

CITY OF KELOWNA

Active Living & Culture Fees and Charges Bylaw No. 12810

WHEREAS the Community Charter, Section 8, allows a municipality by bylaw to regulate, prohibit, or impose requirements in relation to a municipal service or public space;

AND WHEREAS the Community Charter, Section 194, allows a municipality by bylaw to impose a fee payable in respect of all or part of a service of the municipality or the use of municipal property;

The Municipal Council of the City of Kelowna, in open meeting assembled, enacts as follows:

1. Sport, Recreation, Arts, and Cultural programs, including associated facilities, play a crucial role in fostering a healthy and active community. These services offer significant benefits to residents and visitors of all ages by promoting participation and excellence in sport, recreation, and the arts; engaging both non-profit and private sectors; encouraging economic development and tourism; and providing spaces for social interaction, community building and wellbeing.

2. Definitions

- 2.1. In this bylaw:

“Access pass” means a discounted pass available to an individual with a permanent disability who meets the eligibility criteria which is verified through a medical form of a permanent cognitive or physical disability.

“Adult Organization” means an organization that focuses primarily on a program or service, or both, for adults.

“Adult” means a person who is equal to or older than nineteen years of age and equal to or younger than sixty-four years of age.

“Advanced Aquatic Program” means a structured training course designed to develop higher-level swimming, lifesaving, lifeguarding, first aid, and leadership skills.

“Agreement Holder” means an individual, organization, or entity that has entered into and holds the rights and obligations of a facility rental agreement with the City of Kelowna.

“Annual School Break” means a break as identified in the School District No. 23 school year calendar.

“Child” means a person who equal to or older than seven years of age and equal to or younger than twelve years of age.

“City of Kelowna” means the corporation of the City of Kelowna.

“Commercial” means a business or organization with the primary goal of generating a profit through operations.

“Community Event” means an event open to the community.

“Dark day” means a day with no scheduled performance or event.

“Family” means up to two adults and a number of children or youth or full-time students who are living in the same household.

“Full Cost Recovery” means ‘full cost recovery’ as determined by Council Policy No. 395 Fees and Charges.

“Gross Ticket Price” means the price an agreement holder has set for a ticket and does not include a City fee and charge.

“Gross Ticket Sales” means the total revenue of tickets sold for the event, not including sales taxes or a City fee and charge.

“Local Non-Profit” means an organization which is operated for a specific purpose other than profit, within the City of Kelowna municipal boundaries.

“Minor organization” means an organization that focuses on a program or service for children or youth, or both. Includes a public or private school.

“Non-Prime Time” means a period where demand for use is low.

“Preschool” means a person who is equal to or younger than six years of age.

“Prime Time” means a period where demand for use is highest.

“Program Transfer” means a transfer of an individual’s registration into another program.

“Program” means an organized set of activities that foster physical, social or emotional wellbeing of individuals and the community.

“Progressive Aquatic Program” means a program with an aquatic focus where individuals are evaluated to a set standard to progress through to a subsequent level.

“Progressive Sport Program” means a program with a sport focus where individuals are evaluated to a set standard to progress through to a subsequent level.

“Retail Item” means a good that is not a core service, as determined by Council Policy No. 395 Fees and Charges. Includes goggles, a manual, a towel, a whistle, or a drink.

“Senior” means a person who is equal to or older than sixty-five years of age.

“Special Event” means a unique, one-time, or infrequent gathering of people.

“Sport League” means a collection teams and individuals who compete against each other on a weekly basis throughout a sports season.

“Student” means a person who is equal to or older than nineteen years of age with a current piece of post-secondary institution issued identification that includes the bearer’s name.

“Youth” means a person who equal to or older than thirteen years of age and equal to or younger than eighteen years of age.

3. Administration

3.1. A fee or charge for sport, recreation, arts, or cultural programs, and related facilities, is as set out in Schedules “A”, “B”, “C”, “D”, and “E”, attached to and forming part of this bylaw.

3.1.1. Except the following will be charged at full cost recovery in alignment with Council Policy No. 395 Fees and Charges:

- (a) janitorial services;
- (b) security services;
- (c) general liability insurance;
- (d) a retail item; or
- (e) a copyright fee on music in public, including SOCAN or Re:Sound licences.

