

Kemptville Campus OPERATIONAL POLICY	
Subject: Cancellation policy for short-term space rentals (license agreements)	Policy No.: F12
Policy Objective(s): <ul style="list-style-type: none"> • To ensure fairness and cost predictability for community members in the event of a short-term event space rental cancellation. • To ensure that meeting rooms and other short-term event spaces (indoor and out) are available for rent as much as possible, with others able to access rental spaces when they are not being used. • To allow for the scheduling of facilities staff (including cleaners). • To ensure the Campus's transactional costs are covered in the event of cancellations by prospective space users. 	Date Approved: Feb. 2, 2024
	Review/Revision Dates:
Applies to: Tenants and community members who have rented a room or event space (indoors or outdoors) by the hour, day, or week.	Approved by: Executive Director

Kemptville Campus makes certain spaces (meeting rooms, gymnasium, outdoor fields, etc.) available for rent to long-term tenants and other community members on a short-term (by the hour/day/week) basis. Payment is due via EFT or cheque in full at the time of booking.

Policy Statement

Kemptville Campus will treat community users of rentable spaces fairly and transparently, dealing with booking requests and cancellations in the order they are received while ensuring staff can be scheduled (and shifts cancelled, if necessary) with adequate notice. The Campus seeks to cover its administrative costs for cancellation requests and rescheduling. The Campus seeks to cover its staffing costs when rental bookings are cancelled at the last minute for a reason within the control of Campus users.

Reservations without payment

Reserved spaces will be held upon phone/email booking for **one week**, or until the day before the booking if reserved on less than a week's notice. If payment is not made at that point, the space will be released.

Notice provisions

Under normal circumstances, **two (2) weeks'** written notice is required to cancel or postpone a room booking. A **full refund less a transaction fee** will be provided if two weeks' notice is given. The transaction fee will be reduced by 50 percent provided the person/organization opts to postpone and then re-books an equivalent space within six months.

Bookings may be cancelled by emailing info@kemptonvillecampus.ca or via phone **613-258-8336 Ext. 1**. Cancellation notices should include the name of the person/organization who made the booking, the space/room booked, the dates/times of the booking being cancelled, and whether a new date is requested.

For last-minute cancellations (less than 24 hours' notice), Campus users should call the facilities cell number provided with in their license (rental) agreement. If they cannot be reached, please call the Campus front desk at **613-258-8336 Ext. 1** and leave a message with your name, event type, the date, time, and reason for cancellation.

Extreme weather events and other emergency cancellations

As long as **twenty-four hours'** notice is provided, the Campus will give a full credit for a future booking (no transaction fees) for postponement of bookings due to **events beyond the control** of the person/organization making the booking. Valid reasons for postponement without charge include:

- Public health directives (e.g., workplace shutdowns related to pandemics)
- General or localized outbreak of transmissible infection
- Extreme weather events, including next-day weather warnings
- Strikes and lock-outs

Credit for long-term tenants

Campus tenants (those with month-to-month or longer tenancies) will not be charged a change fee provided they re-book an equivalent space within six months.

Implementation guidelines

Rentals lasting less than 8 hours, will be charged under the 'Hourly rental' rate. All rentals lasting 8 hours or more, or spanning multiple days or weeks, will be charged under the 'Daily/weekly rental' rate.

The transaction fee for cancelled bookings is currently set at:

	Hourly rental	Daily/weekly rental
Change fee (postponement) - <i>If another date is chosen at the time of cancellation, the cost of cancelled rental will be automatically applied to new rental plus a transaction fee.</i>	\$10 transaction fee	\$20 transaction fee
Cancellation fee (with 2 weeks' notice) - <i>Cancellations with at least 2 weeks' notice prior to scheduled event date will be granted a full refund less the appropriate transaction fee.</i>	Full refund, minus a \$20 transaction fee	Full Refund, minus a \$40 transaction fee

Cancellation fee (less than 2 weeks' notice)	No refund will be given	No refund
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Campus staff will ensure that up-to-date fees and this policy are communicated via the Campus website, on the short-term rentals information sheet, and directly to all contacts making reservations.