



THE RESORT MUNICIPALITY OF WHISTLER
COUNCIL POLICY

POLICY NUMBER: I-06

DATE OF RESOLUTION:
NOVEMBER 21, 2023

PARKS AND RECREATION FEES AND CHARGES POLICY

1.0 SCOPE OF POLICY

This policy applies to the delivery of parks and recreation services such as registered programs, general admissions, passes, cross country skiing, snowshoeing and facility rentals.

2.0 PURPOSE

Fees and charges are established, structured, and administered to ensure that:

- 2.1 The parks and recreation departments are operating within their financial means,
- 2.2 Fees and charges are equitable and consistent,
- 2.3 The cost of programs and services is not a major hindrance to participation,
- 2.4 Access is not restricted for individuals who are financially challenged.

3.0 GUIDING PRINCIPLES

Guiding Principles form a framework for effective fees and charges policies. Whistler's Official Community Plan (OCP) and Recreation and Leisure Master Plan (RLMP) have also been considered in the development of the guiding principles.

- 3.1 Ensure the economic viability of recreational programs,
- 3.2 Enrich community life by being responsive to our citizen's needs,
- 3.3 Continue to maintain, improve, and provide a diverse variety of high quality and affordable recreation and leisure amenities and experiences,
- 3.4 Continue to be more creative and innovative to achieve our goals,
- 3.5 Be designed to encourage maximum participation.

4.0 GENERAL FEE POLICIES

- 4.1 Fees and charges will be applied to all parks, trails, and recreation programs and facilities.

4.2 Promotional Initiatives

To encourage innovative delivery of services, and maximize revenue potential, marketing and promotion initiatives will be undertaken from time to time that may reduce rates. These initiatives will be approved by the Management Team (see section 4.5 for definition) and tracked/evaluated on a regular basis.

4.3 Recreation Assistance Program

As recreation services are considered essential to a healthy community, and the municipality recognizes residents' ability to pay varies, the department will continue to maintain the municipal recreation assistance program and update the program as required to align with the current economic reality.

4.4 Resident Affordability

To encourage participation in recreational activities, the RMOW will continue its investment in affordable recreation initiatives.

4.5 Waived and Reduced Fees

Fees and charges may be reduced or waived by any one of the following members of the Management Team: the General Manager of Community Engagement and Cultural Services, General Manager of Climate Action, Planning and Development Services, Manager of Recreation, Manager of Resort Operations or the Manager of Village Animation and Events (hereby referred to as the Management Team) if significant social or substantial economic benefit to the resort community is deemed to be derived.

4.6 User Classifications

The various age groups have been established to provide guidance in the establishment of rate structures.

The age group categories for Whistler Olympic Plaza Ice Rink (WOPIR) and Meadow Park Sports Centre (MPSC) passes and admission products are as follows:

Adult/Senior: 19 years of age or older
Youth: 13 through 18 years
Children: 4 through 12 years
Infant: under 4 years
Family: an adult, their spouse and all their dependents under 19 years of age (including foster children) living within the same household.

The age group categories for Nordic products including cross country ski and snowshoe pass and admission products are as follows:

Adult/Senior: 19 years of age or older
Youth: Lost Lake Only products - 13 through 18 years
Dual Area products - 7 through 18 years
Child: Lost Lake Only products - 7 through 12 years
Infant: under 7 years
Family: an adult, their spouse and all their dependents under 19 years of age (including foster children) living within the same household.

4.8 Competitive Analysis

A market analysis of other resort communities and Nordic areas who offer products of a similar nature and specification, in both the public and private sector, with similar facilities to the Resort Municipality of Whistler, will be undertaken approximately every two years to ensure fees and charges remain competitive.

4.9 Credits on account in the Recreation Department's software system may be eliminated if not used within two years of issue date.

5.0 ADMISSION POLICIES

5.1 General Admissions

The adult/senior rate for one-time use of a specific facility will be used as the Base Rate (BR) as established through bylaw adoption and item 4.8 above. The adult/senior rate

for a cross country ski day ticket will be used as the Cross-Country Base Rate (XCBR). Rates may be adjusted to permit the rounding of rates for efficient administration.