3.2. Miscellaneous Fees and Charges Bylaw No. 9381 applies, including a returned payment fee or an overdue account being subject to a monthly interest charge.

3.2.1. Three occurrences of declined payments will require an individual to make all future payments in cash.

3.3. The Director of Active Living & Culture is authorized to periodically amend rates, set a new rate, or adjust terms and conditions, on an interim basis for the purpose of meeting divisional priorities.

3.3.1. The Director of Active Living & Culture will provide a report to Council to be received for information regarding adjusted rates or terms and conditions on an annual basis.

3.4. A fees or charge does not include relevant Provincial and Federal taxes unless otherwise stated.

3.5. A fee or charge is subject to the base fee or charge plus an additional fee, if applicable.

3.6. A fee or charge will not be rounded at time of a fee increase, except where identified.

- 3.7. Multiple entry passes expire two years from date of purchase, including personal training sessions.
- 3.8. If due to the City of Kelowna a user is prevented from using a facility on the date set out in the agreement, the user is eligible for a 100% refund with no fee.

4. Severability

- 4.1. If a portion of this Bylaw is held invalid by a Court of competent jurisdiction, then the invalid portion must be severed and the remainder of this Bylaw is deemed to have been adopted without the severed section, subsection, paragraph, subparagraph, clause or phrase.
- 5. The Active Living & Culture Fees and Charges Bylaw No. 9609 including all amendments is hereby repealed.
- 6. This bylaw may be cited as "Active Living & Culture Fees and Charges Bylaw No. 12810".
- 7. This bylaw comes into force and takes effect on September 1, 2025.

Read a first, second and third time by the Municipal Council this

Adopted by the Municipal Council of the City of Kelowna this

Mayor

City Clerk

SCHEDULE 'A'

Admission Fees and Charges

Parkinson Recreation Centre

1. Table A.1 establishes the fees and charges for the Parkinson Recreation Centre facility, except for an Access Pass, a Facility Promo Pass, or a Corporate Pass.

- 1.1. The fees and charges as noted in Table A.1 will increase by five per cent (5%) on January 1 each year, beginning January 1, 2026. The increase will be rounded to the nearest \$0.25.

Table A.1:

Parkinson Recreation Centre							
	Drop In Admission (\$)			Facility Membership Pass (\$)			
User	Single	TGIF	Ten Entry	One Month Term	Three Month Term	Six Month Term	Annual Term
Preschool	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Child	3.70	2.00	33.30	29.60	78.40	135.90	229.70
Youth Student	6.30	2.00	56.70	50.40	133.60	231.30	391.10
Adult	8.40	2.00	75.60	67.20	178.10	308.40	521.50
Senior	6.30	2.00	56.70	50.40	133.60	231.30	391.10
Family	18.00	10.00	162.00	144.00	381.60	661.00	1,117.40

2. TGIF rate is available on a Friday from 6:00 p.m. to facility close.
3. A full or partial refund is not permitted on a Drop In Admission, except for an unused Ten entry Drop In Admission.
 - 3.1. A Ten entry Drop In Admission is 100% refundable and is subject to a \$10.00 fee.
4. A prorated refund for a Facility Membership Pass will be calculated based on the remaining full months at the time of the request. At time of a refund, a user is subject to a \$10.00 fee.
5. A monthly payment plan is available for a Facility Membership Pass and is subject to a \$30.00 per year fee.
 - 5.1. A user is required to provide at least one month's notice to cancel a monthly payment plan.
 - 5.2. At time of a cancellation, a user is subject to a \$10.00 fee.
6. Access Pass: Programs provides the participation in a program at a discount of 75% of an annual or six month term membership for an adult user.
 - 6.1. A program access pass user will be charged a \$10.00 fee if access pass membership is not renewed prior to registration day.
7. Access Pass: Facility provides the use of a facility at a discount of 75% of an annual or six month term membership for an adult user.
8. Access Pass: Combination provides the participation in a program and the use of a facility at a discount of 67% of an annual or six month term membership for an adult user; and the participation in a regular health and fitness class at a discount of 50% of an annual or six month term membership for an adult user.
 - 8.1. A combination access pass user will be charged a \$10.00 fee if access pass membership is not renewed prior to registration day.
9. An Access Pass is not refundable or transferrable.
10. A Facility Promo Pass is a one-time 50% discount to a new user for one month term Adult Facility Membership Pass.
11. A Corporate Pass is a 25% discount applied on annual term Facility Membership Passes or ten of the Ten Entry Drop In Admissions for at least 5 or more Adult users associated with one organization.

