



P A N O R A M A
H I L L S

Northstar Residents Association

**NORTHSTAR
RESIDENTS
ASSOCIATION
INFORMATION
BOOKLET**

UPDATED April 2018

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1. About Panorama Hills Community Centre and Northstar Residents Association

The Panorama Hills Community Centre is designed and built for the exclusive use of the members of the Northstar Residents Association. Every residential unit owner or lessee and their family (spouse and unmarried children) in Panorama Hills and Hanson Ridge is considered a member of the Northstar Residents Association. As a member of the Northstar Residents Association each single family residential unit is assessed a **mandatory** \$250.00 + GST annual fee while all multi-family dwellings (condominiums) are assessed a **mandatory** \$200.00 + GST annual fee. The collected fees are used to operate the Community Centre as well as for the overall maintenance and general upkeep of various direct control parcels of land within Northstar Panorama Hills (please visit www.mypanoramahills.com and click on “Northstar Maintenance Map” on the right hand side of the homepage to view a map of the areas under the control of the Northstar Residents Association). The fee is due each year on April 30th. The fiscal year is April 1st – March 31st. By paying this fee each household is granted membership privilege at the Panorama Hills Community Centre. **Failure to pay this fee will result in the loss of membership privileges, interest charges and, if necessary, legal action at the expense of the homeowner.** The fee is prorated to April 1st for homeowners who move in at various times throughout the calendar year. Please refer to section **1.5 Methods of Payment** for the various payment options.

As of April 1, 2016 the Northstar Residents Association is now represented by a volunteer Board of Directors. As of April 1, 2018, the Northstar Residents Association has transitioned to a self-management organizational structure.

PLEASE NOTE: The rules and regulations listed herein are subject to change from time-to-time at the discretion of the Management of the Panorama Hills Community Centre and/or the Northstar Residents Association Board of Directors.

1.1 Amenities

The Panorama Hills Community Centre consists of a two floor indoor facility and 5.5 acres of fenced park space. The indoor facility includes main and lower level recreational space. The lower level includes a kitchen with 5 appliances, space for 50 individuals, and access to a patio and the park. The main level accommodates 50 people in programming space and includes a 6 foot projection screen for movie viewing and multimedia presentations, a gas fireplace, commercial vinyl flooring, two smart TV's, and access to the upper patio which provides a beautiful view of the park below and the surrounding community. Wireless internet is offered for members as well. Please ask staff for the password.

The fully fenced private park space comes complete with a cascading waterfall, water spray park, children's play structure, large sandbox, three basketball courts, sand volleyball court, paved walking path, and five stand alone briquette use barbecues all set amongst beautifully landscaped green space. In the winter a skating pond is flooded and a small toboggan run is designated, weather permitting for both.

Also available for use is a Propane BBQ (summer months only). There is no charge for the use of these amenities but advanced booking is required. A \$50.00 (cash only)

refundable damage deposit is required for use of the Propane BBQ. Please see section **3. Facility Rules and Regulations** for further information on Equipment Loan and Usage.

The indoor facility can be rented for private functions at a nominal fee. Please refer to section **2. Facility Rentals** for further details.

1.2 Location

The Panorama Hills Community Centre is located at:

88 Panamount Hill NW, T3K 5R9

Ph: 226-4FUN (4386)

Fax: 226-5682

Web: www.mypanoramahills.com

The Centre is situated on the corner of Panamount Hill NW and Panamount Blvd NW.

1.3 Hours of Operation

From September (day after Labour Day) to May, the hours of operation for the Panorama Hills Community Centre will be 10:00am – 9:00pm seven days a week. Beginning May long weekend until September (Labour Day) the facility hours will be 9:30am – 9:30pm.

Please note the following change in operating hours:

- Thanksgiving Day – 10am – 4pm.
- Remembrance Day – Closed until 1pm. Open 1pm – 9pm.
- Christmas Eve – 10am – 4pm.
- Christmas Day – Noon – 5pm.
- New Year's Eve – 10am – 4pm.
- New Year's Day – Noon – 5pm.
- Good Friday – 10am – 4pm.

The Centre will be open regular business hours on the following days:

- Boxing Day
- Family Day
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day (August long weekend)
- Labour Day

The water park begins operation on the May long weekend and the final day of operation is Labour Day each year - weather permitting for both dates. The water park will not be operational past Labour Day regardless of weather conditions. The water park will not be operational on days when the temperature is 17 degrees Celsius or lower during operating season. The water park shuts down at 9:00pm daily during operating season or earlier depending on weather and sunset.

