

## Last-Minute Online Rentals Frequently Asked Questions (FAQs)

### General Information

#### 1) What is a Last-Minute Rental?

- a) Each season, after all regular rental contract bookings have been confirmed, any remaining time will be made available online for last-minute rentals. Online rentals can be booked at <https://recreation.halifax.ca/enterprise/facility/availabilitysearch>.

#### 2) Which facilities have last-minute rental times available for online booking?

- a) Visit [halifax.ca/LastMinute](http://halifax.ca/LastMinute) for a detailed list of facilities that can be booked online. Currently, participating arenas, all weather fields, ball diamonds, courts, recreation centre gymnasiums, and sport fields are available for last minute online rentals. Additional facilities may be added in future.

#### 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 rental 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
All Weather Fields	2 Months	14 Days	3 Days
Ball Diamonds	2 Months	14 Days	3 Days
Courts	7 Days	7 Days	1 Hour
Gymnasiums	14 Days	14 Days	4 Days
Meeting Rooms****	14 Days	14 Days	4 Days
Sport 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.

\*\*\*\*Meeting Rooms Includes - Program rooms, activity rooms, boardrooms, multipurpose rooms, dance studios

- a) If you want to make a booking that is less than the last possible booking time listed above, contact the facility scheduling staff directly.

## 5) How late in the evening can I book a last-minute time?

- a) **Arenas** – Most arenas are open to 12:00 AM (midnight), however, the last available timeslot online ends at 11:45 PM. Some arenas may have time available between 11:45 PM and 12:00 AM; if you would like to book this time, contact arena scheduling staff.
- b) **All Weather Fields** – with lights can be booked until 11 PM. Outdoor facilities without lights can be booked until 9:00 PM, or sunset, whichever comes first.
- c) **Ball Diamonds** – with lights can be booked from 8 a.m. until 11 p.m. Diamonds without lights are available 8 a.m. to 8 p.m. You can find the detailed list of [Ball Diamonds](#) rental information. Select the [Classification List](#) at the bottom of the page to review all Ball Diamond details.
- d) **Courts** – with lights can be booked until 11 PM. Outdoor facilities without lights can be booked until 9:00 PM, or sunset, whichever comes first.
- e) **Gymnasiums and Rental Rooms in Recreation Centres** – You can find hours of operation for each Recreation Centre by clicking this link: [Recreation Centres by Location](#)
- f) **Sport Fields** – can be booked generally from 8 a.m. to 8 p.m. You can find the detailed list of [Sport Fields](#) rental information. Select the [Classification List](#) at the bottom of the page to review all Sport Field details.

## 6) What is the minimum rental time I can book online?

- a) **Arenas** – One hour, which includes 50 minutes of ice time and a 10-minute flood. Additional time can be booked in 15-minute increments.
- b) **All Weather Fields** - (excluding courts) – minimum rental time is one (1) hour. Additional time can be booked in 30 minute increments.
- c) **Ball Diamonds** - (excluding courts) – minimum rental time is one (1) hour. Additional time can be booked in 30 minute increments.
- d) **Courts** – minimum rental time is 45 minutes. Additional time can be booked in 15-minute increments.
- e) **Gymnasiums and Rental Rooms in Recreation Centres** – minimum rental time is one (1) hour. Additional time can be booked in 30 minute increments.
- f) **Sport Fields** - (excluding courts) – minimum rental time is one (1) hour. Additional time can be booked in 30 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 booking?

- a) No. Regular season rental contracts cannot be cancelled once they are executed to replace bookings with last minute rentals. Last minute rentals cannot be used to replace regular bookings.

## 8) Can I cancel a last-minute booking online?

- a) No. Last-minute bookings cannot be cancelled online. Last minute rentals are final and non-refundable.

## 9) Will a refund be provided if a last-minute facility booking is cancelled?

- a) Last-minute rental bookings are final and non-refundable. The municipality reserves the right to cancel or amend the implementation of last minute rentals for any time at its discretion. If a booking is cancelled by your

municipal recreation facility, a credit for the booking will be added to the client's account. (i.e, weather/storm events).

## 10) Is insurance required for a last-minute facility rentals?

- a) Facility staff may ask for proof of insurance for an 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 for arenas, the URL to [purchase AON coverage](#) is noted.

## Online Last-Minute Rental Bookings

### 11) How do I make an online last-minute rental booking?

- a) You can find the step by step **Client Guide for Online Last-Minute Rentals** at [halifax.ca/LastMinute](http://halifax.ca/LastMinute). Separate client guides are available for arenas, recreation centre gymnasiums and outdoor facilities.

### 12) Do I need an online account to purchase a last-minute rental booking?

- a) Yes, you will need an online account to book and pay for last-minute facility rentals.
- b) If you are new to the HRM recreation system, you can create a new account at [recreation.halifax.ca](http://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 facility scheduling or your local recreation centre 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 organizations with facility rental contracts will have outstanding monthly charges on their account and accounts with any outstanding debt are blocked from making online bookings.

## Fee/Rates and Payment

### 14) What is the cost/hour?

- a) Last-minute rental rates differ depending on the facility 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 for all last-minute rentals.

**19) Can I pay onsite when I arrive at the facility?**

- a) No. Up-front payment is required for all last-minute rentals.

**20) What if I need additional equipment or set-up (e.g. extra nets, skate guards, party room, etc.)?**

- a) Some facilities do not provide additional equipment or set-up. Contact facility rental staff directly to inquire about and confirm any additional equipment or set-up.
- b) If additional charges apply, staff will add these charges to your account. You can pay 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 recreation facility;** 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.

**22) Can Corporate Users Reserve Last Minute Rental Bookings?**

- a) No. Last minute rentals are reserved for individual and not-for-profit organizations/groups. Corporate rentals are required to pay corporate rates and book rentals through their Facility Scheduling Office. [Click here for more information.](#)