Public Skating Facilities

12. Table A.2 establishes the fees and charges for the Memorial Arena, Rutland Arena and MNP Place ice surface.

12.1. A full or partial refund is not permitted.

12.2. The fees and charges as noted in Table A.2 will increase by three per cent (3%) on January 1 each year, beginning January 1, 2026.

Table A.2:

Public Skating			
	Drop In Admission (\$)		
User	Single Entry	Ten Entry	Twenty Entry
Preschool	0.00	0.00	0.00
Child	4.25	39.00	74.00
Youth Student	5.00	39.00	74.00
Adult	5.00	39.00	74.00
Senior	4.25	39.00	74.00
Family	13.50	39.00	74.00

SCHEDULE 'B'

Program Fees and Refunds

1. A program fee is based on direct costs with a minimum indirect overhead percentage, as defined in Council Policy No. 395 Fees and Charges and as outlined in Table B.1.

Table B.1:

Indirect Overhead Costs	
Program Type	Per Cent of Indirect Overhead Cost
Adult	Minimum 35%
Adult Sport	Minimum 35%
Aquatic	Minimum 25% (preschool, child, or youth) Minimum 35% (adult or senior)
Children	Minimum 25%
Preschool	Minimum 15%
Fitness & Health	Minimum 35%
Licensed Care	Minimum 15%
Youth	Minimum 25%

2. Program Withdrawal
 - 2.1. Schedule 'B', section 2 does not apply to an advanced aquatic program, progressive aquatic program, progressive sport program, or sport league.
 - 2.2. A full or partial refund is not permitted for a used personal training package or a missed class.
 - 2.3. At time of a refund, a user is subject to a \$10.00 withdrawal fee, except the fee is waived for a program transfer.
 - 2.4. A full refund will occur when a request is received more than 24 hours before the first class of the program.
 - 2.5. A prorated refund will occur at the time a request is received after the first class start date. A request received less than 24 hours before a class will result in that class being considered attended.
3. Advanced Aquatic Program Withdrawal
 - 3.1. At time of a refund, a user is subject to a \$10.00 withdrawal fee.
 - 3.2. A full refund will occur when a request is received at least seven days before the first class.
 - 3.3. A 75 per cent refund will occur when a request is received less than seven days and equal to or greater than four days before the first class.
 - 3.4. A full or partial refund is not permitted equal to or less than three days prior to the first class.
4. Progressive Aquatic Program Withdrawal
 - 4.1. At time of a refund, a user is subject to a \$10.00 withdrawal fee, except the fee is waived for a program transfer.
 - 4.2. A full refund will occur when a request is received at least seven days before the first class.
 - 4.3. A 75 per cent refund will occur when a request is received prior to the third class commencing.
 - 4.4. A full or partial refund is not permitted after the third class commences.

5. Progressive Sport Program Withdrawal

- 5.1. At time of a refund, a user is subject to a \$10.00 withdrawal fee, except the fee is waived for a program transfer.
- 5.2. A full refund will occur when a request is received at least seven days before the first class.
- 5.3. A 50 per cent refund will occur when a request is received prior to the second class commencing.
- 5.4. A full or partial refund is not permitted after the second class commences.

6. Sport League Withdrawal

- 6.1. At time of a refund, a user is subject to a \$10.00 withdrawal fee.
- 6.2. A full refund will occur when a request is received at least ten days before the league start date.
- 6.3. A full or partial refund is not permitted less than seven days before the league start date.

SCHEDULE 'C'

Exclusive Use Rentals

Multi-purpose facility room rentals

1. Table C.1 establishes the fees and charges for a user to have exclusive use of a multi-purpose facility room for a set period of time.
 - 1.1. The minimum rental period is one hour.
 - 1.2. The maximum of ten hours or one day will be charged per rental period.
 - 1.3. The following will be rented in conjunction with another Room Rental Type identified in Table C.1 and not included in this list:
 - 1.3.1. Parkinson Recreation Centre/Rutland Activity Centre Kitchen,
 - 1.3.2. Parkinson Activity Centre Kitchen,
 - 1.3.3. Outdoor Area A – Parkinson Recreation Centre entrance,
 - 1.3.4. Outdoor Area B – lawn area behind Apple Room at PRC, or
 - 1.3.5. Parkinson Recreation Centre Outdoor Orchard Fenced Area.
 - 1.4. The fees and charges as noted in Table C.1 will increase by three per cent (3%) on January 1 each year, beginning January 1, 2026.

