

Cancellation Policy

Outdoor Sports Fields

Purpose

For the Township of Guelph/Eramosa to effectively communicate to users when regularly booked fields and ball diamonds are deemed unplayable due to inclement weather.

Objectives

1. To protect and maintain field and diamond conditions.
2. To reduce the risk of injury to the user.

Consideration for Cancellation

Field cancellations are assessed by any of the following criteria.

- Visual ponding/sponging of water on the surface.
- Drainage characteristics of the field.
- Existing conditions and maintenance requirements.
- The amount of precipitation that has occurred and the amount of stress on the field.
- The time of year and the cumulative amount of stress on the field.
- What kind of damage could occur to the field if the field were to remain open.

Alternative Venues and Special Circumstances

Alternative venues may be considered by assigned Recreation Division staff in situations where the initial rental has been forced into a cancellation. However, this relocation is solely based on appropriateness, availability, and field conditions, and is at the sole discretion of the Township of Guelph/Eramosa.

Communication of Cancellation

Township of Guelph/Eramosa staff will advise the identified league contact person by email of all cancellations and delays no later than 2:00pm Monday to Friday. Notice of cancellation will be posted on the appropriate web site page no later 2:00pm. If rain begins after 2:00pm Monday to Friday or all-day Saturday-Sunday, cancellations are at the discretion of the league representative and officials. If a field/diamond cancellation is made by a league representative or official, notification to Township of Guelph/Eramosa staff must be made by the end of the following business day.

Compliance of Cancellation

It is expected that all patrons, players and officials occupying a sports field or baseball diamond for a rental respect the decision of the Township of Guelph/Eramosa staff and refrain from use of the facility for the period of the cancellation. Upon review of the reported instance of user groups failing to comply to a cancellation the Township of Guelph/Eramosa reserves the right to cancel the rental agreement for the duration of that rental agreement. In addition, the user group will be held responsible for the cost of the field repairs and any resulting lost revenues.

Withdrawal/Cancellation by the Renter

Refunds are given to users that provide written notice of cancellation at least 30 calendar days in advance of booking date. If notice is given within 30 days of the booking date, the group will be provided the opportunity to reschedule their field usage during the same calendar year, at no additional fee. If an alternative date cannot be agreed upon, refunds will not be issued.