PLEASE NOTE: Hours of operation are subject to change throughout the year based on facility usage. Any changes in hours will be posted at the Community Centre and at www.mypanoramahills.com

1.4 Membership and Key Fobs

By paying your Northstar Residents Association fee each year, you and your family will be granted membership status at the Panorama Hills Community Centre. A member is defined as *“A homeowner(s) and/or their spouse and their unmarried dependents that are living at the residence.”* Members will be granted a key fob, which permits entrance into the facility. Members must present and/or scan their key fob upon entrance to the facility. Simply swiping the fob across the key fob terminal will unlock the door/gate and permit members to enter. Members are entitled to the use of the facility (building and park), borrow equipment (basketballs, volleyballs, bocce ball set, etc.), rent the recreation rooms (availability permitting), and participate in programmed activities (additional fees apply).

Key Fobs

A key fob is a small device that easily fits onto a key chain and is used to gain entry into the private, member only Community Centre. Only one key fob will be issued per household. Additional key fobs can be purchased for household members for \$25.00 + GST. If the original fob provided is lost, stolen or damaged it will be the responsibility of the member to pay the \$25.00 + GST fee to have it replaced.

- If you are the registered owner of the property please bring in a copy of your Certificate of Title or a Remote Land Title Search to the Community Centre office, along with the completed membership form (available from the Community Centre). A driver's license or picture ID will also be required.
- If you are renting, a letter is required from the homeowner authorizing the transfer of Community Centre access privileges. Homeowners have the choice of keeping or relinquishing privileges in the event of a home rental.
- Any children living at home who are 21 years of age or older will be required to provide a drivers license with the Panorama Hills address before a card will be issued.
- Any child under the age of 12 years wishing to access the park without parental supervision will require a Minor Waiver Consent Form completed by a parent or legal guardian. All children under the age of 8 years will require parental supervision.

1.5 Methods of Payment

The following methods of payment will be accepted at the Panorama Hills Community Centre:

- Debit, cheque, or credit card for HOA Fee payments. **Sorry but due to security purposes we do not accept cash for HOA Fee Payments.**
- Debit, cheques (personal or certified), or cash for rental payments and program registration. Effective August 2017, program registration can be done online with a credit card.
- There will be a **\$40.00 fee charged for all NSF or cancelled cheques.**
- Please make all cheques payable to the Northstar Residents Association.
- Payments can be made by credit card online. Please visit www.mypanoramahills.com.

1.6 Refund Policy

The program refund policy of the Northstar Residents Association is a full refund minus a \$10.00 administration fee for any program that has **NOT started**. For any program that has started a doctor's note is required, the refund is prorated and a \$10.00 administration fee is deducted. Without a doctor's note, no refunds will be issued for any program that has started.

Due to the extremely high volume, **all summer day camp refund requests** will be subjected to a \$25.00 administration fee per child, per week requested (i.e. 2 children registered in 2 weeks of camps = \$25.00 X 2 children X 2 weeks = \$100 administration fee). Refunds without a doctor's note will be granted up to June 1 for the year in which the participant is registered. After June 1 all summer day camp refund requests **MUST be accompanied with a doctor's note**. If the participant has already attended a portion of the summer camp then the refund will be prorated. For all facility rental refunds, the applicant will forfeit the \$50.00 non-refundable deposit.

1.7 Newsletter

A newsletter titled, "Panoramic Perspectives" is published and **emailed only** to member households three times a year; in July/August for fall, in November/December for winter, and in February/March for spring & summer. The newsletter can also be found on the website www.mypanoramahills.com by clicking on the "Newsletter" tab at the top of the page. The newsletter will contain a list of the programs and events being offered at the Panorama Hills Community Centre, news about the community, important dates, and more. Please read it carefully as important registration information and procedures are listed in each newsletter. To be able to receive an email copy of the newsletter you must sign up to receive emails by visiting www.mypanoramahills.com and clicking "Register Now" under Keep Updated at the bottom of the page. You will be sent a confirmation email and once you confirm then you will be able to receive periodic email updates from the Northstar Residents Association including the Panoramic Perspectives newsletter. You can unsubscribe at any time.

2. Facility Rentals

Facility rentals are exclusively for the use of members of the Northstar Residents Association. The facility is available to rent for birthday parties, meetings/seminars, small social gatherings, private club/association functions, and dinner parties. Park space can be used for wedding photos only (maximum one hour only). Wedding ceremonies are not permitted in the park space. Alcohol can be served on either level with a valid liquor license and host liquor liability Insurance. A facility rental contract must be completed for every rental.

PLEASE NOTE: Facility rental rates are subject to change from time to time. Please check with the Community Centre for any rate changes.

