



PANORAMA  
HILLS  
Residents Association

# Member Information Booklet



Updated: January 2024

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## 1. About Panorama Hills RA Ltd.

The Panorama Hills Community Centre is designed and built for the exclusive use of the members of the Panorama Hills Residents Association. Every property owner that has an encumbrance listed on their Certificate of Title is considered a Member of the Panorama Hills Residents Association. Non-owners, that reside in the home of the owner Member are considered Associate Members.

As a member of the Panorama Hills 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 Panorama Hills (please visit [www.myphra.com](http://www.myphra.com) to view a map of the areas under the control of the Panorama Hills Residents Association).

**The fee is due each year on April 30<sup>th</sup>.** The fiscal year is April 1<sup>st</sup> – March 31<sup>st</sup>. By paying this fee, each household is granted membership privileges 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.** Please refer to section **1.5 Methods of Payment** for the various payment options.

As of April 1, 2016, the Panorama Hills Residents Association. is now represented by a volunteer Board of Directors. As of April 1, 2018, the Panorama Hills 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 Panorama Hills 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 outdoor & park space. The indoor facility includes main and lower-level recreational space. The lower level includes a kitchen with 5 appliances, a projector with screen and 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, commercial vinyl flooring, smart TV, and access to the upper patio which provides a beautiful view of the park below and the surrounding community. Wi-Fi is offered for members as well.

The fully fenced private park space comes complete with a cascading waterfall, water spray park, children's play structure, three basketball courts, multi-use sport court, paved walking path, three gazebos, outdoor fitness equipment and five

standalone briquette use barbecues all set amongst beautifully landscaped green space. In the winter a skating surface will be available on the sport court.

There is no charge for the use of these amenities.

## 1.2 Location

The Panorama Hills Community Centre is located at:

88 Panamount Hill NW  
Calgary, AB T3K 5R9  
Ph: 226-4386  
Fax: 226-5682  
Web: [www.myphra.com](http://www.myphra.com)

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

## 1.3 Hours of Operation

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

Please note the following changes in operating hours:

Thanksgiving Day:	9:00AM – 4:00PM
Remembrance Day:	1:00PM – 9:00PM
Christmas Eve:	9:00AM – 4:00PM
Christmas Day:	9:00AM – 4:00PM
New Year's Eve:	9:00AM – 4:00PM
New Year's Day:	9:00AM – 4:00PM
Good Friday:	9:00AM – 4:00PM

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

Daily operation of the water park begins in May on a long weekend, with the final day of operation being Labour Day each year, weather permitting. The water park will be operational past Labour Day on weekends only, weather permitting. The

water park will not be operational on days when the temperature is below 18 degrees Celsius during operating season. The water park will shut down at 9:45pm daily during the 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.myphra.com](http://www.myphra.com)

#### 1.4 Membership

By paying the required Panorama Hills Residents Association. fee each year, Members and approved Associate Members will be granted membership status at the Panorama Hills Community Centre. A Member is defined as *"the owner(s) of the property."* Associate Member is defined as "anyone residing at the property".

Associate Members are required to provide proof of residence for the listed property. This can include valid government photo ID or mail showing property address and the Associate Members name.

A membership card will be provided to all property residents over the age of 12. This card permits access to the facility. The members are responsible for providing up to date information about Associate Members and informing us of any changes.

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 may apply).

#### Membership Types:

Membership type is determined based on Land Use Designation that was determined by the developer and the City of Calgary.

Single Family Membership: Residential designation that is listed on your Land Title Certificate. R \* designation

Multi-Family Membership: Multi residence designation that is listed on Your Land Title Certificate: M \* designation.

#### 1.5 Membership Cards

A membership card will be provided for all members and associate members over the age of 12. A photo must be taken of all Members and Associate Members that reside on the property. This will ensure that, if the membership card is forgotten, lost or stolen, we are able to verify residents. The membership card is used to gain entry to the private, member-only Community Centre. It will also be used for facility

rentals, events and programs. If a membership card 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 or the website, [www.myphra.com](http://www.myphra.com)). A driver's license or valid picture ID will also be required.
- If you are a tenant, 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 driver's license with the Panorama Hills address before a card is issued.
- All children under the age of 12 years will require parental supervision.

### 1.6 Methods of Payment

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

- Debit, cheque, or credit card for Residents Association (RA) Fee payments. **Unfortunately, for security reasons, we are not able to accept cash for RA Fee Payments.**
- Credit cards and Debit Credit Cards can be used for online registration for rentals, programs and workshops.
- There will be a **\$25.00 fee charged for all NSF or cancelled cheques.**
- Please make all cheques payable to **Panorama Hills RA Ltd.**

### 1.7 Program Refund & Cancellation Policy

All programs are subject to cancellation if there is insufficient registration.

