

The Recreation & Culture Department and ENMAX Centre Lethbridge have implemented a pre-pay policy, 'Pay Before You Play'.

The guidelines for this policy require all customers to pay booking invoices before their booking is to occur, or as directed by the schedule agreed upon at the time of booking generation. Cancellations will occur if the payment schedule is not followed.

One-time bookings are defined into 3 categories as determined by the designated Facility Programmer. If you are unsure of which category your booking is a part of, please ask your programmer what the payment terms are.

- A) To be paid for in full at the time of booking generation. **The majority of facility bookings fall into this category.** (Rentals such as: picnic shelters, HSNC, Legacy Pavilion, private/family ice times, Fritz Sick Gymnasium private/family times, etc.)
- B) A partial nonrefundable deposit is to be paid at the time of booking generation. With the remainder due before the booking date. (Rentals such as: Galt Museum facilities, specified ENMAX & Yates facilities, etc.)
- C) A partial nonrefundable deposit is to be paid at the time of booking generation. With the remainder due following the booking date. (Rentals such as: ENMAX facilities & catering, Yates bookings with ticket sales, specified Recreation & Culture booked special events, etc.)

Monthly and seasonal bookings are to be paid monthly, prior to the month that the bulk bookings are to occur in. These bookings will be invoiced and charged to account one month before, and statements of account will be forwarded to customers so that payment can be made before the bookings are to occur.

Example: One-Time Booking	
Booking Date	February 2, 2023
Booking Generation Date	December 12, 2022
Invoice Date	December 12, 2022
Payment Due Date	December 12, 2022

Example: Monthly/Seasonal Bookings	
Booking Date	February 02/05/18/27, 2023
Booking Generation Date	September 13, 2022
Invoice Date	January 1, 2023
Payment Due Date	January 31, 2023

What will happen if I do not follow the payment schedule outlined?

One-time bookings will be cancelled. Monthly/seasonal bookings for the month that was invoiced will be cancelled one week before the start of the month that the bookings are to occur in.

Contact your Recreation & Culture Programmer if you require further assistance.

Arenas 403.320.3009 – Yates 403.393.6131 – Sports Fields/Gymnasiums & Special Events 403.320.3011 – Picnic Shelters & Pavilion 403.320.3020 – Galt Facility Rentals 403.320.4247 – Nature Centre Rentals 403.320.3064 – ENMAX Centre 403.320.4058