MPSC Admission Rates Formula

1	User Admission Rate
Adult/Senior	Base Rate
Youth	60% of base rate
Children	50% of base rate
Family and EPT*	2 x base rate
All Day	1.5 x user (Adult, Youth, Child, Family) base rate
Drop-in Hockey	1.3 x user (Adult, youth) base rate = HBR
Court Upgrade	50% of user (Adult, Youth, Child, Family) base rate = CUBR
Shower (20 min)	50% of base rate
Rentals (Skate and Squash)	50% of base rate
Family Rentals	3 x (50% of base rate)

*"EPT" External Personal Training
 "Drop-in" One time entry only
 "All Day" Allows in and out privileges for the day purchased

Nordic Day Ticket Rates Formula

2	User Admission Rate
Adult/Senior	Cross Country Base Rate (XCBR)
Youth	60% of XCBR
Children	50% of XCBR
Family	2 x XCBR
User	Admission Rate
Day XC (XCBR)	user (Adult, Youth, Child, Family)
Night XC	XCBR x 50% x user (Adult, Youth, Child Family)
Snowshoe	XCBR x 50% x user (Adult, Youth, Child, Family)
Nicklaus North Only	XCBR x 50% x user (Adult, Youth, Child, Family)
Ice Fishing Access	XCBR x 25% x user (Adult, Youth, Child, Family)

Whistler Olympic Plaza Ice Rink Rates Formula

3	User Admission Rate
Adult/Senior	WOPIR Base Rate (WOPIR BR)
Youth	80% of WOPIR BR
Children	60% of WOPIR BR
Family	2.5 x WOPIR BR
Skate rental	1.2 x WOPIR BR

5.2 10/20/30 time passes and monthly passes for Meadow Park Sports Centre (BR is the drop-in rate for Meadow Park Sports Centre)

10 X*	20 X*	30 X*	1 Month	3 Month	6 Month**	Annual**
8.4 x BR	14.8 x BR	19.75 x BR	9 x BR	21.5 x BR	36 x BR	61 x BR

All 10/20/30 time passes, and monthly passes are non-refundable and non-transferable.

*10/20/30time passes expire one year from date of purchase.

**Whistler Experience Spirit pass reduction of five (5) percent from the six month and annual pass rate for adults only. Proof of annual Chamber of Commerce participation in related program required to qualify for Whistler Experience Spirit pass purchase.

5.3 Hockey – Adult Drop-in Hockey and Stick & Puck

Youth aged 16 to 18 years may also participate in adult drop-in hockey sessions provided a parental consent form has been signed and is on file. Drop-in hockey and Stick and Puck admissions includes admission to the rest of MPSC in same visit.

Hockey: HBR based on user (Adult/Youth/Child/Family) drop-in hockey rate

4 10 X*

8.4 x HBR 20 X, 30 X, or monthly passes are not available.

*Hockey 10-time passes are non-refundable, non-transferable and expire one year from date of purchase.

5.4 Cross Country Skiing and Snowshoeing Passes (based on cross country ski day ticket, night ticket or snowshoe ticket rate)

	Book of 5	Book of 10	Early Bird Season Pass	Season Pass
Day XC	4.5 x XCBR	8 x XCBR	10.5 x XCBR	Up to 13 x XCBR* (except child and youth)**
Night XC	4.5 x 0.5 x XCBR	8 x 0.5 x XCBR	10.5 x 0.5 x XCBR	Up to 13 x 0.5 x XCBR
Snowshoe	4.5 x 0.5 x XCBR	8 x 0.5 x XCBR	9 x 0.5 x XCBR	Up to 12 x 0.5 x XCBR
Nicklaus North Only	N/A	N/A	9 x 0.5 x XCBR*	Up to 12 x 0.5 x XCBR*
Ice Fishing	N/A	N/A	N/A	Up to 13 x 0.25 x XCBR

*Nicklaus North only season passes are not included in the 70-day guarantee program.

All Cross-Country Ski and Snowshoe products and passes are non-refundable and non-transferable. Season passes expire at the end of the season. Books of 5 and 10 can be used for the remainder of the fiscal year, or the first two weeks of the subsequent season if less than 14 days are available before December 31, annually.

Whistler Experience Passes are equal to the Adult Early Bird Season Pass rate. Proof of annual Chamber of Commerce participation in related program required to qualify for Whistler Experience pass purchase.

Child and Youth cross country season passes will be calculated at approximately 25% of the Early Bird Adult Season Pass rate to provide maximum affordability options for families in the Sea to Sky Region, all season long, mirroring the seasons pass pricing model provided by our partner Ski Callaghan.

5.5 Refunds and Transfers

All admissions and pass products are non-refundable and non-transferable. Exceptions will be considered for extenuating circumstances and granted for medical reasons when supported by a doctor's note. Administration fees may apply.