Should a program be cancelled due to insufficient registration, you will be notified a minimum of one business day prior to the commencement of the program.

When a program is cancelled due to insufficient registration, the following options are available to you:

- Transfer the participant to another program, subject to availability. Additional charges may apply.
- Receive a full refund by having the amount returned directly to the credit or debit card the purchase was made with.
- We are not able to leave any credits on account for future use. All funds must be returned.

**Withdrawals Policy:**

All withdrawal requests must be made in writing to Community Relations at [programs@myphra.com](mailto:programs@myphra.com).

For any program that has not started, a \$25 administration fee is charged per program, per participant, and the remaining balance is refunded. As we rely on registration numbers to determine if a program will run, withdrawals may not be made less than 7 business days prior to the start of the class unless a doctor's note is provided.

Once a program has started, any withdrawal requests must be accompanied by a doctor's note. There will be a \$25 administration fee and the refund amount will be prorated. The remaining amount will be refunded. Absolutely no refunds will be issued for any program that is underway if a doctor's note is not provided.

**Late Registrations:** We do allow late registration up to one missed class however, we will not pro-rate programs for late registration.

**1.8 Newsletter**

A newsletter/guide titled, "Panoramic Perspectives" is published online and emailed to member households five times a year; Winter, Spring, Summer, Fall and Holiday issues will be published.

The newsletter can be found on the PHRA website [www.myphra.com](http://www.myphra.com). The newsletter will contain a list of the programs, workshops 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 and regular updates please provide us with an email address to update in our online membership management system – Perfect Mind/Explore Recreation. You will be sent a confirmation email and once you confirm then you will be able to receive periodic email updates from the Panorama Hills Residents Association including the Panoramic Perspectives newsletter. You can unsubscribe at any time.

## 2. Facility Rentals

Members and Associate Members, which include tenants with approval, from Panorama Hills or who have an encumbrance to PHRA listed on their Certificate of Title, and are in good standing, can rent the halls at a cost of \$25.00 + GST per hour. Each floor can accommodate up to 50 people. Members may rent half of a floor for \$15.00 + GST per hour, accommodating up to 25 people.

A Membership Profile Update Form is required for Associate Members (adult children) 21 years of age and older that wish to rent the facility. This policy is in place to ensure that the member understands the liability of renting the facility.

Rental inquiries/bookings can be made in-person, over the phone or online. Members are required to sign a rental agreement within 72 hours (about 3 days) of rental payment. Rentals can be made up to 90 days (about 3 months) in advance.

Please note that the timeslots requested must include the set-up and cleanup time for the rental. Any additional time is charged according to the hourly rental rate of \$25.00+GST or \$15.00+GST per hour, plus a \$25.00+GST administration fee.

The facility is available to rent from 9:00AM to 9:00PM during winter hours and 9:00AM to 10:00PM during summer hours 7 days a week, 365 days (about 12 months) per year. The exception to this is events, programs and organizational use.

On Fridays and Saturdays, the hall is available to be rented until 1:30AM. All rental groups must be cleaned up and fully exited from the building by that time. Late rentals can only be booked on Fridays and Saturdays and are subject to a \$120.00+GST security fee.

### **Not for Profit Groups**

Resident Members that are affiliated with a registered Non-Profit group and are in good standing with the PHRA are able to request to book the facility at no charge. Please contact our office and complete the request form.

**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 (+GST)
Lower-Level Recreation Room (Undivided)	50 Max.	Kitchen for heating or storing food. Fridge, stove, microwave and dishwasher provided. No cooking or meal prep permitted.	\$25.00
Main Floor Marketing Room Only (Divided)	25 Max.	Two 50-inch Smart TVs	\$15.00
Main Floor Multi-Media Room Only (Divided)	25 Max.	Fireplace, Wi-Fi, Projection Screen with 6 Speaker Surround Sound	\$15.00
Both Marketing & Multi-Media Rooms	50 Max.	Two 50-inch Smart TVs, Wi-Fi, Fireplace, Projection Screen with 6 Speaker Surround Sound	\$25.00

**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 and Event Security Fee, if applicable, must be paid at the time of booking. All after-hour rentals must be booked no less than 1 month in advance of the rental date. A minimum of two hours is required for all rentals.