2.1 Rental Hourly Rate

Room	Capacity	Amenities	Hourly Rate
Lower Level Recreation Room (Divided)	25 Maximum	Kitchen for heating or storing food. Fridge, stove, microwave and dishwasher provided. No cooking or meal preparation permitted.	\$15.00 + GST
Lower Level Recreation Room (Undivided)	50 Maximum	Same as above	\$25.00 + GST
Main Floor Marketing Room Only (Divided)	30 Maximum	Two 50 inch Smart TVs	\$15.00 +GST
Main Floor Multi-Media Room Only (Divided)	15 Maximum	Fireplace, Wi-Fi, projection screen with 6 speaker surround sound,	\$15.00 + GST
Both Marketing and Multi-Media Rooms	50 Maximum	Two 50 inch Smart TVs, Wi- Fi, Fireplace, projection screen with 6 speaker surround sound (movie viewing)	\$25.00 + GST

Reservation Deposit: A \$50.00 Non-Refundable reservation deposit is required for all rentals. This deposit will be used towards your total rental fee but will not be refunded if you cancel your rental. Reservation Deposit must be submitted at the time of application. Rental date **WILL NOT** be held without the reservation deposit. **In lieu of a \$50.00 Reservation Deposit, Three Hour Birthday Party Packages and ALL rentals under \$50.00 must be paid in FULL at the time of booking and are non-refundable.**

Hourly Rental Fee: All rentals are subject to an hourly rental fee of \$15.00 + GST for a divided room or \$25.00 + GST for an undivided (full) room. All rental fees, including Security Deposit and Event Security Fee, if applicable, must be paid no less than 1 month prior to rental date. Failure to do so will result in rental cancellation and forfeiture of reservation deposit. All after hours rentals must be booked no less than 1 month in advance of rental date. A minimum two hours is required for all rentals.

Event Security Fee: ALL rentals after 9:30pm are subject to a \$100.00 + GST event security fee in addition to the hourly rental fee of \$25.00 + GST. This includes any rentals that begin before 9:30pm but end after 9:30pm.

Host Liquor Liability Insurance: If alcohol is being served/consumed you must purchase a liquor license *and* a Host Liquor Liability Insurance Policy, with a minimum of \$2,000,000 liability coverage, and list the Northstar Residents Association as an additional insured on the policy. Both the liquor license and the Host Liquor Liability Insurance must be provided to staff no less than 1 MONTH PRIOR to the rental date. If booking is made with less than 1 month to rental date then the liquor license and insurance must be provided within 72 hours of booking. Host Liquor Liability Insurance can be purchased through Pal Insurance Brokers www.palcanada.com. Failure to provide the liquor license and/or the Host Liability Insurance coverage within the above timeframe will result in rental cancellation and loss of reservation deposit.

Security Deposit: A \$250.00 refundable security deposit is required for all rentals except after hours rentals (any rental that continues past 9:30pm) which require a \$500.00 refundable security deposit. Security Deposit must be paid with cash or credit card only – no cheques. Security deposit will be available for pick up or credit card refund within 3 business days of rental date assuming no damage incurred from rental and/or any breach of the rules and regulations of the rental agreement. Security Deposit may be held up to 15 business days after rental if assessment of property damage or rule violations is required. Security Deposit must be received no less than 1 month prior to rental date. Failure to do so will result in rental cancellation and forfeiture of reservation deposit. Please note the following fees will be deducted from the security deposit in the event of violation:

- *Cleaning Fee:* For any rental that does not return the rented space in pre-rental condition, a \$100.00 + GST fee will be charged and deducted from the security deposit. Rental applicant will be provided a cleaning checklist and be given a pre-rental walkthrough of the space prior to taking possession of the requested space. Staff will conduct a post rental walk through after clean-up is completed.
- *Late Fee:* A fee of \$50.00 + GST per floor rented will be charged and deducted from the security deposit for any rental group that has not cleaned up and fully vacated the rental space at the time indicated in the rental agreement. This fee will continue to be charged for every 30 mins past the rental end time.
- *False Alarm Fee:* A fee of \$250.00 will be deducted from the security deposit as a result of a fire department false alarm call due to the use of an open source of flame, candles, or any behaviour that results in triggering the smoke detectors.
- *Compensatory Fees:* Any damage to the rental space, facility equipment, any room, or any outdoor grounds area, whether rented or not, by the rental applicant and/or their guests will result in the deduction of fees from the security deposit to compensate for repair

and or replacement costs. Additionally, fees will be deducted from the security deposit to offset any costs associated with any extra security that may be required to deal with any unruly behaviour during the rental or any fees/fines incurred by the Northstar Residents Association as a result of negligence and/or the behaviour of the rental applicant and/or the rental applicant's guests. Any violation of the rules, regulations and conditions of the rental agreement can and will result in the loss of the security deposit as compensation as deemed necessary by management of the Panorama Hills Community Centre and/or the Northstar Residents Association Board of Directors.

