

# Tribute Communities Centre Suite & Bowl Seat Ticket Allocation Policy (Revised November 2016)

## **Purpose**

To ensure that the Community Suite (suite 223) and bowl seat tickets (located in section 112) provided to the City of Oshawa (City), are allocated in a fair and consistent manner.

## **Policy and Procedure**

### **1.0 Overview**

The Policy shall apply to Oshawa Generals home games and special events. The complimentary Community Suite and bowl seat ticket allocation shall be determined annually beginning in August, and continued on an ongoing basis.

With the exception of suite rentals, which shall remain the responsibility of Spectra Venue Management, the administration of the policy is assigned to the City of Oshawa's Corporate Communications group.

The City of Oshawa shall communicate the availability of the Community Suite and bowl seat tickets to Durham Regional charitable/incorporated non-profit organizations through various mediums such as the Tribute Communities Centre website, the City website and e-communications (Twitter, Facebook, e-newsletter), the City's facility hallway monitors. Also, the City shall proactively contact various Durham Regional charitable/incorporated non-profit organizations to ensure maximum awareness.

Registered Durham Regional charitable/incorporated non-profit organizations (organizations who provide social services, incorporated non-profit amateur sports leagues or associations and service clubs for charitable organizations) that are selected for either the use of the Community Suite 223 or bowl seat tickets located in section 112, shall be notified in writing.

All organizations using the City of Oshawa Community Suite or receiving bowl seat tickets must comply with Spectra Venue Management's rules and regulations and all event attendees under the age of 18 must be accompanied by an adult 18 years of age or older. All organizations using the City of Oshawa Community Suite must comply with the Licence Agreement outlined on the reverse side of the application form.

## **2.0 Oshawa Generals Home Game Ticket Allocation**

### **2.1 Community Suite Ticket Allocation (Suite 223)**

The City has the exclusive use of the Community Suite (Suite 223). There are 14 complimentary suite tickets for each Oshawa Generals home game (2 exhibition, 34 regular season and playoffs). Four additional suite tickets are available for purchase, if required. The allocation of the Community Suite shall be as follows:

- **Registered Charities/Incorporated Non-Profit Organizations**
  - 16 games shall be allocated to registered Durham Regional charitable/incorporated non-profit organizations who have a registration number, who operate on a not-for-profit basis and have not received use of the Region of Durham's suite in the last 12 months of submitting a completed *City of Oshawa Community Suite and Bowl Seat Ticket Allocation Application Form*
  - Organizations may use the Community Suite for the purposes of fundraising through silent and/or live auctions
- **City Council Recognition Program**
  - 11 games shall be allocated for use by City Council
  - the Mayor and each Councillor has the ability to select a date annually should they wish to recognize a community organization and/or citizen volunteers that have contributed to the city and host the group in the suite. Note: only one date per Councillor shall be assigned
- **City Employee Recognition Program**
  - 4 games shall be allocated for use to recognize staff (1 game per City Department)
- **Business Development/Corporate Advancement**
  - 3 games shall be allocated for use by the City to advance City business
  - initiatives shall be approved by the City Manager
- **Rentals**
  - In the event the Community Suite could not be assigned to a registered Durham Regional charitable/incorporated non-profit organization, the suite may be rented out by Spectra Venue Management to generate incremental revenue.

## **2.2 Bowl Seat Ticket Allocation**

The City receives 16 bowl seat tickets (located in section 112). The allocation of the bowl seat tickets shall be for the City Employee Recognition Program, business development/ corporate advancement and for registered Durham Regional charities/incorporated non-profit organizations for the purpose of recognizing volunteers, prizes, respite care, etc.

## **3.0 Special Events Community Suite Allocation**

### **3.1 Community Suite Ticket Allocation (Suite 223)**

The City receives 10 complimentary Community Suite tickets for special events (e.g. concerts, ice shows, etc.). If required, 8 additional suite tickets are available for purchase.

On the occasion when a special event has multiple dates, the City shall receive 10 complimentary Community Suite tickets for one event date and the opportunity to purchase suite tickets for the additional event dates.

Use of the Community Suite for special events shall be for:

- **Rentals**
  - that primary use of the Community Suite for special events be assigned to Spectra Venue Management for rental purposes, to help offset T.C.C. operating costs
- **Business Development/Corporate Advancement**
  - alternatively that where appropriate use of the Community Suite be for City business development/corporate advancement opportunities; or
  - that if a significant opportunity similar to the KISS and Elton John concerts, the Community Suite be auctioned online through the T.C.C. website with proceeds to be used towards funding a City unbudgeted significant corporate initiative or major capital project. An auction would only be considered at the discretion of the Mayor, in consultation with the City Manager, subject to the approval of the promoting agency, when there is the potential to generate incremental revenue beyond the face-value of the suite tickets.

## **4.0 Food and Beverage**

Users of the Community Suite shall be responsible for food and beverages. Food and beverages can be ordered prior to the event using Spectra Venue Management's catering form. Items can also be ordered at the event using a credit card provided by the user.

## **5.0 Administration**

### **5.1 Monitoring and Reporting**

In cooperation with Spectra Venue Management, the City of Oshawa's Corporate Communication group shall, with the exception of suite rentals which shall remain the responsibility of Spectra Venue Management, administer this policy using the *Community Suite and Bowl Seat Ticket Application Form* (copy attached).

The City of Oshawa's Corporate Communications group shall be responsible for the coordination, tracking and monitoring of the Community Suite and bowl seat ticket allocation, with the exception of suite rentals, which shall remain the responsibility of Spectra Venue Management.

Annually in January, Council shall receive a report on use of the Community Suite and the distribution of bowl seat tickets, with the exception of suite rentals, which shall remain the responsibility of Spectra Venue Management, and any issues, concerns, respecting this policy or its administration.

### **5.2 Community Suite and Bowl Seat Ticket Application Form**

Interested Durham Regional charitable/incorporated non-profit organizations shall be required to complete the *City of Oshawa Community Suite and Bowl Seat Ticket Allocation Application Form* (copy attached). Completed application forms are submitted to either Spectra Venue Management or the City of Oshawa's Corporate Communications group.

Beginning in August of every year and continued on an ongoing basis, applications shall be reviewed, by the City to determine if eligibility requirements are met. If demand for tickets exceeds supply for the Community Suite and/or bowl seat tickets, preference shall be given to Oshawa based registered charitable/incorporated non-profit organizations. Registered Durham Regional charitable/incorporated non-profit organizations who have submitted an application form shall be notified regarding the status of their application. If approved, the City shall establish a convenient available date and as to which of the Community Suite or bowl seat tickets are most appropriate for their use.