
Policy Title: Use of City Facilities**Policy Number: 05-01-12**

Section: Property and Facilities**Effective Date: September 22, 2020****Approved by:****Council****Subsection: Use of Public Property****Last Review Date: September, 2025****Owner Division/Contact:****Recreation and Culture
Division/Customer Service Center**

Policy Statement

City Facilities are available for use by members of the public, including not-for-profit and commercial groups, elected officials and City of Mississauga staff, primarily for meetings or events that are cultural, civic, recreational or educational in nature. Rental fees for City Facilities and other applicable charges that are established annually by by-law are mandatory.

Purpose

Providing access to its Facilities in a fair and equitable manner supports the City's commitment to fostering a climate of understanding and mutual respect for the dignity and worth of each individual. Procedures are required so that a uniform approach can be taken to ensure respect for both patrons and Facilities.

Scope

This policy applies to all bookable City Facilities, with the exception of staff meeting/boardrooms and the exclusion set out below.

Exclusions

This policy does not apply to outdoor events at Mississauga Celebration Square. Refer to Corporate Policy and Procedure – 05-03-03 - Outdoor Events in the Civic District for guidance on outdoor events.

Related Policies

Arena Ice/Floor Allocation

The City of Mississauga is committed to meeting the recreational needs of the City and its residents through a comprehensive arena ice allocation policy for all users. For more information refer to Corporate Policy and Procedure - 08-03-03 - Arena Ice/Floor Allocation. In the event of a conflict in the booking process between this policy and the Arena Ice/Floor Allocation policy, the Arena Ice/Floor Allocation policy takes precedence.

Sports Field Management

The City of Mississauga is committed to meeting the community's recreational needs in a fiscally responsible manner through a comprehensive outdoor sports field management policy. For more information refer to Corporate Policy and Procedure – 08-03-07 –Sports Field Management. In the event of a conflict in the booking process between this policy and the Sports Field Management policy, the Sports Field Management policy takes precedence.

Payment of Fees

For information on Facility rental payment terms refer to Corporate Policy and Procedure - 04-01-05 - Payment and Refund of Facility Rental Fees.

Community Group Registry Program

For additional information on Facility rentals for eligible community groups, refer to Corporate Policy and Procedure - 08-01-01 - Community Group Registry Program. In the event of a conflict in the booking process between this policy and the Community Group Registry Program policy, the Community Group Registry Program policy takes precedence.

Serving Alcohol at City Facilities

For information on the conditions under which alcohol may be permitted in City facilities refer to Corporate Policy and Procedure - 05-01-03 - Serving Alcohol in City Facilities.

Definitions

For the purposes of this policy:

“Annual Recurring Booking” means a booking at a Culture Event Facility for the same date (or set of dates) for a minimum of three consecutive years (such as “the first Saturday of May” or “the Thursday and Friday before Victoria Day”).

“Culture Event Facility” includes Paramount Fine Foods Centre (Main Bowl and community rinks), Living Arts Centre, Small Arms Inspection Building, and Meadowvale Theatre. It does not include meeting room and arts studio bookings at Living Arts Centre and Paramount Fine Foods Centre.

“Customer Service Centre” or “CSC” means the Recreation and Culture Division booking and registration office.

“Facility” means meeting rooms, libraries, lobbies, auditoriums, theatres, display areas (e.g. cases, walls), banquet and event spaces, gymnasiums, sports fields, golf courses, pools, arenas, museums, arts studios and marinas owned or operated by the City of Mississauga, including Culture Event Facilities and the Civic Centre. It does not include properties which are leased or under a management and operation agreement for long-term use.

“Large Event” means a booking by a single user group that involves one or more of the following:

- Events that draw tourists into the City and/or where Mississauga is hosting a regional, national or international event
- Booking multiple spaces within a Culture Event Facility for an event with a projected attendance of more than 1, 200 participants per event day, and/or
- Booking a Culture Event Facility for a span of ten or more consecutive days

“Sauga Celebrates Events” refers to outdoor events in City-owned spaces that require permissions and resources through the outdoor events booking team.

Accountability

Directors

Directors are accountable to ensure all applicable managers/supervisors are aware of this policy and of any subsequent revisions.

Managers/Supervisors

Managers/supervisors with staff who are responsible for Facility bookings and operations are accountable for:

- Ensuring staff in their respective work units are aware of this policy and of any subsequent revisions
- Ensuring applicable staff are trained on this policy with respect to their specific job function, and
- Ensuring applicable staff comply with this policy

Conditions of Use

The City of Mississauga will not knowingly permit any individual or group to use its Facilities in contravention of the conditions of use outlined in this policy.