CHILDREN'S BIRTHDAY PARTY SPECIAL (UNDER 15 YEARS)

Rental includes 3 hours on either floor (subject to availability) for only **\$40.00 + GST**. Regular rental rate of \$25.00/hr + GST applies for any additional time beyond 3 hours. Alcohol cannot be served/consumed during children's birthday parties. Party must be booked during regular facility hours. Three hour Birthday Parties must be paid in FULL at time of booking and are non-refundable.

NON-PROFIT GROUPS/COMMUNITY ASSOCIATION GROUPS

A reduced rental rate is available for non-profit and community association groups (i.e. seniors groups, block parents, beavers/scouts, etc.) who are members of the Northstar Residents Association. Proof of Non-Profit Status Must be provided to receive Non-profit rate. Reduce rate does not apply to after-hours rentals.

WEDDING PHOTO BOOKINGS

The park is available to be used for wedding photos but not ceremonies. Photos are to be taken during operating hours. Any other use of park area for photo opportunities must receive prior approval from Facility Manager. A one hour maximum time limit is allotted at no cost for members. A booking request form must be completed and management must approve all time requests.

2.2 Rules and Regulations

ALL OF THE RENTAL RULES AND REGULATIONS OUTLINED IN THE PRECEDING SECTION 2.2 RENTAL RULES AND REGULATIONS, ARE SUBJECT TO CHANGE FROM TIME TO TIME WITHOUT WARNING AS MANAGEMENT AND STAFF OF THE PANORAMA HILLS COMMUNITY CENTRE AND/OR THE NORTHSTAR RESIDENTS ASSOCIATION BOARD OF DIRECTORS DETERMINE NECESSARY FOR THE SAFE AND EFFICIENT OPERATION OF THE FACILITY AND THE SAFETY OF ITS MEMBERS AND GUESTS.

Rental Rules and Regulations

<p><i>Membership</i></p>	<ul style="list-style-type: none"> • Rental applicant must be a registered homeowner in Panorama Hills/Hanson Ridge and a member of good standing (i.e. no outstanding HOA fees) of the Northstar Residents Association. The rental applicant must check in with facility staff before taking possession of rental space. • Children of Northstar Residents Association member households cannot rent facility space. For rentals involving individuals 21 years of age or under there must be a ratio of 1 supervisory adult (over the age of 25 years) to every 10 individuals 21 years of age or younger. This must include the registered owner (rental applicant). Supervisory adults must check in with facility staff PRIOR to the start time of the rental.
<p><i>Alcohol and Smoking</i></p>	<ul style="list-style-type: none"> • If alcohol is being served/consumed you must purchase a liquor license and a Host Liquor Liability Insurance Policy, with a minimum of \$2,000,000 liability coverage, and list the Northstar Residents Association as an additional insured on the policy. Liquor license must be visibly displayed during duration of event. The liquor license and insurance policy must be provided to staff no less than 1 month prior to the rental date. Failure to do so will result in rental cancellation with no refund. • Alcohol is not permitted outdoors or on the patios. Alcohol must be served and consumed in the rental space only. • No minors (under 18 years) shall consume, possess or serve alcohol. • Staff and security reserve the right to ask anyone consuming alcohol for identification. • Last call is 1 hour prior to rental end time (12:00am at the latest) or earlier if indicated in your liquor license. • You must indicate on this rental agreement if alcohol will be served. If you do not and staff discover alcohol being served/consumed then the rental will be immediately cancelled and rental fees and security deposit will be forfeited. • It is the responsibility of the rental applicant to ensure that all applicable Alberta Gaming and Liquor Commission liquor laws are adhered to. • The Panorama Hills Community Centre is a completely smoke free facility. There is no smoking permitted inside the facility or in the park. Smoking must be done at the front of the building no less than 5 meters from the main entrance where the designated cigarette butt collection container is located. Rental applicant is responsible for ensuring that all guests adhere to this policy and properly disposing of cigarette butts.

