

FAQ

- All requests must be submitted to the Recreation Program Specialist using the Programs Request Form.
- Staff requests will be processed on a first-come, first-served basis and are subject to staff availability.
- Once the Program Request Form is received, the Recreation Program Specialist must pre-approve the booking space, and will put out a call for staff. Once staff have been secured, a quote will be sent to the requesting partner for approval.
- A menu of program offerings is available. Requesting partners can make reasonable off-menu program requests, though the Recreation Program Specialist has the right to deny such requests.

Staffing

- All staff are certified in Intermediate First Aid and have received program-specific training, these are maintained by their supervisor and are kept up to date as an employment requirement.
- Fitness instructors and staff are scheduled for specific classes/programs according to the class-type.
 - It is imperative that the appropriate staff are scheduled for the appropriate classes/programs for the safety of the participants and for maintaining program quality. This can reflect in the cost and fees of the desired programs due to the variance in hourly wages.
- Programs requiring the supervision of minors are required to always have a minimum of two staff on site.

Cost & Fees

- Cost is calculated on a per session basis and includes staff wages, cost of materials (if any), and any additional costs associated to the program (ex. Rental costs).
- All staff are scheduled with preparation and takedown time for the program. This is included in the fees.
- A quote will be sent to the requesting partner, and written approval must be received to move forward with the booking process.
- Billing is sent by mail to the requesting agency after the classes have been completed (unless a special agreement has been made). Instructions for payment are received with the invoice; In person, by mail, and online payment options available.

Facility

- All bookings require access to a washroom. This includes any outdoor classes/programs.
- The City of Calgary Recreation team must approve the booking space before moving forward with the class/session and may schedule a time to complete a walk-through. This is to ensure safety and to maintain program quality standards.

Cancellations

- Cancellations may occur due to staff illness, emergencies, weather conditions, etc. Notice will be sent to the requesting agency as soon as possible and an effort to reschedule the session will be made.
- Cancellations coming from the requesting agency, we require a minimum of 2 business days' notice (48 business hours) to the Recreation Program Specialist. If this notice is not given, the full amount of the session is still owed.