Table C.1:

Multi-Purpose Facility Room Rentals			
Room Rental Type	Room Capacity (by person)	Non-Profit Rate (\$)	Commercial Rate (\$)
Meeting Room	20	27.86	56.77
Multi-Purpose Room 1	30-40	33.43	68.13
Multi-Purpose Room 2	40-50	42.35	86.30
Multi-Purpose Room 3	70	35.66	72.67
Multi-Purpose Room 4	80-100	45.69	93.11
Multi-Purpose Room 5	170-250	59.05	120.36
Multi-Purpose Room 6	400-450	83.57	170.32
Parkinson Recreation Centre/Rutland Activity Centre Kitchen*	N/A	16.72	34.07
Parkinson Activity Centre Kitchen*	N/A	133.71 / day	272.52 / day
Outdoor Area A – Parkinson Recreation Centre entrance*	N/A	23.40	47.69
Outdoor Area B – lawn area behind Apple Room at PRC*	N/A	55.71 / day	107 / day
Parkinson Recreation Centre Outdoor Orchard Fenced Area*	N/A	23.40	47.69
Outdoor Barbeque PRC	N/A	55.71 / day	113.55 / day

Stadium and Sportsfield Rentals

2. Tables C.2, C.3, C.4, C.5, C.6, and C.7 establish the fees and charges for stadium or sportsfield rentals.

- 2.1. A fee and charge is subject to a 25 per cent discounted rate for a Non-Prime Time rental as identified in Table C.9.
- 2.2. Table C.3 fees and charges are for a full field rental. A half of a field may be rented at 50 per cent of the full field rate.
- 2.3. The fees and charges will increase as identified on January 1 each year.
- 2.4. After December 31, 2027, the fees and charges will increase by three per cent (3%) on January 1 each year, beginning January 1, 2028.

Table C.2:

Apple Bowl – Facility Rental			
Full Facility Users	2025 Rates (\$)	2026 Rates (\$)	2027 Rates (\$)
Non-Profit Minor – per hour	67.92	71.32	73.46
Non-Profit Adult – per hour	90.20	96.51	103.27
Commercial – per hour	180.41	189.43	195.11
Stadium Amenity Users	2025 Rates	2026 Rates	2027 Rates
Track & Field Practice – Non- Profit Minor – per hour	\$29.71	\$31.20	\$32.13
Track & Field Practice – Non- Profit Adult – per hour	40.33	42.35	43.62
Changeroom – per day, per changeroom	53.06	55.71	57.38

Table C.3:

Sportsfields – Artificial Turf Rental			
Users	2025 Rate Per Hour (\$)	2026 Rate Per Hour (\$)	2027 Rate Per Hour (\$)
Non- Profit Minor	26.53	28.39	29.81
Non- Profit Adult	53.06	56.77	59.61
Commercial	106.12	113.55	119.23

Table C.4:

Sportsfields- Field A- Rental			
Sportsfields- Field A- Rental is for a regulation standard, competition field; sport lighting, full amenities (including permanent washrooms, changerooms, concession, spectator seating), sport specific features, and specialty equipment.			
Users	2025 Rate Per Hour (\$)	2026 Rate Per Hour (\$)	2027 Rate Per Hour (\$)
Non-Profit Minor	13.80	14.77	15.80
Non-Profit Adult	27.59	29.52	31.59
Commercial	55.18	59.04	63.18

Table C.5:

Sportsfields- Field A Modified – Rental			
Rental is for a full-sized field, might not meet regulation standards; includes sport lighting, permanent washrooms, spectator seating, minimal sport specific features and specialty equipment.			
Users	2025 Rate Per Hour (\$)	2026 Rate Per Hour (\$)	2027 Rate Per Hour (\$)
Non-Profit Minor	11.67	12.49	13.36
Non-Profit Adult	23.35	24.98	26.73
Commercial	46.69	49.96	53.46

