



**THE RESORT MUNICIPALITY OF WHISTLER  
COUNCIL POLICY**

<b>POLICY NUMBER:</b> I-06	<b>DATE OF RESOLUTION:</b> April 16, 2013
<b>NAME:</b> PARKS AND RECREATION FEES AND CHARGES	<b>AMENDED:</b> November 17, 2015 December 5, 2017 November 19, 2019 February 21, 2023

### 1.0 SCOPE OF POLICY

This policy applies to the delivery of recreation services in the areas of registered programs, general admissions, passes, cross country skiing, snowshoeing and facility rental.

### 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. They are based on statements from the Corporate Plan, Whistler 2020: Comprehensive Sustainability Plan, the RMOW Five Year Financial Plan and the Official Community Plan.

- 3.1 Ensure the economic viability of recreational programs,
- 3.2 Enrich community life by being responsive to our citizen's needs,
- 3.3 Enhance the resort experience by providing high quality facilities and services,
- 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 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 significant investment in affordable recreation initiatives.

#### **4.5 Waived and Reduced Fees**

Fees and charges may be reduced or waived, by the General Manager of Corporate and Community Services, General Manager of Resort Experience, Manager of Recreation, Manager of Parks 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 by any member of the Management Team.

#### **4.6 User Classifications**

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

Adult: 19 years of age or older  
Youth: 13 through 18 years  
Children: 4 through 12 years (7 through 12 years for Cross Country)  
Infant: under 4 years is free (under 7 years free for Cross Country)  
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 offering products of a similar nature and specification, in both the public and private services in the Lower Mainland and Sea to Sky corridor, with similar facilities to the Resort Municipality of Whistler, will be undertaken approximately every 5 years to ensure fees and charges remain competitive.

#### **4.9 Fees and charges will be increased on an annual basis on January 1 of each year for facility rental charges. Meadow Park Sports Centre admissions/passes**

will be increased bi-annually on January 1 and at the beginning of each winter season for Cross Country Skiing and Snowshoeing. Program Fees will be increased as deemed necessary to meet the requirements identified in section 6.0 of this policy.

- 4.10 Credits on account in the Parks and Recreation Departments software system may be eliminated if not used after two years.

## 5.0 ADMISSION POLICIES

### 5.1 General Admissions

The adult 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 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:*

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 baserate
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

#### *Cross Country Admission Rates Formula:*

User	Admission Rate
Day XC	user (Adult, Youth, Child, Family) XCBR
Night XC	50% x user (Adult, Youth, Child Family) XCBR
Snowshoe Day	50% x user (Adult, Youth, Child, Family) XCBR
Nicklaus North Only XC	50% x user (Adult, Youth, Child, Family) XCBR

- 5.2 Playtime and Active Member passes for Meadow Park Sports Centre (BR is the drop in rate for the Meadow Park Sports Centre)

10 X*	20 X*	30 X*	1 Month	3 Month	6 Month**	Annual**
8.5 x BR	15 x BR	20 x BR	9 x BR	22 x BR	37 x BR	63 x BR

\*One year expiry from date of purchase for all 10X, 20X and 30X pass products.

\*\*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** Adult Drop-in Hockey: Youth 16 to 18 years may also participate provided a parental consent form has been signed and is on file. Includes admission to the rest of MPSC in same visit.

A) Hockey: HBR based on Adult drop in Hockey rate

**10 X\***

8.5 x HBR

NO 20 X, 30 X or monthly passes available

\*One year expiry from date of purchase.

- 5.4** Cross Country Skiing and Snowshoeing Passes (XCBR based on Cross Country or Snow shoeing day ticket rate)

Book of 5	Book of 10	Season	Extra Early Bird	Early Bird	Night
4.5 x XCBR	8 x XCBR	14 x XCBR*	Seas. Pass X 75%	Seas. Pass X 80%	.5 x XCBR

\*Whistler Experience Pass calculated at 75% Regular Seasons Pass Price for adults only. Proof of annual Chamber of Commerce participation in related program required to qualify for Whistler Experience pass purchase.

- 5.5 Low use time of day and/or week Discounts for MPSC**

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

- 5.6 Use by School District 48, Ecole La Passerelle (Whistler) and Whistler Waldorf School**

Use of Pool, Arena and Fitness Centre during school hours by School District #48, Ecole La Passerelle (Whistler) and Whistler Waldorf School is at no charge except where additional staffing and equipment is necessary. Extra staffing fees and other services fees (example: skate rental fees) will be charged to the schools when appropriate.

- 5.7 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 valid from October 1 of the grade 5 or 10 school year to September 30 of the next year.

### **5.8 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 swim, skate, exercise in fitness centres, visit parks, and participate in recreation programs.

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.

## **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-local rates shall always be established to achieve, at least, 100 per cent 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 per cent.

### **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**

All Drop in program registration spots will be open 30 minutes prior to the start of each program session and is available for “in person” sign up (for that person) only. This includes, but is not limited to, Drop in (Open) Sports, Drop in Hockey and all “included” fitness classes.

**6.6 Out of School Care and Summer Camp Program Notice of Changes or Withdrawal**

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](mailto:kotg@whistler.ca) or by calling 604.905.8370. (i.e. Notification must be received by May 31 for any changes in the month of July)

**6.7 Non-refundable Deposits for Day camp Programs**

A 25 per cent non-refundable deposit will be collected for all day camp programs upon registration.

**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.

**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-A

Child Base Rental Rate = RR-C

Local** – Adult	RR-A
Local** – Child/Youth	RR-C (66% of RR-A)
Local** - Commercial or admission charged-Adult	133% RR-A
Local Commercial, admission charged or Out-of Town – Child/Youth	RR-A
Out-of-Town - Commercial or admission charged- Adult	166% RR-A
Registered Agencies: Gov/Edu/Charities/Non-profit- Adult	85% RR-A
Registered Agencies: Gov/Edu/Charities/Non-profit- Child/Youth	85% RR-C
Corporate Valuing:	+200% RR-A

**Exceptions:**

- Ice & pool MPSC: Local Youth 50% of RR-A & Youth Commercial/Out of Town 75% of RR-A
- Andree Vajda Janyk Sports Field interim Facility Rental Fees (based on

comparable market rates, facility attributes, supply & demand)

**Local\*\*:** individuals paying into Whistler residency tax base (renter, owner or second homeowner within Whistler), 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 and the Non-Exclusive Use Permit (NEUP).

## 7.2 Reductions

At the discretion of the Management Team, up to a 15 per cent reduction in the rental rate for the facilities will be considered for frequent facility users who book one month in advance.

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. Local community, recreation and school groups
3. Local commercial groups
4. Out-of-town 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 in 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.

Certified Correct:



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Pauline Lysaght,  
Corporate Officer