



OPERATIONAL PROCEDURES AND GUIDELINES

Title:	Wilmot Aquatic Centre Pool Space Allocation
Division:	Community Services
Date Approved/Revised:	March 2025

INTRODUCTION

The Township of Wilmot is dedicated to fostering an active, engaged, and healthy community. We aim to promote participation in aquatic sports and activities for the benefit of all residents. The Township shares the vision of a drowning-free society by offering public education, swimming lessons, and other aquatic programming. The operation, management, and provision of aquatic facilities play a vital role in achieving this goal.

The **Wilmot Aquatic Centre** at the Wilmot Recreation Complex is a valuable community resource. As our population grows, demand for aquatic programs is expected to increase. To ensure fair, equitable, and efficient use of this facility, these **Pool Allocation Procedures and Guidelines** have been established.

PURPOSE

The purpose of this document is to:

- To promote maximum facility usage for effective and efficient operations.
- Clearly define and communicate how pool space is managed, allocated, and distributed.
- Serve as a guide for the scheduling and allocation process.
- Promote and encourage community participation in aquatic programs.
- Guide user groups through the process of booking aquatic space.

While efforts have always been made to accommodate all rental requests, these guidelines prioritize community benefit, fairness, and operational needs while optimizing facility use. These procedures and guidelines will clearly define and communicate how pool space will be managed, allocated and distributed.

SCOPE

These guidelines apply to:

- The **Wilmot Aquatic Centre**.
- Township staff responsible for aquatic facility operations, allocation, and recreation programming.
- All pool user groups and rental groups.

COMMUNICATION

These Procedures and Guidelines will be available on the **Township of Wilmot's website** and communicated to pool users as part of the rental application process.

DEFINITIONS

Term	Definition
Affiliated Minor Sport Organizations	Non-profit groups offering league-based programs for local youth (17 and under), run by volunteers. At least 60% of participants must be Wilmot residents.
Affiliated Community Groups	Non-profit groups formally recognized by the Township under the Affiliation Policy (2021-006).
Boards of Education	Waterloo Region District School Board (WRDSB) and Waterloo Catholic District School Board (WCDSB).
Major Meet	A Meet using the facility for more than six (6) consecutive hours or over multiple days, impacting other programs.
Minor Meet	A Meet using the facility for less than six (6) consecutive hours.
Non-Affiliated Seasonal Renters	Non-affiliated groups using the pool regularly (weekly or more) for a full or majority season.
Occasional Renters	Non-affiliated groups renting pool space occasionally (i.e., birthdays, family gatherings).

Term	Definition
Service Clubs	Groups driven by service missions but offering social, networking, and personal growth benefits.
Township of Wilmot Programs	Aquatic programs organized by or on behalf of the Township.

GUIDELINES AND PROCEDURES

General Principles

The Township is committed to:

- Fair and equitable allocation of pool time.
- Fiscally responsible operations.
- Prioritizing safe, accessible services.
- Booking swim meets, special events and seasonal aquatic rentals
- Enhancing community well-being.

Pool Space Allocation Priorities

The Township of Wilmot will responsibly manage its indoor pool space to ensure optimum usage, programming, and to reflect municipal directives and goals. Pool space allocation in the Township of Wilmot will reflect Municipal, Provincial and Federal directives, and resolutions where applicable. Other considerations include population growth, user group registration, utilization and participation patterns and trends.

Annual reviews and meetings will be held with major user groups to discuss:

- Operating hours
- Facility closures and holidays
- Fees and Charges rate changes
- Requests for swim meets or special events

Allocation is prioritized as follows:

1. **Township of Wilmot Programs** (Learn to swim lessons, recreational swims, aqua fitness,)
2. **Affiliated Minor Sports Organizations** (i.e., Wilmot Aquatic Aces)
3. **Boards of Education**
4. **Non-Affiliated Seasonal Renters**

5. Occasional Renters

Booking Process

- Affiliated groups must appoint two (2) representatives for bookings.
- Bookings must respect start/end times as per the rental permit.
- Historical usage will guide future allocation where possible.

Swim Meets & Special Events

Booking

- Written requests submitted during seasonal requests.
- One (1) Major Meet per quarter; extra meets reviewed case-by-case.
- Minor Meets reviewed by Supervisor of Aquatics and Customer service.
- Major meets take priority of user groups practices.

Requirements

- Changes after the deadline or unused time may impact future allocations.
- Additional staffing fees apply for large groups or statutory holidays.
- Set-up and takedown of renter-owned equipment are the user group's responsibility.

Township Responsibilities

- Provide lifeguards and custodial staff (minimum staffing standards apply).
- Provide first aid services.
- Remove Township equipment; renters handle their own equipment.
- Monitor facility use and ensure only authorized participants access the pool deck.

Rental Group Responsibilities

- No subletting of rental time.
- **Supervise** participants and spectators.
- Communication changes (e.g., Masters' swimmers, inter-squad meets).
- Store and maintain equipment properly.
- Attend mandatory meetings with Township staff.

FURTHER CONSIDERATIONS

Non-Affiliated Seasonal Rentals

- Rental time is not transferable.
- Annual review of allocations.
- Failure to reapply results in loss of previous permitted time block/slot.

Occasional Rentals

- Allocated based on availability, first-come, first-served and bookings will only be accepted once the Township and regular users pool times have been allocated.

Cancellation and Additional Requests

- Adjustments to start and finish times require fourteen (14) business days' notice.
- Cancellations that affect swimming lessons or regular bookings are not permitted after the start of registration for the current session.
- Requests for additional time require fourteen (14) days' notice and will only be accepted if pool space allows, there will be no cancellation of other rentals or programs.

Cancellations will be subject to a \$40.00 administration fee per cancellation. Any credit for time cancelled within the cancellation requirements will be held on the account for a maximum of 3 years. Refunds issued within the terms and conditions of this contract will be subject to an Administration Fee, equaling the lower of \$40.00 or 20% of the refund, as outlined in the Township of Wilmot's Fees and Charges By-Law. Practices can be cancelled for major events or swim meets without notice.

Maintenance, Emergencies, and Liability

- Advance notice of maintenance or shutdowns will be provided when possible.
- The Township of Wilmot retains the right to adjust, cancel, withdraw or reschedule any and all allocated facility time for any reason, and at any time. This may be in the event of swim meets, special events, in the case of emergencies, pool fouling, health and safety concerns or unforeseen circumstances. All reasonable efforts will be made to advise affected groups as early as possible. The rental fee for a cancelled rental(s) shall not be payable. The Township will not be liable for any costs/damages as a result of a cancelled rental(s)

Prime / Non-Prime Time Definitions

Prime Time	Non-Prime Time
Mon-Fri: Before 8:00 AM and 4 PM to close (Sept-June)	All other operating hours
All Day Sat & Sun (Year-Round)	
All Hours (July & August)	

- Fees follow the **Township's Fees and Charges By-Law**, posted online.

Conflict Resolution

- Initial disputes discussed with the **Supervisor of Aquatics and Customer Service**.
- If unresolved, the Supervisors' decision may be discussed with the Manager of Community Services.
- Considerations include Council directives, historical allocation, youth/adult ratio (80% youth, 20% adult), and operational efficiency.

Review of Guidelines

- Reviewed annually.
- User group feedback accepted at annual meetings.