5.6 Low use time of day and/or week discounts for MPSC

A discount of up to 25% off may be offered for pass products whereby the facility has experienced historical low use (i.e., early morning, or middle of the day on weekdays).

5.7 Use by Local Schools

Use of pool, arena, fitness centre and courts on school days, during school hours by School District #48, Ecole La Passerelle Whistler, Ecole La Vallee Pemberton, Whistler Waldorf School, **Xetólacw Community School, and Skatin Community School** is at no charge except where additional staffing and equipment is necessary. Extra staffing fees and other services fees (i.e., skate rental fees) will be charged to the schools when appropriate. Equity of allocation may be dictated by the Recreation Department to the schools, on an annual basis and limitations on the number of sessions per school may be enforced.

Use of Lost Lake Nordic Trails on school days, during school hours for 50% off day ticket rates for students attending the schools as listed above (including parents and teachers) while participating in school programs.

5.8 Free Grade 5 and 10 annual passes

All grade 5 and 10 Whistler (resident) students will be provided a free MPSC annual pass providing unlimited free access to the pool, public skating, squash courts and to the fitness centre (for Grade 10's over 16 years of age or who have completed the Youth on Weights program). Passes are only valid from October 1st of the grade 5 or 10 school year to September 30th of the next year and will not be extended.

5.9 Free access to attendants who assist persons with disabilities

The Recreation department will provide free access to attendants who assist persons with disabilities who need support to participate in our recreation programs, activities, and facilities.

We define support as assistance of a physical, psychological, emotional, intellectual, or sensory nature to ensure that the patron with the disability is able to participate. The person with the disability must pay admission to the facility.

5.10 Community Nights

A discount of up to 50% off may be provided for admission or pass products during designated days and times (i.e., Tuesday and Friday after 6:00 p.m. for admissions to Meadow Park Sports Centre, and Monday and Thursday evenings from 3:00 p.m. – 8:00 p.m. for night tickets at Lost Lake Nordic Trails)

6.0 PROGRAM POLICIES

6.1 Direct Program Cost Recovery

The overall goal is to recover all direct program costs from fees and charges.

- Direct costs include materials, transportation, activities, staffing, facilities (non-

municipal) or room use (municipal), plus all applicable provincial and federal taxes.

- The formula to determine the fee for each program will be based on minimum registration.
- The required percentage of cost recovery will be set for each program based on community priorities and set by the Management Team.
- Resident** and non-resident rates may be established for programs (see 6.3)
- Non-resident rates shall always be established to achieve, at least, 100% cost recovery.

6.2 Resident Priority

Whistler residents may be given up to one week priority to register for programs.

6.3 Program surcharge for non-residents

Program fees will reflect a difference between a resident and non-resident, as deemed appropriate by the Management Team, up to a maximum difference of 33%.

6.4 Resident Program Pricing Eligibility

To be eligible for resident program pricing, proof of residency (i.e., utility bill, property tax bill or approved identification that shows civic address and/or verifies name on account accordingly) may be required on an annual basis as determined by the Management Team.

6.5 Drop in Programs registration

Meadow Park Sports Centre

All drop-in program registration spots will be open 72 hours prior to the start of each program session. This includes, but is not limited to, adult sports, drop-in hockey, court bookings and all “included” fitness classes. In person access granted on a standby basis at the start of the session.

Drop in program registrations can be cancelled, without penalty, up to 12 -hours before the timeslot by email or phone. Registrations cannot be cancelled online. No-shows or cancellations within 12 hours will be charged.

- 10/20/30 Time Passes: A punch will be taken off of your pass (as if you had visited the facility)
- Monthly Passes: Annual and monthly pass holders will be charged a cancellation fee (equivalent to 1 punch off a 30x card)
- Passes will be frozen until all fees are collected
- Guests who repeatedly no-show or cancel inside of 12 hours may lose their booking privileges and temporary access to the facility

Illness: Guests who cancel due to illness will not be charged a cancellation fee, but for precautionary reasons, all upcoming bookings will be cancelled as long as symptoms persist.

Adult Drop-In Sports

Adult drop-In Sports are not included in passes as they do not run at Meadow Park Sports Centre. Registration for these programs is done online up to 72 hours in advance. Once registered cancellations, refunds, or transfers will not be permitted.