**Event Security Fee:** All rentals that extend or take place after 11:00 pm are subject to a \$120.00 + GST event security fee in addition to the hourly rental fee of \$25.00 + GST. After hours operation in the winter months (September long weekend to May long weekend) includes any time after 9:00pm or 10:00pm in the summer months (May long weekend to September long weekend)

**Host Liquor Liability Insurance:** If alcohol is being served and/or consumed you must purchase a liquor license *and* a Host Liquor Liability Insurance Policy, with a minimum of \$2,000,000.00 liability coverage, and list the Panorama Hills 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 a booking is made with less than 1 month until the rental date, the liquor license and insurance must be provided within 72 hours (about 3 days) of booking. Host Liquor Liability Insurance can be purchased through Pal Insurance Brokers [www.palcanada.com](http://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 \$50.00.

**Security Deposit:** We are currently not requiring a security deposit however in case of damage incurred during your rental and/or any breach of the rules and regulations of the rental agreement, your account will be charged. The fee's will be

charged to the property owners account and immediate payment must be received. Please note, the following fees will be charged in the event of violation:

- **Cleaning Fee:** For any rental that does not return the rented space in the same pre-rental condition, a \$100.00 + GST fee will be charged and deducted from the security deposit. The rental applicant will be provided a cleaning checklist and will 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 the rental clean-up is completed.
- **Late Fee:** A fee of \$50.00 + GST, per floor rented, will be charged and invoiced to the account 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 minutes past the rental end time.**
- **False Alarm Fee:** A fee of \$250.00 will be invoiced to the members account because of a fire department false alarm call due to the use of an open source of flame, candles, or any behaviour that results in the smoke detectors and/or fire alarms being triggered.
- **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 charged to the property owner's account. This will cover any repair and or replacement costs. Additionally, fees will be added 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 and/or fines incurred by the Panorama Hills Residents Association because 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 charges to your account as is deemed necessary by management of the Panorama Hills Community Centre and/or the Panorama Hills Residents Association Board of Directors.

## 2.2 Rental Rules and Regulations

### Alcohol & Smoking

- If alcohol is being served/consumed you must purchase a liquor license and a Host Liquor Liability Insurance Policy, with a minimum of \$2,000,000.00 liability coverage, and list the Panorama Hills Residents Association as an additional insured on the policy. The liquor license must be visibly displayed throughout the duration of the 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.
- The last call is **1 hour prior to rental end time** (12:30am at the latest) or earlier if indicated in your liquor license.
- You must indicate in this rental agreement if alcohol will be served. If you do not and the PHRA 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. The rental applicant is responsible for ensuring that all guests adhere to this policy and are properly disposing of cigarette butts.

### Decorations & Supplies

- **ONLY** painter's tape can 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.
- The 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.
- **ONLY** Birthday Cake Candles are allowed. No open flame, flammable liquids, pyrotechnics, sparklers and/or smoke machines are prohibited in the facility. If a fire alarm is triggered as a result of any prohibited items, 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.

### Equipment & Facility Usage

- Only the tables and chairs supplied by the PHRA can be used for rentals.
- 6-foot rectangular tables and folding chairs are provided. The 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 the 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 to the same condition received. Any damage or misuse of equipment will result in a charge to your account 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.

### Music & Entertainment

- Rental applicant is responsible for providing their own music and/or DJ for their rental. Due to space restrictions, live bands and 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. For further information, please visit <http://www.socan.ca/licensees/music-use>, as well as <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 rental application by Police or By-Law Enforcement Officers.
- Staff Reserve the right to stop a rental due to repeated noise warnings being ignored.

## Conduct of Rental Applicant & Guests

- The rental applicant must be present for the entire duration of the rental.
- The rental applicant is responsible for the behaviour and action of all guests.
- Nobody is permitted to enter the park after operating hours (9:00PM during winter months and 10:00PM during summer months).
- The Panorama Hills Residents Association (PHRA) enforces a **ZERO TOLERANCE** policy regarding the abuse of staff. Any verbal or physical abuse of staff will result in the immediate stoppage of the rental, and/or the potential suspension of the PHRA membership privileges at the discretion of management and/or the PHRA Board of Directors.