<p><i>Decorations and Supplies</i></p>	<ul style="list-style-type: none"> • Painter’s tape ONLY must be used for hanging decorations. Decorations must be placed on walls only (no windows, blinds, electronics, light fixtures, ceilings or doors). Staff can provide painter’s tape if required. Rental applicant will be held responsible for any damage caused by improperly hanging decorations. • The use of confetti, rice, birdseed, etc. is strictly prohibited. • Rental applicant is responsible for providing their own dishes, cups, mugs, utensils, food, beverages, coffee, coffee filters, milk/cream, condiments and any other necessary party supplies. • Absolutely no candles or open sources of flame are permitted in the facility. This includes birthday cakes. If a fire alarm is triggered as a result of using candles or open flame then the rental applicant will be subject to a \$250.00 false alarm fee. • Due to space restrictions and fire codes, inflatable structures are not permitted in rental space.
<p><i>Equipment and Facility Usage</i></p>	<ul style="list-style-type: none"> • Only the tables and chairs supplied can be used for rentals. • 6 foot rectangular tables and folding chairs are provided. Rental applicant is not permitted to provide their own tables and chairs. A maximum of 10 tables and 50 chairs are provided per floor. Staff will leave the tables and chairs in the rented room and applicant is responsible for setting them up as they require and stacking them after their rental is complete. • Only staff are permitted to access the audio/visual cabinet. Please ask staff for help with all audio/visual needs. • Any facility equipment used during the rental must be returned in the same condition received. Any damage or misuse of equipment will result in loss of all or part of the security deposit to replace or repair damaged equipment. • The kitchen is to be used as an area to serve, heat and store food. It is not to be used for cooking and preparing meals. • Due to the size of the facility, rentals must not be open to the public. As a result we do not permit rentals that are intended to be sales, auctions, open houses, charge admission, or any such event that promotes open access to the general public. Failure to adhere to occupancy limits will result in the immediate stoppage of the rental.

<p><i>Music and Entertainment</i></p>	<ul style="list-style-type: none"> • Rental applicant is responsible for providing their own music/dj for their rental. Due to space restrictions, live bands/musicians are not permitted. • All events with music are subject to both SOCAN and Re:Sound charges. It is the responsibility of the rental applicant to ensure adherence to both SOCAN and Re:Sound music licensing tariffs. Please visit http://www.socan.ca/licensees/music-use and http://www.resound.ca/tariffs/ for further information. • Music must be played at a reasonable level throughout the event and doors must remain closed to respect the homeowners near the park. • Please be aware that violation of the City of Calgary Noise By-Law 5M2004 can result in a fine being issued to the applicant by police or by-law enforcement officers. <p>Staff reserve the right to stop a rental down due to repeated noise warnings being ignored.</p>
<p><i>Conduct of Applicant and Guests</i></p>	<ul style="list-style-type: none"> • Rental Applicant must be present for entire duration of rental. • Rental Applicant is responsible for the behaviour and action of all guests. • Nobody is permitted in the park after the park is closed (9:00pm winter months and 9:30pm summer months). • The Northstar Residents Association (NSRA) enforces a <u>ZERO TOLERANCE</u> policy for abuse of staff. Any verbal or physical abuse of staff will result in the immediate stoppage of the rental, loss of rental fees and security deposit and prohibition from further rentals and/or the potential suspension of NSRA membership privileges at the discretion of management and/or the NSRA Board of Directors.

<p><i>Cancellation, Changes, and Rental Reservation Regulations</i></p>	<ul style="list-style-type: none"> • Date, time and facility space requirement changes can be made up to 2 weeks prior to the rental date permitted there is schedule availability. An administration fee of \$25.00 + GST will be charged for any changes to the signed rental agreement plus any applicable fees for extending rental time or requiring additional space. Changes must be made in person at the Panorama Hills Community Centre. No changes over the phone. A new rental agreement will have to be completed for any and all changes. • Absolutely no changes to the rental agreement less than 2 weeks prior to rental date. • All cancellations result in the forfeiture of the reservation deposit. • Due to limited rental availability, members may only book 2 rentals at one time. Additional rentals cannot be booked until both rentals have been completed. • Rentals can only be made during the current calendar year. Beginning in August, rentals can be made for the following calendar year but only 6 months in advance.
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3. Building and Park – Rules and Regulations

The following is a list of the Panorama Hills Community Centre facility rules and regulations. These rules are listed as general guidelines. In all cases, whether stated or not, common sense, respect, and courtesy should prevail.

GUESTS OF MEMBERS

- 1) Adult members are permitted guests. A family wishing to bring in 10 or more guests must give at least 24 hours' notice.
- 2) Must be 14 years of age to bring guests into the building/park facility.
- 3) Members 12 years of age and under cannot bring in a guest under 12 years of age unless accompanied by an adult member.
- 4) Northstar Residents Association members will assume full responsibility for their guests' actions at all times when utilizing the building/park facility. Please make sure your guests are fully aware of the rules and regulations.

EQUIPMENT LOAN/USAGE

- 1) All equipment is handed out on a first come, first served basis. (There are no reservations for equipment).
- 2) Membership key fobs or drivers licenses are required for any equipment loan and must be left at the office.
- 3) One key fob allows for one item of equipment to be loaned at a time.