All use of Facilities will be considered in light of the City’s need to ensure that:

- An individual or group does not endorse views and ideas which are likely to promote discrimination, contempt or hatred for any person on the basis of political affiliation, economic status, level of literacy or the protected grounds defined in the Ontario Human Rights Code, as amended (race, national or ethnic origin, citizenship, religion, age, sex, marital status, family status, sexual orientation, disability)
- In light of generally acceptable, prevailing community standards, the event is not likely to cause deep or widespread offence
- Activities are not conducted or promoted that have the potential to incite bullying (behaviour by a person or group which intimidates or demeans another person), the use or intended use of violence (physical force) and/or hatred (refer to Corporate Policy and Procedure - 01-03-04 - Respectful Workplace and Corporate Policy and Procedure – 01-07-01 - Workplace Violence)
- There is no conflict with the City’s core values or vision and the booking does not adversely impact the City’s identity

- Activities are not conducted or promoted that are contrary to municipal, provincial or federal law or City by-laws, policies or an official code of conduct
- All regulatory approvals are obtained (e.g. alcohol, lottery licence, etc.)
- There has been no previous known noncompliance with the conditions of use outlined in this policy by the individual or group requesting the booking
- The individual or group requesting the booking is in good financial standing with the City (e.g. there are no monies owing for Facility rental contracts)
- Participants and patrons of the Facility are adequately safeguarded
- The security and protection of the Facility is adequately safeguarded, and
- Any terms and conditions of use, guidelines or operating procedures of the specific Facility are complied with

Requirements Once Approved

Once a request to book a Facility has been approved, the user, where applicable, will be required to:

- Provide all requested information and documentation prior to the rental, including proof of insurance in accordance with By-Law 0264-2007 as amended, if applicable
- Obey all federal and provincial laws and City by-laws and policies
- Accept financial responsibility for any damage to property or furnishings and/or any personal injury claims resulting from the use of the Facility (damage/security deposits may be required)
- Ensure that security services (police, first aid, City Security Services and/or third-party security services) are available on-site if required as a condition of approval, and
- Ensure that alcoholic beverages are served only with specific approval to do so and under permit from the AGCO (Alcohol and Gaming Commission of Ontario) and in accordance with Corporate Policy and Procedure - 05-01-03 - Serving Alcohol at City Facilities

Booking Process

Bookings can be made:

- By calling the CSC at 905-615-4100 (option 2) during operating hours
- By visiting a CSC counter during operating hours
- Online, where applicable
- For banquet and Culture Event Facilities, by contacting the applicable Facility directly
- For golf tournaments, by calling 905-615-GOLF (4653)
- For marinas, by contacting the marina directly
- For walk-in bookings when the CSC is closed, through the applicable Facility on a first-come-first-served basis, where available (e.g. community centres)
- For Culture Event Facilities, by contacting 905-615-4404

A Facility rental contract will be sent to the customer. The contract will include all details pertaining to specific requirements and/or applicable fees for costs incurred for the City to

provide services which are over and above the standard level of service (e.g. additional security, maintenance, technical support, furniture, signage, etc.).

All rental customers are required to acknowledge the booking terms and conditions of the rental contract prior to the rental date. Contracts will be retained for audit purposes in compliance with the Records Retention By-Law 0097-2017, as amended.

Booking Priorities for Civic Centre Hearing Room, Great Hall and Council Chambers

The City reserves the right to move groups from these areas to an alternate location and/or to cancel bookings in favour of the following groups:

- First Priority
 - Council or Committees of Council
 - Emergency Management Program Committee (meetings only)
- Second Priority
 - Groups for which the City has a statutory obligation to provide meeting/hearing space (such as the Local Planning Appeal Tribunal, the Consolidated Hearing Board, and the Conservation Review Board)
- Third Priority
 - Other federal or provincial boards (such as the Assessment Review Board, and the Environmental Hearing Board)
- Fourth Priority
 - Other City meetings
 - Outside groups

Booking Timelines - Allocation Process

City programs and bookings that are made as part of the indoor or outdoor allocation process will comply with the booking timelines set out annually by the Recreation and Culture Division.

Booking Timelines - Banquets

Banquet facilities may be booked up to two years in advance.