## Cancellation, Changes & Rental Reservation Regulations

- Date, time and facility space requirement changes FOR AFTER HOURS RENTALS can be made up to 2 weeks (14 days) prior to the rental date if there is schedule permitted and/or space availability. For all rentals during REGULAR FACILITY OPERATION HOURS, changes to date, time and facility space requirements can be made up to and including the date of the rental permitted if there is schedule and/or space 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 can be made over the phone. A new rental agreement will have to be completed for any and all changes.
- Absolutely no changes to the rental agreement for AFTER HOURS RENTALS less than 2 weeks (14 days) prior to rental date.
- All cancellations result in the forfeiture of \$50.00. All rentals under \$50 are nonrefundable. Any cancellation within 2 weeks (14 days) or less prior to rental date will result in the loss of the entire cost of the rental. This includes reservation deposit, rental fee, and event security fee (if applicable). The Security deposit will be returned.
- Due to limited rental availability, members may only book 3 rentals at one time. Additional rentals cannot be booked until both rentals have been completed
- Rentals can only be made 90 days (about 3 months) in advance.
- Rentals can be made any day of the week, provided there is availability, and the rental does not impact on any scheduled programs or PHRA events.
- After-hours rentals can only be made on Fridays and Saturdays. Rentals can be made until 1:30AM on those days.
- All rentals taking place after operating hours must pay an event security fee of \$120.00.

**PLEASE NOTE:** 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 Panorama Hills Residents Association Board of Directors determine

necessary for the safe and efficient operation of the facility and the safety of its members and guests.

### 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.

#### 3.1 Member Guests

1. Resident Members, in good standing, are permitted to have guests in the park during normal operation times, except for during PHRA Special Events. Members that wish to utilize the Panorama Hills Community Centre Park with more than 10 guests, up to maximum of 25 guests, are required to fill out a "Guest List" request form. This form must be completed and submitted for review and approval to the PHRA staff a minimum of 72 hours prior to the requested event date. Failure to submit the request within this time frame may result in your guest list being denied due to other groups. The PHRA reserves the right to decline access to any group and will not be held responsible for any inconveniences that may occur due to an unapproved guest list.
2. Members that are under 12 years of age cannot bring in a guest under 12 years of age unless accompanied by an adult member.
3. Panorama Hills Residents Association Members assume full responsibility for their guests' actions at all times while utilizing the building and/or park facilities. Please ensure that your guests are fully aware of the PHRA rules and regulations.

#### 3.2 Equipment Loan & Usage

1. All equipment is handed out on a first come, first served basis. There are no reservations for equipment.
2. Membership cards or drivers' licenses are required for any equipment loans and must be left at the office.
3. One item of equipment to be per piece of ID provided.
4. Damaged or broken equipment may result in the suspension of membership privileges and/or an equipment replacement fee.
5. Equipment available for loan and use includes Snowshoes, basketballs, volleyballs, soccer balls, footballs, badminton racquets (outdoor only), bocce ball set, spike ball.
6. Charcoal BBQ stands are available for use. BBQ's must be cleaned by the user after use.
7. Loaned equipment must be used for its intended purpose only (i.e. do not use volleyballs as soccer balls or vice versa, etc.).

### 3.3 General Park Rules

1. Overall behavior must be appropriate. There will be absolutely no tolerance for fighting, foul language, or any verbal abuse towards staff or other facility members. Such behavior 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 Panorama Hills Residents Association Board of Directors.
2. The Panorama Hills Community Centre is open for the exclusive use of residents of Panorama Hills and properties with encumbrance on the Certificate of Title, in good membership standing and their approved guests.
3. The park is unsupervised and should be used at the 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
6. Park and building amenity use is based on a first come, first served basis. There are no reservations for the briquette BBQ's or equipment. Basketball courts and multisport courts 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, multisport nets, water park structures, trees, fence, or any park/building structure.
8. The multisport court is for playing Tennis, Badminton, Pickle Ball only.
9. No bicycles, tricycles, inline skates, skateboards, scooters, or battery-operated riding toys are 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's main entrance.
11. Absolutely no entrance is permitted in the waterfall pond or climbing on the rocks. Throwing items into the waterfall or pond is strictly prohibited.
12. No water balloons are permitted in the park.
13. No pets are permitted in the building or park with the exception of licensed certified service animals.
14. No golfing in the park.
15. Personal stereos must be used with headphones.
16. No open fires. Five briquette BBQs 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 BBQs are permitted in the park provided they fit on top of the briquette BBQ stands provided. Personal BBQ's must use propane and require no larger than a 1lb tank.
18. Please use garbage cans and recycling bins provided.
19. Please do not use glass bottles in the park.
20. Skates are not allowed on any staircase inside and outside the building or on the main level.
21. Tobogganing is allowed in the designated area only
22. Inflatable structures are not permitted in the park or facility unless PHRA hosted activities.
23. There is absolutely no unauthorized access in the park before or after operating hours. Violators will be prosecuted.
24. Play safe and be respectful of the park and other members.