- 4) Damaged or broken equipment may result in the suspension of membership privileges and/or an equipment replacement fee.
- 5) Equipment available for loan/use includes propane BBQ, basketballs, volleyballs, soccer balls, footballs, badminton racquets (outdoor only), bocce ball set, and pylons.
- 6) A fifty dollar (\$50.00) cash only deposit is required for the use of the Propane BBQ. BBQ must be booked in advance for a maximum one hour time slot and can only be used from May (weather permitting) to September. Staff will deduct from the deposit if BBQ is not returned in clean and damage free condition. Propane is provided.
- 7) Loaned equipment must be used for its intended purpose (i.e. do not use volleyballs as soccer balls or vice versa, etc.).

GENERAL PARK RULES

- 1) Overall behaviour must be appropriate. There will be absolutely no tolerance for fighting, foul language, or any verbal abuse towards staff or other facility members. Such behaviour will result in a temporary suspension of facility privileges for the entire household as determined by management and staff of the Panorama Hills Community Centre and/or the Northstar Residents Association Board of Directors.
- 2) The Panorama Hills Community Centre is open for the exclusive use of residents of Panorama Hills and Hanson Ridge in good membership standing and their approved guests.
- 3) The park is unsupervised and should be used at the own risk of members and their guests.
- 4) The Panorama Hills Community Centre is a smoke free facility. There is no smoking permitted inside the facility or in the park. Smoking must be done at the front of the building no less than 5 meters from the main entrance where the designated cigarette butt collection container is located. No alcoholic beverages are allowed in the park. Alcohol is only permitted in the building during approved events with a valid liquor license and a Host Liquor Liability Insurance (see Rental Rules and Regulations).
- 5) An adult member must supervise children under 12 years of age unless a Minor Waiver form has been completed and signed by parents/guardians. Minor Waiver forms are available at the facility office.
- 6) Park and building amenity usage based on a first come, first served basis. There are no reservations for park briquette use BBQ's or equipment. Basketball courts and volleyball court must be shared during busy times. Please limit your use to ½ hour when others are waiting.
- 7) Absolutely no climbing or hanging on basketball nets, volleyball nets, water park structures, trees, fence, or any park/building structure.
- 8) The volleyball court is for volleyball playing only. No sandcastle building or digging in the volleyball court. Parents will be held responsible for their children.
- 9) No bicycles, tricycles, inline skates, skateboards, scooters, or battery operated riding toys permitted in the park unless for programmed activities. A bicycle rack is available at the main entrance to the park. Users must supply their own lock. The Panorama Hills Community Centre will not keep any bikes, inline skates, skateboards, scooters, or riding toys for safe keeping. Panorama Hills Community Centre is not responsible for any lost or stolen items.
- 10) Please do not ride bikes, scooters, skateboards, or inline skates in front of the facility main entrance.

- 11) Absolutely no entrance in the waterfall pool or climbing on the rocks. Throwing items into the waterfall or pool is strictly prohibited.
- 12) No water balloons are permitted in the park.
- 13) No pets are permitted in the building or park.
- 14) No golfing in the park.
- 15) Personal stereos must be used with headphones.
- 16) No open fires. Five briquette use only BBQ's are provided in the park. Members are responsible for supplying their own briquettes. Please leave briquettes in the BBQ after use. Staff will clean out briquettes at the end of the day.
- 17) Personal BBQ's are not permitted in the park.
- 18) Please use garbage cans and recycling bins provided.
- 19) Please do not use glass bottles in the park.
- 20) No sticks or pucks are allowed on the skating rink.
- 21) Skates are not allowed on any staircase inside and outside the building or on the main level.
- 22) Tobogganing is allowed in the designated area only. Tobogganing anywhere else in the park is strictly prohibited.
- 23) Inflatable structures are not permitted in the park or facility unless for programmed activities.
- 24) Absolutely no unauthorized access in the park before or after operating hours. Violators will be prosecuted.
- 25) Play safe and be respectful of the park and other members.

In addition to the General Park Rules the following General Building Rules apply:

GENERAL BUILDING RULES

- 1) The Panorama Hills Community Centre indoor facility is open to use by members and their guests. Use of the facility for private functions requires a rental contract and subsequent fees. There are no drop-in parties allowed. From time to time various areas of the indoor facility may be booked for a private function or a programmed activity and therefore drop-in access will be limited or restricted.
- 2) Due to rentals and programming, movie/television viewing will not be allowed on a drop-in basis.
- 3) The courtesy phone provided is for short, local calls only. A five-minute phone maximum will be enforced.
- 4) Please respect the facility and throw all garbage and recyclable material in the canisters provided.
- 5) Please bring a pair of indoor shoes for programs.
- 6) No pets within the building or park.
- 7) Please keep noise to a minimum at all times.
- 8) Absolutely no unauthorized individuals permitted behind the staff desk.
- 9) Do not move or reconfigure tables and/or chairs unless it is used for a private rental function.
- 10) Do not attempt to touch any of the electronic components. Staff is on hand to assist with all electronic set up.
- 11) Absolutely no use of sports equipment in the building.
- 12) No bikes, tricycles, scooters, skateboards, battery operated riding toys, or inline skates permitted in the building.
- 13) Absolutely no access to the kitchen unless for a rental function or with staff permission.