Table C.6:

Sportsfields- Field B - Rental			
Field B - Full sized fields, no lighting, minimal dedicated spectator seating, non-permanent washrooms.			
Users	2025 Rate Per our (\$)	2026 Rate Per Hour (\$)	2027 Rate Per Hour (\$)
Non-Profit Minor	10.61	11.35	12.15
Non-Profit Adult	21.22	22.71	24.29
Commercial	42.45	45.42	48.60

Table C.7:

Sportsfields- Field C - Rental			
Field C- Not a full-sized field, no lighting, multi-purpose, no dedicated spectator seating, non-permanent washrooms.			
Users	2025 Rate Per Hour (\$)	2026 Rate Per Hour (\$)	2027 Rate Per Hour (\$)
Non-Profit Minor	5.31	5.58	5.85
Non-Profit Adult	10.61	11.14	11.70
Commercial	21.22	22.28	23.40

Sport Court Rentals

3. Table C.8 establishes the fees and charges for a sport court rental.
 - 3.1. A fee and charge is subject to a 25 per cent discounted rate for a Non-Prime Time rental as identified in Table C.9.
 - 3.2. The fees and charges will increase by three per cent (3%) January 1 each year, beginning January 1, 2026.

Table C.8:

Sports courts – Rentals				
Users	PRC Gymnasium Per Hour (\$)	Basketball & Outdoor Multi-Sport Per Hour (\$)	Tennis & Pickleball Per Hour (\$)	Beach Volleyball Per Hour (\$)
Non-profit Minor	37.14	10.61	6.37	9.55
Non-profit Adult	74.28	21.22	6.37	19.10
Commercial	N/A	42.45	12.73	38.20

Table C.9:

Prime Time and Non-Prime Time Sportsfield Schedule		
Prime Time	Times and Days	Type of Turf
January 15 to June 30 & September 1 to October 31, except during Annual School Break	3:00 pm to dusk, Monday to Friday	Natural
	3:00 pm to 11:00 pm, Monday to Friday	Natural with lighting
	8:00 am to dusk - Weekends	Natural with lighting
January 15 to June 30 & September 1 to October 31, during Annual School Break	8:00 am to dusk every day	Natural
	8:00 am to 11:00 am, every day	Natural with lighting
July 1 to August 31	8:00 am to dusk, every day	Natural
	8:00 am to 11:00 pm	Natural with lighting
April 1 to June 30 & September 1 to November 30	8:00 am to 11:00 pm	Artificial
Non-Prime Time	Times and Days	Type of Turf
September 1 to June 30	8:00 am to 3:00 pm Monday through Friday, excluding a school holiday or a statutory holiday	Natural
December 1 to March 31 & July 1 to August 31	8:00 am to 11:00 pm	Artificial

Arena Rentals

4. Table C.10 establishes the fees and charges ice and dry sheet rentals at Memorial Arena, Rutland Arena, Prospera Place, and MNP Place.
 - 4.1. A user fee and charge is subject to a 25 per cent discounted rate for a rental affected by a period identified as a Non-Prime Time in Table C.11.
 - 4.2. The fees and charges will increase as identified on January 1 each year.
 - 4.3. After December 31, 2027, the fees and charges will increase by three per cent (3%) on January 1 each year, beginning January 1, 2028.

Table C.10:

Arena Rentals (Ice & Dry Sheet)			
Users	2025 Rate Per Hour (\$)	2026 Rate Per Hour (\$)	2027 Rate Per Hour (\$)
Ice Sheet - Non-Profit Minor Organization	111.43	119.20	127.50
Ice Sheet - Non-Profit Adult Organization	222.85	234.00	245.70
Ice Sheet - Commercial Organization	222.85	245.10	269.60
Dry Sheet – Non-Profit Minor Organization	49.88	53.40	57.10
Dry Sheet – Non-Profit Adult Organization	99.75	104.70	109.90
Dry Sheet – Commercial Organization	99.75	109.70	120.70
Community Event Rate – Prospera	2,124.54 per day	2,230.80 per day	2,342.30 per day

Table C.11:

Prime Time and Non-Prime Time Arena Schedule	
Prime Time	Hours & Days
Tuesday of Labour Day weekend to June 30	6:00 am to 8:00 am & 3:00 pm to 11:30 pm Monday to Friday, excluding weekends, statutory holidays or annual school break.
	6:00 am to 11:30 pm weekends, statutory holidays or annual school break.
July 1 to Monday of Labour Day weekend	All hours and days
Non-Prime Time	Hours & Days
Tuesday of Labour Day to June 30	8:00 am to 3:00 pm Monday through Friday

Aquatic Lane Rentals

5. Table C.12 establishes the fees and charges for a user to rent a pool lane.

5.1. The fees and charges will increase by five per cent (5%) on January 1 each year, beginning January 1, 2026.

Table C.12:

Aquatic Clubs Lane Rentals		
Users	Regular Pool Hours	Outside of Regular Pool Hours
Parkinson Recreation Centre	Rate Per Hour (\$)	
Non-Profit Minor	10.60	91.26
Non-Profit Adult	15.92	136.90
Commercial	31.84	272.73
H2O Adventure & Fitness Centre	Rate Per Hour (\$)	
Non-Profit Minor	18.04	N/A
Non-Profit Adult	26.53	N/A

Outdoor Event Rentals

6. Table C.13 establishes the fees and charges for the specific use of a park designated by the City for a special event.

6.1. The fees and charges will increase by five per cent (5%) on January 1 each year, beginning January 1, 2026.

6.2. The use of a park is subject to an application for permit fee and park rental fee or ticketed event fee.

6.2.1. The higher fee will be charged for park rental or ticketed event.

Table C.13:

Outdoor Events Rentals and Fees	Non-Profit Rate Per Permit (\$)	Commercial Rate Per Permit (\$)
Application for Permit - Tier 1: 3 or greater day event, greater than or equal to 1,500 participants	176.16	352.32
Application for Permit - Tier 2: 1 to 2 day event, greater than or equal to 1,500 participants	141.14	282.28
Application for Permit - Tier 3: Single day event equal to or between 500 to 1,500 participants	106.12	212.24
Application for Permit - Tier 4: Single day event less than or equal to 500 participants	71.10	142.20
Park Rental per hour	14.86	28.65
Park Rental per day	148.57	286.53
Partial Park Rental: Park Fitness or Activity Rental Fee	43.50	86.00
Partial Park Rental: Monthly Park Fitness or Activity Rental Fee	94.45	180.00
Partial Park Rental: Seasonal (April 1-October 31) Park Fitness or Activity Rental Fee	469.05	880.00
Ticketed Event – Highest Revenue Day (Higher Rate option)	The greater of 4% of gross ticket sales to a maximum of \$4,000 or Park Rental fee	The greater of 8% gross ticket sales to a maximum of \$8,000 or Park Rental fee
Ticketed Event – All other days (Higher Rate option)	The greater of 2% of gross ticket sales to a maximum of \$4,000 or Park Rental fee	The greater of 4% gross ticket sales to a maximum of \$8,000 or Park Rental fee
Transportable Bleachers Including delivery	250.00	500.00
Standard Paris Bleachers Including delivery	236.00	473.00

SCHEDULE 'D'

Community Ticketing

Ticket Services

1. Table D.1 establishes the fees and charges for ticket services.
2. An annual administration fee of 2.5% will apply to a patron account credit.
3. A gift card may be used for an event and is not refundable or transferable.
4. A gift card does not expire.
 - 4.1. After 24 months of inactivity, an annual administration fee of 2.5% will apply to a gift card.

Table D.1:

Ticket Services	
Fee Type	Fee
Ticket Service Fee: Agreement Holder (Internet, phone, box office, or at-the-door sales)	15% of gross ticket price with on-site box office (\$150.00 minimum)
	10% of gross ticket price inclusive without on-site box office (\$100.00 minimum)
Ticket Service Fee: Patron	\$2.50 per ticket
Ticketing Set-up Fee (Commercial and Non-profit Organization) excludes Local Non-profit Organizations	\$150.00 per event (Kelowna Community Theatre Main Stage) \$75.00 per event (All Other Events)
Subscription Ticket Service Fee (3 or more events sold as a package)	30% discount on regular ticket service fee
Complimentary Tickets (issued by client)	\$1.00 per ticket up to 15% of house capacity Exceeding 15% of house capacity: 15% of gross ticket price
Free Ticketed Community Events	\$250.00 flat rate (no on-site service included)
Alternate Entry Mechanism (festivals/multi-day)	15% of gross ticket sales (with on-site box office)
	10% of gross ticket sales (community events without on-site box office)
Charitable Donations (processing fee)	5% of donations collected
Ticket Delivery Fee	Tickets delivered through Will Call or Email are included in the Ticket Service Fee
	Tickets delivered through Canada Post are \$4.00 per order