6.6 Afterschool, Out of School Care, and Summer Camp Program Notice of Changes

or Withdrawal

Registration for KOTG and Summer Camp programs will take place on a pre-registration basis for currently enrolled children who have attended the program for ten or more sessions in the past two years (September to June or 20 months for KOTG or July through December or 18 month for summer camp. These children will have priority based on the number of days in attendance in our program. Kindergarten children will receive the same priority as their siblings if applicable. Any new families or those with less than 10 days registered will register online for a place in the program.

To receive a refund or credit on account for any cancellations or changes, we require one calendar months' notice in writing to kotg@whistler.ca or by calling 604-905-8370 (i.e. notification must be received by May 31st for any changes in the month of July). If cancelled within the time frame allowing for a refund, \$2 per day will be charged to ensure spaces are not held for those who require childcare

6.7 Non-refundable Deposits and cancellation fees for KOTG and Day Camp Programs

A 25% non-refundable deposit will be collected for all day camp programs upon registration. Any KOTG or summer camp program cancellations more than one week after registration day will incur a daily cancellation fee to ensure spaces are free to those who require childcare.

6.8 Sessional Programming

Sessional programming may occur throughout the facility as operationally required limiting space to the public in the pool area, fitness centre/studio, arena, and courts at certain times of the day or week.

6.9 Swim Lesson Session Restrictions

Participants will be restricted to one lesson set per session.

7.0 RENTAL POLICIES

7.1 Facility Rental Rates Formula

(Indoor Room Rental Rates based on room size, facility attributes, and equipment included)

Adult Base Rental Rate =	RR ¹
Child Base Rental Rate =	RR ²
Resident** – Adult	RR ¹
Resident** – Child/Youth	RR ² (66% of RR ¹)
Resident** – Commercial or admission charged – Adult	133% RR ¹
Resident Commercial, admission charged or Non-Resident – Child/Youth	RR ¹
Non-Resident– Commercial or admission charged – Adult	166% RR ¹
Registered Agencies: Gov/Edu/Charities/Non-profit – Adult	85% RR ¹
Registered Agencies: Gov/Edu/Charities/Non-profit – Child/Youth	85% RR ²
Corporate Valuing:	+200% RR ¹

Exceptions:

- Ice & pool MPSC: Resident Youth 50% of RR1 & Youth Commercial/Non-Resident 75% of RR1
- Andree Vajda Janyk Sports Field interim Facility Rental Fees (based on comparable market rates, facility attributes, supply & demand)

Resident:** individuals paying into Whistler residency tax base (renter, owner or second homeowner within Whistler or their minor children), Whistler-based community groups, Whistler-based commercial businesses (permanent business location in Whistler).

- **Exceptions:** Local Youth Groups - Community or Recreation will not be charged for park and playfield use except for the Andree Vajda Janyk Sports Field.

7.2 Reductions

At the discretion of the Management Team, up to a 15% reduction in the rental rate for the facilities will be considered for frequent facility users.

Also, reductions may be given to facility users or third-party booking agents who are willing to rent a facility in predetermined blocks of time or for longer term bookings.

7.3 Facility Rental Priority

All Parks and Recreation facilities are allocated according to the following priority unless otherwise indicated by any member of the Management Team on a case-by-case basis:

1. Resort Municipality of Whistler (Parks and Recreation) Programs
2. Resident Youth community, recreation, and school groups
3. Resident Adult community and recreation groups
4. Resident commercial groups
5. Non-Resident groups

7.4 Additional Charges

The Parks and Recreation Departments shall establish additional rental charges for other services, such as, but not limited to:

Setup and cleanup,
Operation of a bar to sell liquor,
Operation of a concession,
Additional staffing (pre and post event or during a booking),
Extra equipment,
Percentage of vending or ticketed event sales,
Fencing, and
Administration.

8.0 NON-EXCLUSIVE FACILITY USE

8.1 Permit

Any organization that will operate on RMOW land (parks or trail network) without a fixed location must obtain a Non-Exclusive Use Permit.

8.2 Fees

Permit rate calculations are based on the "Facility Rental Rates Formula" outlined in section 7.1.

8.3 Application Fee

A non-refundable application and administration fee will apply to all applicants and be applied to applications with user visits under 250 people.

9.0 Health Emergency

If a Health Emergency exists, the Municipality acting reasonably may amend, supplement or otherwise enforce any existing Health Emergency rules or regulations in existence, may impose additional rules and regulations, and may impose restrictions to mitigate or minimize the effects of the Health Emergency.

Certified Correct:

Pauline Lysaght,
Corporate Officer