- 14) Absolutely no running or climbing on the patios.
- 15) The posting of notices on the bulletin board must receive prior approval from staff and/or management of the Community Centre. Removal of notices will be monitored monthly.

PARKING LOT RULES

- 1) Parking lot is for Panorama Hills Community Centre members and staff only. The parking lot is available for member use during operating hours only or during private functions. Any unauthorized use of the parking lot during the day or after hours will result in the towing of vehicles at the owner's expense. There is absolutely no overnight parking permitted.
- 2) The use of the parking lot for skateboard/bicycle ramps is strictly prohibited.
- 3) Bicycles, skateboards, scooters, inline skates, and battery operated riding toys are not permitted for use in the parking lot.
- 4) There is no parking or stopping in front of the building. Please use parking stalls only.
- 5) No tractor trailer or bus parking permitted.

WATER PARK RULES, REGULATIONS AND OPERATING POLICIES

The Panorama Hills Community Centre operates an outdoor spray water park for the exclusive use of the members of the Northstar Residents Association. The operation of the water park is governed by the Alberta Health Services Pool Standards, July 2014. The Panorama Hills Community Centre adheres to Alberta Health Services Pool Standards for the safe operation and enjoyment of the water park by all members. The following guidelines have been established for the operation of the Panorama Hills Community Center water park and safety of all users:

- 1) The water park operates daily from the May Long Weekend (weather permitting) to Labour Day (weather permitting). Water park will close at 9:00pm daily or earlier based on sunset.
- 2) The water park will not operate on days when the temperature is below 17 degrees Celsius.
- 3) The water park will not operate during inclement weather. Water park users will be asked to leave the water park if there is lightning overhead.
- 4) The maximum number of users on the spray deck cannot exceed 40.
- 5) No lifeguard is on duty. Members and their guests use the water park at their own risk.
- 6) Children under the age of 13 must be supervised by an adult.
- 7) Children under the age of 35 months must wear a swim diaper.
- 8) Users must take a shower with soap prior to entering the water park.
- 9) No running or pushing in the water park.
- 10) A first aid kit is kept onsite in the mechanical room and at the front desk. An AED is also available at the front desk and a phone for contacting 911 in an emergency.
- 11) Staff are trained in CPR/First Aid and can assist in the event of an emergency.
- 12) Emergency evacuation procedures are posted at all entrances/exit in the building and must be adhered to in the event of an emergency.

- 13) Patrons with diarrhea or a history of diarrhea over the previous two weeks should not use the water park.

Parents will be held responsible for the actions of their child(ren) and the consequences associated with the violation of the rules listed in section **3. Facility Rules and Regulations**. Any violation of the preceding rules and regulations will result in disciplinary action from a warning to suspension of privileges that is deemed appropriate by the management and staff of the Panorama Hills Community Centre.

ALL OF THE RULES AND REGULATIONS LISTED IN SECTION 3. Facility Rules and Regulations. ARE SUBJECT TO CHANGE FROM TIME TO TIME WITHOUT WARNING AS MANAGEMENT AND STAFF OF THE PANORAMA HILLS COMMUNITY CENTRE AND/OR THE NORTHSTAR RESIDENTS ASSOCIATION BOARD OF DIRECTORS DETERMINE NECESSARY FOR THE SAFE AND EFFICIENT OPERATION OF THE FACILITY AND PARK SPACE AND THE SAFETY OF ITS MEMBERS AND GUESTS.

4. Programs

The Panorama Hills Community Centre will strive to provide a variety of programming options for members throughout the year. The cost of programs will vary depending on length of program and/or instructor fees. The Centre, therefore, reserves the right to restrict facility rental usage to accommodate programming schedules. Please see the newsletter, "Panoramic Perspectives" for programs offered.

