

APPENDIX A

Fees and Charges

User Fee Policy 2004

Policy Statement (and Purpose of Policy)

1. User fees and charges will be levied so as to recover all or a portion of overall operating costs.
 - To ensure the user pays all or a portion of the direct operating costs for most recreation services.
2. All rates and charges will be adjusted to accommodate the changes in operating and maintenance costs and market place.
 - To ensure justification is provided for fee changes.
3. A fee structure will generally be maintained that charges adults, youth, children and seniors in an appropriate ratio of 1, 3/4, 1/2 and 7/10 for recreation services.
 - To ensure a consistent differential by age is maintained in the fee structure.
4. Reductions in fees may be made for families, groups, strip tickets, low priority times, disabled people, promotion and marketing strategies.
 - To ensure maximum use is made of the services provided.
5. Each rink and indoor pool will schedule at least four hours of low cost public sessions each week. A Leisure Access Card will allow free access to public swimming and skating and a 50% reduction in other basic Park Board services to persons meeting the assistance eligibility criteria. Further reductions will be available to Leisure Access Card holders for Flexipass, swim lessons and skate lessons only.
 - To ensure citizens of Vancouver have access to basic services provided by the Board regardless of ability to pay.
6. The General Manager will have the authority to waive or reduce fees and alter fees for services for promotional purposes and to quickly establish fees for experimental services.
 - To permit the General Manager to make allowances for unusual circumstances.
7. User classifications are as follows:

| | |
|--------------------|--------------------------|
| Pre-school: | 5 years of age and under |
| Child: | 6 to 12 years inclusive |
| Youth: | 13 to 18 years inclusive |
| Adult: | 19 to 64 years inclusive |
| Seniors: | 65+ |

Family: 1-2 Adults of the same household and their children

- To determine the correct charge by age or status of the participant.

Pricing Guidelines

1. **Families:** each person pays the Child rate.
 - To reduce the financial impact on small families and encourage more family participation.
2. **Strip or multiple admission tickets:** up to 25% off applicable single rates for 10/20.
 - Incentives to increase use of facilities.
3. **Priority times:** higher/lower rates may be charged at specific times of day or week.
 - To distribute use and available times.
4. **Leisure Access Cards:** are available to Vancouver residents with limited income. Entitles card holder to free swimming and skating and 50% reduction of basic programs and services.
 - To encourage participation and to assist financially where appropriate.
5. Those persons with **disabilities** who are in need of assistance to participate are entitled to bring an attendant free of charge if required.
 - To enable persons with disabilities to participate in any recreational activity.
6. **Exclusive use:** specific age categories or groups may be given prearranged special use of facilities upon request.
 - To distribute usage over available times and provide for special tournaments and group activities.
7. **Reduced fee sessions:** specific low cost public sessions at rinks and pools.
 - To enable all citizens to use these facilities at reduced rates during designated times.