas are open to 12:00 AM (midnight), however, the last available timeslot online ends at 11:45 PM.
  - d) Some rentals may have time available between 11:45 PM and 12:00 AM; if you would like to book this time, please contact arena scheduling staff to inquire.
- 6) What is the minimum rental time I can book online?
- a) **Courts** – minimum rental time is 45 minutes. Additional time can be booked in 15-minute increments.
  - b) **Outdoor Facilities** (excluding courts) – minimum rental time is one (1) hour. Additional time can be booked in 30 minute increments.
  - c) **Gymnasiums** – minimum rental time is one (1) hour. Additional time can be booked in 30 minute increments.
  - d) **Arenas** – One hour, which includes 50 minutes of ice time and a 10-minute flood. Additional time can be booked in 15-minute increments.
- 7) Can I cancel my “regular” booking (i.e. a booking that is part of a rental contract) to make an online last-minute outdoor facility booking?
- a) No. Regular season rental contracts cannot be cancelled once they are executed.
- 8) Can I cancel a last-minute outdoor facility booking online?
- a) No. Last-minute outdoor facility bookings cannot be cancelled.
- 9) Will a refund be provided if a last-minute outdoor facility booking is cancelled?
- a) Last-minute outdoor facility bookings are final and non-refundable. A credit note will be provided only if the facility needs to cancel a booking (e.g. a storm event).
- 10) Is insurance required for a last-minute outdoor facility rental?
- a) Facility staff may ask for proof of insurance for any arena rental.
  - b) As an option, HRM offers a short-term insurance program through AON for those who need to purchase liability insurance. During the online booking process, the URL to [purchase AON coverage](#) is noted.
  - c) During the online booking process, you must indicate whether you are booking as an individual or if you are affiliated with an organization. If an organization, you can enter the organization name. If an individual, you can enter your insurance company name and the policy number.

## Online Last-Minute Rental Bookings

- 11) How do I make an online last-minute rental booking?
- a) You can find the step by step customer Quick Reference Guide for **Online Last-Minute Rental Bookings** at [halifax.ca/LastMinute](http://halifax.ca/LastMinute).

- 12) Do I need an online account to purchase last-minute Outdoor facility time?
- a) Yes, you will need an online account to book and pay for last-minute Outdoor facility rentals.
  - b) If you are new to the HRM recreation system, you can create a new account at [recreation.halifax.ca](https://recreation.halifax.ca) by selecting the **Create a New Account** button.
  - c) If you already have an account in our system but you can't access it online, please contact arena scheduling staff. Staff will link your email address to your existing account to provide you with online access.
- 13) I will be making bookings for an organization. Can I use the organization's online account?
- a) It is **strongly recommended** that you create a personal account with a personal email to make online last-minute rental bookings. Most outdoor facility rental organizations will have outstanding monthly charges on their account and accounts with any outstanding debt are blocked from making online bookings.

## Fees/Rates and Payment

- 14) What is the cost/hour?
- a) Last-minute rental rates differ depending on the booking type and time of day. The price will be displayed after you select a specific facility, date/time and duration.
- 15) How many bookings can I make at a time?
- a) There is no limit to the number of timeslots that can be booked in a single transaction. Multiple bookings can be added to the online cart and processed in a single payment.
- 16) What methods of payment are accepted?
- a) Credit card: Visa or Mastercard
- 17) Can I make an online booking if I have outstanding charges/debt on my account?
- a) No. All outstanding charges/debt on your account must be paid before you can make an online booking. Select the Bills and Payments menu option in your MyRec account to view outstanding charges and make a payment.
- 18) Can I add last-minute bookings to an existing contract and be invoiced at a later date?
- a) No. Up-front payment is required to confirm last-minute outdoor facility bookings.
- 19) Can I pay onsite when I arrive at the facility?
- a) No. Up-front payment is required to confirm last-minute outdoor facility bookings.
- 20) What if I need additional equipment or set-up (e.g. extra nets, skate guards, party room, etc.)?
- a) During the online booking process, you can indicate that you need additional equipment or set-up, however, you must contact facility rental staff directly to specify and confirm the arrangements.
  - b) If additional charges apply, facility rental staff will add these charges to your account. You can pay these additional charges through your online account.
- 21) Will I receive a payment receipt / booking confirmation?

- a) Yes. After completing your online payment, you will receive a booking confirmation email. **Bring this confirmation email to the arena;** facility staff may request to see it when you arrive. If you don't see the confirmation email in your Inbox, check your Junk/Spam folder.