4.1 Registering For Programs

Program registration dates will be posted within the Centre, in the newsletter and on the website at www.mypanoramahills.com during each registration period. As of August 2017, members can view and register for programs online. To be able to register for a program online you must have an account registered with Ivrrnet Central. Please visit www.mypanoramahills.com and click on "Register For A Program" on the right hand side of the homepage. There will be instructions on how to create an account, if you do not have one, and how to register for programs. Please note, that by registering for programs online you must pay with a credit card. If you wish to pay by cash, cheque or debit you must register in person at the Panorama Hills Community Centre. Please ensure you read the full online registration user guide located on the website. All programs have size restrictions and will have a registration cut-off date. Late registrations may be accepted if space is available but registration fees **will not** be prorated for any missed classes. **Any requests for refunds will be assessed a \$10.00 administration fee or \$25.00 administration fee for summer day camps (please see section 1.6 Refund Policy for full details).**

Absolutely no refunds will be issued after attending the first class unless due to a medical condition and supported with a doctor's note. Refunds due to medical conditions will be prorated. **Please Note: Certain programs have a NO REFUND policy (i.e. Play School). Please read registration form(s) carefully when registering.**

Members may register ONE guest (either a member or non-member) for the same program (member and guest must be in the same program). An additional non-member rate will apply for all non-member registrants. Please read the newsletter carefully as certain programs have different non-member rates.

5. Staff

The Northstar Residents Association currently employs several Facility Attendants that maintain a presence during facility operating hours. They are the friendly staff that loan equipment, answer general information questions, provide stellar customer service, and maintain facility cleanliness. The Centre also employs a full time Administrative Assistant who manages the office affairs, public inquiries, Access Card database, and other general duties.

In addition to Facility Attendants and the Administrative Assistant, the Centre is directed under a General Manager. The Facility Manager is responsible for the policies, procedures, and rules of the Centre; budgeting, staffing; and programming among other duties. The Facility Manager is Scott Chesniak and he can be reached @ 403-226-4386 or by email gm@mypanoramahills.com.

The Northstar Residents Association also employs staff who maintain the beautifully treed and landscaped park at the Panorama Hills Community Centre.

Any available positions at the Panorama Hills Community Centre will be posted either on the website, in the Newsletter and/or on various online job banks.

6. Board of Directors

As of April 1, 2016 the Northstar Residents Association is now represented by a volunteer Board of Directors. As of April 1, 2018, the Northstar Residents Association has transitioned to a self-management organizational structure.

An annual General Meeting will be held by June to elect or re-elect a Board of Directors. Notices will be posted in the community, on the website and mailed to members regarding the date and location of the AGM.

7. Volunteers

The Panorama Hills Community Centre is always in need of volunteers. Volunteers must be at least 14 years of age or older. Volunteers are needed in many capacities so please contact the Panorama Hills Community Centre for opportunities. The Panorama Hills Community Centre staff and management greatly appreciate the efforts of the Panorama Hills residents to make a volunteer time commitment. Depending on the role, you may be required to complete a security background check and provide proof of CPR/First Aid.

8. Lost and Found

Lost and found bins are located behind the main staff desk at the front entrance of the facility. All lost items will be kept in the bins for one month. At the end of each month all unclaimed items will be donated to charity. Certain items such as keys, wallets, purses, skateboards, etc. will be kept secure behind the front desk (not in the bins) and will only be given out after accurately identifying them. Please ask staff to view bin items.

9. Emergency Procedures

In the event of an evacuation order, staff will inform members and guests to exit the building immediately. Emergency evacuation procedures are posted within the building on both the main floor and lower level for reference. If you are on the main floor and there is an emergency evacuation you are to exit the main doors and proceed to the archway at the top of the pathway where Panamount Blvd and Panamount Hill meet. If you are on the lower level you are to exit through the lower level doors and proceed to the basketball court area. If you are in the park when there is an emergency evacuation order please proceed to the basketball court area. Once you are at a meeting point you are to await further instruction from staff or emergency personnel. Please do not attempt to pack any personal belongings but rather exit immediately and await further instructions. Please do not congregate in the parking lot as it must remain open for emergency vehicles.

In the event of a personal injury please contact staff immediately. Staff will assess the situation and determine if emergency personnel need to be contacted. Please cooperate fully with staff as they collect information for the required accident/incident report. For minor injuries (scrapes, bruises, cuts, etc.) a first aid kit is available at the office. Please ask staff for bandaids, gauze, etc.

If you witness an incident (i.e. fight, property damage, an injury, etc.) please inform staff immediately.

If there is a missing child please inform staff immediately and they can begin lockdown procedures and assist with locating the child. Please adhere to all staff instructions in the event of an emergency situation.

Please note: From time to time staff and management of the Panorama Hills Community Centre may conduct emergency evacuation drills for the purpose of staff training, systems testing, and efficiency enhancement.

10. Contact Information

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Office Manager:	Mara Roque
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Web:	www.mypanoramahills.com
Board of Directors:	northstarbod@mypanoramahills.com