Table D.2:

Cancellation or Change	
Type	Fee
Agreement Holder Cancellation	5% gross ticket sales refunded and \$100.00 (Rotary Centre for the Arts or community event) or \$500.00 (Kelowna Community Theatre event)
Agreement Holder Change of Date	5% gross ticket sales refunded and \$2.50 (Rotary Centre for the Arts or community events) per ticket or \$5.00 (Kelowna Community Theatre event) per ticket
Patron Cancellation (if allowed by Agreement Holder)	Credit issued to patron account less Ticket Service Fee: Patron

Marketing Support

5. Table D.3 establishes the fees and charges for marketing support.

5.1. A basic event listing is included on theboxoffice.ca

Table D.3:

Supplementary Marketing Support	Fee (\$)
Marketing support provided using a la carte or multi-package options	Full cost recovery as determined by Council Policy No. 395
Basic graphic design support	75.00 per hour

SCHEDULE 'E'

Kelowna Community Theatre

1. Tables E.1, E.2, E.3, E.4, E.5, E.6, E.7, and E.8 establish the fees and charges for the Kelowna Community Theatre.
 - 1.1. Additional technical or front of house support available for a fee, as established in Table E.6.
 - 1.2. The basic fees and charges will increase in Tables E.1, E.2, E.3, E.4, E.5, and E.6 by three per cent (3%) on January 1 each year, beginning January 1, 2026.
 - 1.2.1. The dollar amount will increase and the percentage of the Basic Fee will not change.
 - 1.2.2. A fee or charge will be rounded to the nearest dollar (\$1.00) at time of a fee increase.
 - 1.3. The fees and charges will increase as identified in Table E.7 on January 1 of each affected year.
2. A Kelowna Community Theatre ticketed event rental will use The Box Office (www.theboxoffice.ca) to provide tickets for an event. Includes a festival, competition, VIP event, meet & greet, or other related activity or experience.
 - 2.1. Unauthorized ticket sales are subject to a \$500.00 fee plus recovery of lost ticket service fees.

Lobby

3. The Lobby will be rented for a minimum of three hours as an individual space for use as a reception or meeting.

Table E.1:

Lobby Rental Rates	Basic Fee (\$)
Commercial (up to and including 3-hours)	265.00
Non-profit Organization (up to and including 3-hours)	185.50
Local Non-profit Organization (up to and including 3-hours)	132.50
City of Kelowna (up to and including 3-hours)	80.00
Additional rental hours (greater than 3 hours)	20% of the Basic Fee per hour

Main Stage - Performance

4. The Main Stage will be rented for the greater amount:
 - 4.1. a fee identified in Table E.2; or
 - 4.2. 10% of gross ticket sales net of taxes to a maximum of 2.5 times the Basic Fee.
5. A Public Dress Rehearsal will be in conjunction with another basic fee.

Table E.2:

Main Stage – Performance Rental Rates	Basic Fee (\$)
Commercial (up to and including 12-hours)	1,665.00
Non-profit Organization (up to and including 12-hours)	1,165.50
Local Non-profit Organization (up to and including 12-hours)	832.50
City of Kelowna (up to and including 12-hours)	500.00
Additional rental hours (greater than 12-hours)	20% of the Basic Fee per hour
Extended Multi-Day Rental (Commercial only) (minimum of 14 consecutive days excluding dark days)	70% of the Basic Fee
Dark Day Rate during Extended Multi-Day Rental (Commercial only) (maximum 2 days)	15% of the Basic Fee
Additional Same Day Performance (includes 3 additional FOH hours and 4 additional Tech hours)	50% of the Basic Fee
Public Dress Rehearsal (includes 1.5 additional Front of House hours)	25% of the Basic Fee

Main Stage – Rehearsal or Studio Performance

6. A Performance Rehearsal will
 - 6.1. be in conjunction with a Section 4 basic fee;
 - 6.2. include technical support of a theatre technician for the first four hours; and
 - 6.3. be rented for a fee or charge identified in Table E.3.
7. A Performance Rehearsal will not include
 - 7.1. access to the Lobby or Front of House; or
 - 7.2. audience access to the Kelowna Community Theatre.