Booking Timelines - Culture Event Facilities

First priority is given to City-produced events. For all other events, booking timelines are as follows:

- Tenants - in accordance with lease agreement
- Large Events - 24 months in advance
 - Large Events must firm a Facility Rental Contract within 5 months of the initial inquiry
- City programming - 20 months in advance
- Annual Recurring Bookings - 14 months in advance
- Affiliate groups registered in accordance with the Community Group Registry Program - 13 months in advance
- All other requests - 12 months in advance

Note: Auxiliary spaces at Culture Event Facilities can only be booked independently (i.e. without the need to book other spaces in the Facility) up to 3 months before the event date.

Bookings are open on a first come, first serve basis within the booking timelines set out above. When a conflict arises, priority will be given to affiliate groups.

New or existing events deemed by the City to contribute to the City's vibrancy and arts and culture profile through their cultural impact or innovative programming or that add economic benefit to Mississauga from a tourism perspective can be booked at any time with applicable director approval.

Booking Timelines - Picnics

Sauga Celebrates events are given booking priority. For all other bookings, timelines are as follows:

- Rental requests may be submitted in November for bookings for the following year (e.g. Requests for 2026 bookings are accepted beginning in November 2025)
- Bookings are assigned in January once Sauga Celebrates bookings have been confirmed for the upcoming season (annual bookings are prioritized, where possible, but are not guaranteed)
- After the original booking assignment, bookings are open on a first come, first serve basis for the current picnic season

Note: Non-resident and commercial bookings are only accepted 2 months in advance of the event date.

Booking Timelines - Other Bookings

Unless otherwise stipulated in this policy, booking timelines are as follows:

- Groups that are affiliated in accordance with Corporate Policy and Procedure - 08-01-01 - Community Group Registry Program -12 months in advance
- All other users -10 months in advance (with the exception of non-resident and commercial photography, which can only be booked 2 months in advance)

Bookings are based on a first come, first served basis. Annual bookings should be reserved as early as permitted for the following year in order for the date to be secured, as dates are not automatically held for annual bookings if not formally requested and approved.

Conditions for Cancellation

The City reserves the right to:

- Seek clarification of the purpose of an individual or group's booking request
- Suspend or defer a booking as the City investigates allegations of noncompliance with this policy
- Decline a booking or cancel a contract if any of the conditions for approval are not met

- Cancel a booking if the applicant fails to acknowledge and agree to the terms and conditions of the rental contract prior to the rental
- Decline or cancel a booking if the organization is on the list created by the Government of Canada in accordance with the *Anti-Terrorism Act*

Bookings may be cancelled by the customer in compliance with Corporate Policy and Procedure - 04-01-05 - Payment and Refund of Facility Rental Fees.

Decision Making Process

Applicable staff will conduct an objective and impartial analysis of any booking that:

- Appears at the time of the booking request to conflict with any of the conditions of use outlined in this policy, or
- Has already occurred and non-compliance with the conditions of use has been reported to or noted by the City

The booking will be analysed in relation to the conditions of use. Consideration may also be given to the nature, purpose and content of the Facility use.

Staff involved in the analysis will make a recommendation, in writing, to the director responsible for the Facility to:

- Decline the booking request
- Approve the booking request, or
- In the case of a booking that has already occurred, direct staff to decline further booking requests from the individual or organization, if applicable

The director will make the final decision based on the conditions of use and advise the customer of the decision. Cancellation of existing bookings by the City will result in a full refund to the customer of any amounts paid.

Appeal Process

Organizations whose Facility booking request has been declined or cancelled by the City may request a review of the decision. Requests for review may be made in writing to the Commissioner, Community Services. The decision of the Commissioner is final and binding.

Exceptions

Any exception to this policy must be approved, in writing, by the Director of Recreation and Culture.

Revision History

Reference	Description
GC-0442-2016 – 2016 06 22	

2016 09 22	Admin revisions - removed section on use of public spaces and added day-of bookings
March 28, 2018	Housekeeping to revise Community Group Support Program to Community Group Registry Program.
July 03, 2018	Admin revision to include Paramount Fine Foods Centre; effective July 01, 2018
July 16, 2018	Housekeeping revision to include Small Arms Inspection Building in Booking Process.
August 28, 2018	Housekeeping – OMB renamed Local Planning Appeal Tribunal.
December 16, 2019	Scheduled review. Revised to include PFFC Arena booking timelines.
September 22, 2020	Revised to include the LAC.
October 7, 2020	Minor revision to PFFC timeline to 2 years in advance to align with Recreation By-law.
October 27, 2021	Admin change to add Maja Prentice Theatre; same processes as Meadowvale Theatre.
November 10, 2021	Minor additions to Meadowvale Theatre booking timelines.
September 24, 2025	Scheduled review. Housekeeping revision to update definitions and timelines and to clarify the process for booking Culture Event Facilities.