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

#### 3.4 General Building Rules

1. The Panorama Hills Community Centre indoor facility is open to use for members and their guests. Use of the facility for private functions requires a rental contract and subsequent fees. There are no drop-in parties permitted. 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. Please respect the facility and throw all garbage and recyclable material in the canisters provided.
4. Please bring a pair of indoor shoes for programs.
5. No pets within the building or park, with the exception of certified service animals.
6. Please keep noise to a minimum at all times.
7. Absolutely no unauthorized individuals permitted behind the staff desk.
8. Do not move or reconfigure tables and/or chairs unless it is used for a private rental function.
9. Do not attempt to touch any of the electronic components. Staff are on hand to assist with all electronic set up.
10. Absolutely no use of sports equipment in the building except for a designated PHRA program.
11. No bikes, tricycles, scooters, skateboards, battery operated riding toys, or inline skates permitted in the building.
12. Absolutely no access to the kitchen unless for a rental function or with staff permission.
13. Absolutely no running or climbing on the patios.
14. 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.



### 3.5 Parking Lot Rules

1. The 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.

### 3.6 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 Panorama Hills Residents Association. The operation of the water park is governed by the Alberta Health Services Pool Standards, July 2018. 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). The water park will close at 9:45pm daily or earlier based on sunset and weather.
2. The water park will not operate on days when the temperature is below 18 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. There is no lifeguard on duty. Members and their guests use the water park at their own risk.
6. Children under the age of 12 must be supervised by an adult.
7. Children under the age of 36 months must wear a swim diaper.
8. Users must take a shower with soap prior to entering the water park.
9. Do not drink water in the water park
10. Do not sit on the water jets or water park toys
11. Do not block water drains
12. Do not bring sand or gravel into water park
13. No running or pushing in the water park.
14. Glass is not allowed in the water park area.

15. 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.
16. Staff are trained in CPR/AED/First Aid and can assist in the event of an emergency.
17. Emergency evacuation procedures are posted at all entrances/exit in the building and must be adhered to in the event of an emergency.
18. 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.

**PLEASE NOTE:** 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 Panorama Hills 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 the 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 a complete list of 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.myphra.com](http://www.myphra.com), during each registration period. Members are able to view and register for programs online or in-person. To be able to register for a program online you must have an account registered with Perfect Mind. Please visit [www.myphra.com](http://www.myphra.com). There will be instructions on how to get an online 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 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. **(please see section 1.6 Refund Policy for full details).**

All members must be in good standing to register for a program hosted by the Panorama Hills Residents Association.

#### 4.2 Non-Resident Registration:

- Non-Members may only register for a program as an individual, without an active Member, once the posted Non-Member date registration date has occurred. This date will be set by the Community Relations Manager and posted in all appropriate locations.
- Non-Members wishing to register prior to the Non-Member date will be placed on a waitlist and will be contacted by the PHRA should a spot still be available, once the Non-Member registration date occurs.
- Non-Members may not register for the Play School Program under any circumstances.
- Non-Members will not be granted any online access but must still provide all relevant account information, guardian information if registering a child (address, phone number, email address, etc.)

The Panorama Hills Residents Association reserves the right to remove any non-member from a program if it limits the ability of a PHRA Member, in good standing, from participating. Should this occur, non-members will receive a full refund, in the manner that they paid the initial registration fee.

## 5. Staff

The Panorama Hills Residents Association currently employs full time, part time and seasonal staff that are available to assist Members during facility operating hours. They are here to loan out equipment, answer general information questions, provide stellar customer service, and maintain facility cleanliness.

The General Manager is responsible for the policies, procedures, and rules of the Centre, budgeting, staffing, and programming among other duties. The General Manager can be reached at 403-226-4386 or by email [gm@myphra.com](mailto:gm@myphra.com).

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

An Annual General Meeting will be held each year 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. The board can be contacted at <mailto:bod@myphra.com>.

## 7. Volunteers

The Panorama Hills Community Centre is always in need of volunteers. Volunteers must be at least 12 years of age or older. Volunteers are needed in many capacities, so if you are interested, 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

The Lost and Found bins are accessible by request. All lost items will be kept for up to one 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 through the main doors and proceed to the archway at the top of the pathway where Panamount Boulevard 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 instructions 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 Band-Aids, 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.

**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

**General Manager:**

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**Community Relations | Programs | Events | Communications:**

Toby Nwabuogor

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**Board of Directors:**

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**General Information:**

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