Table E.3:

Main Stage – Performance Rehearsal Rental Rates	Basic Fee (\$)
Commercial (up to and including 12-hours)	832.50
Non-profit Organization (up to and including 12-hours)	583.00
Local Non-profit Organization (up to and including 12-hours)	416.50
City of Kelowna (up to and including 12-hours)	250.00
Additional rental hours (after 12 hours)	20% of the Basic Fee per hour

Black Box – Performance

8. Capital Improvement Fee (CIF), identified in Table E.7, is required for a Black Box – Performance rental.
9. Technical support of a theatre technician is required for an event that will make changes to the lighting or sound equipment dedicated to the Black Box.

Table E.4:

Black Box – Performance Rental Rates	Basic Fee (\$)
Commercial (up to and including 12-hours)	562.00
Non-profit Organization (up to and including 12-hours)	393.50
Local Non-profit Organization (up to and including 12-hours)	281.00
City of Kelowna (up to and including 12-hours)	169.00
Extended Multi-Day Rental (Commercial only) (minimum of 14 consecutive days excluding dark days)	70% of the Basic Fee
Dark Day Rate during rentals of 10 consecutive days or longer (maximum 2 days for each 14 day run)	15% of the Basic Fee
Additional rental hours (after 12 hours)	20% of the Basic Fee per hour
Access to Lower Hallway and Dressing Room A	82.00 per day

Black Box – Meeting or Rehearsal

10. A Black Box - Meeting or Rehearsal will not include audience access to the Kelowna Community Theatre.
11. Technical support of a theatre technician is required for an event that will make changes to the lighting or sound equipment dedicated to the Black Box.

Table E.5:

Black Box Rental Rates (12-hour maximum)	Basic Fee (\$)
Commercial (up to and including 12-hours)	280.00
Non-profit Organization (up to and including 12-hours)	196.00
Local Non-profit Organization (up to and including 12-hours)	140.00
City of Kelowna (up to and including 12-hours)	84.00
Extended Multi-Day Rental (Commercial only) (minimum of 14 consecutive days excluding dark days)	70% of the Basic Fee
Dark Day Rate during rentals of 14 consecutive days or longer (maximum 2 days for each 14 day run)	15% of the Basic Fee
Hourly Rate (after 12 hours)	20% of the Basic Fee per hour
Access to Lower Hallway and Dressing Room A	82.00 per day

Additional Fees

12. The minimum number of hours for a theatre technician is two hours.

Table E.6:

Additional Technical Support	Basic Fee (\$)
Theatre technician (less than or equal to 8 hours of work)	57.00 per hour
Theatre technician (greater than 8 hours and less than or including 10 hours of work)	85.50 per hour
Theatre technician (after 10 hours)	114.00 per hour

Table E.7:

Capital Improvement Fee	Basic Fee (\$)
Main Stage ticketed events	2.00 per admission, includes by donation or complimentary As of January 1, 2026 - 2.25 per attendee As of January 1, 2029 - 2.50 per attendee As of January 1, 2032 - 2.75 per attendee
Black Box - Performance	75.00 per day As of January 1, 2026 - 85.00 per day As of January 1, 2029 - 95.00 per day As of January 1, 2032 - 105.00 per day

Table E.8:

Additional Service Fees	Basic Fee (\$)
Merchandise Fee: Percent (%) of gross proceeds net of taxes from commercial client merchandise sales, including CDs, clothing, and event souvenirs	15% if Kelowna Community Theatre sells 10% if renter sells
Bar Restocking	100.00 per product category
Front of House services (greater than 6 hours of work)	100.00 per hour, charged in 15-minute increments
Lobby and Black Box equipment set-up and take-down (including stage risers, tables and chairs)	120.00
Towel Service	3.00 per item
Statutory Holiday Fee	500.00 per day
Live-stream Fee if charging for access to a live-stream link during a performance.	75.00
Piano Tuning/ Labour Crew	Full cost recovery as determined by Council Policy No. 395 plus 10% Administration Fee