

Title:	Tribute Communities Centre Suite, Bowl Ticket and Promotional Item Allocation Policy
Number:	GOV-13-01
Approved By:	City Council
Administered By:	Corporate Performance and Strategic Initiatives
Effective Date:	July 2013
Revision Date(s):	January 2026, August 2023, November 2016, February 2015

1. Purpose/Background

The Tribute Communities Centre Suite & Bowl Seat Allocation Policy was established to guide the equitable distribution of complimentary suite and bowl seat tickets provided to the City of Oshawa. These tickets are intended to benefit Durham Regional charitable and incorporated non-profit organizations, City Council recognition efforts, employee appreciation, and business development initiatives.

The policy outlines procedures for annual allocation with administration led by the City's Corporate Performance and Strategic Initiatives Branch.

The City of Oshawa maintains an agreement with the Facility Operator of the Tribute Communities Centre to receive access to the Community Suite and designated bowl seats for select events. As the Facility Operator may change from time to time, this policy applies to any current or future operator contracted by the City to manage the Tribute Communities Centre, ensuring consistent access and allocation practices.

2. Policy Statement

To ensure the fair, transparent, and consistent allocation of complimentary Community Suite and bowl seat tickets at the Tribute Communities Centre.

3. Scope/Application

This policy applies to:

- City of Oshawa staff and Council members involved in the allocation and use of suite and bowl seat tickets.
- Eligible community organizations including Durham Region-based registered charities and incorporated non-profits.
- Facility Operators of the Tribute Communities Centre, both current and future, as the policy remains applicable in accordance with any executed agreements.

- Events hosted at the Tribute Communities Centre for which the City receives complimentary tickets, including Oshawa Generals home games and Oshawa FireWolves home games as well as Special Events purchased tickets.

4. Definitions

Agreement is a formal agreement that grants a party the right to use or operate a facility, property, or service under specified terms and conditions, without transferring ownership.

Bowl Seats refer to standard spectator seating located within the main seating bowl of the Tribute Communities Centre (“T.C.C.”).

Community Suite refers to Suite 223 at the T.C.C., which is owned by the City of Oshawa. It is a private suite reserved for the City's exclusive use to support community engagement, recognition programs, and business development initiatives.

Facility Operator means the third-party entity contracted through an Agreement by the City of Oshawa to manage and operate the T.C.C.

Incorporated Non-Profit Organization also called a Not-for-Profit Corporation is recognized under the Ontario Not-for-Profit Corporations Act (“O.N.C.A.”) or federally under the Canada Not-for-Profit Corporations Act and operates for purposes other than profit.

Registered Charity means a legal entity that is registered with the Canada Revenue Agency (“C.R.A.”) under the Income Tax Act. Operates exclusively for charitable purposes, which must fall into one of the following categories:

- Relief of poverty.
- Advancement of education.
- Other purposes beneficial to the community.
- Is eligible to issue official donation receipts for income tax purposes.
- Must devote all resources to charitable activities that advance its stated purposes.
- Is exempt from paying income tax.
- Must file an annual T3010 Registered Charity Information Return.

Special Event is a high-profile or culturally impactful occasion hosted at the T.C.C. examples include performances by internationally recognized artists as well as family events, trade shows and other sporting events which are further defined in the Agreement with the Facility Operator.

Team Partners refers to the Oshawa Generals and the Oshawa FireWolves sports organizations that have formal Agreements with the City to provide benefits such as ticket allocations and suite access. These partnerships support community engagement, promotional activities, and initiatives aligned with the City's strategic objectives.

5. Responsibilities

Director, Corporate Performance and Strategic Initiatives:

- Administers and oversees implementation of this policy.
- Coordinates with the Team Partners and Facility Operator to manage the allocation process.
- Leads communication and outreach to eligible community organizations proactively and through various channels (e.g. T.C.C. website, the City website and social media, e-newsletter, facility monitors).
- Manages scheduling and communication with ticket recipients.
- Notifies successful recipients in writing regarding ticket, suite or jersey allocation.
- Oversee the process for jersey distribution under the Oshawa FireWolves partnership.
- Tracks usage and prepares annual reporting to Council.

Eligible Community Organizations

- Eligible to receive suite access, tickets, and jerseys through application processes.
- Expected to use tickets in alignment with community benefit and engagement goals.

Facility Operator

- Provide agreed-upon ticket allocations and suite access as outlined in the executed Licence Agreement and in accordance with this policy.

Oshawa Generals

- Provide agreed-upon ticket allocations and suite access as outlined in the executed Licence Agreement.
- Ensure distribution aligns with community engagement priorities (e.g., charitable/community organizations).

Oshawa FireWolves

- Provide agreed-upon ticket allocations and suite access as outlined in the executed Partnership Agreement.
- Ensure distribution aligns with community engagement priorities (e.g., charitable/community organizations, and schools).

6. Practice/Procedures

6.1 Oshawa Generals Home Game Ticket Allocation

6.1.1 Community Suite Ticket Allocation (Suite 223)

Through the Agreement with the Oshawa Generals, 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**
 - 15 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 City's suite in the last 12 months of submitting a completed City of Oshawa Community Suite and Bowl Seat Ticket and Promotional Item Allocation Application Form.
 - Organizations may use the Community Suite, for the purpose 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**
 - Five (5) games shall be allocated for use to recognize staff (1 game per City Department).
- **Business Development / Corporate Advancement**
 - Three (3) games shall be allocated for use by the City to advance City business.
 - Initiatives shall be approved by the Chief Administrative Officer.
- **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 the Facility Operator to generate incremental revenue.

6.1.2 Bowl Seat Ticket Allocation

The Oshawa Generals provide 50 tickets to the City.

Of these, 16 bowl seat tickets per game (Section 112) are reserved for:

- City Employee Recognition Program
- Business development and corporate advancement
- Registered Durham Region charities and incorporated non-profit organizations for the purpose of recognizing volunteers, prizes, respite care, etc.

The remaining 34 tickets are distributed to and managed by the Facility Operator.

6.2 Special Events Community Suite Allocation

Use of the Community Suite for Special Events shall be for:

- **Rentals**
 - The primary use of the Community Suite for Special Events shall be assigned to the Facility Operator for rental purposes, to help offset T.C.C. operating costs.
- **Business Development/Corporate Advancement**
 - Where appropriate, use of the Community Suite may be used for City business development or corporate advancement opportunities. The City shall purchase 14 tickets for Special Events at the same price offered to the Facility Operator.
 - Initiatives shall be approved by the Chief Administrative Officer.

6.3 Oshawa FireWolves

Through the Agreement with the Oshawa FireWolves, a range of community engagement opportunities have been made available to the City. These benefits apply exclusively to the nine (9) regular season home games currently scheduled and include access to suite and bowl seat tickets and to team jerseys.

The following allocations aim to prioritize Indigenous organizations, local charities, youth sports teams, and City initiatives.

Use of the City's Community Suite

- There are 18 complimentary suite tickets for each Oshawa FireWolves regular home game. Use of the City's Community Suite for nine (9) regular season home games hosted by the Oshawa FireWolves:
 - Eight (8) 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 City's suite in the last 12 months of submitting a completed City of

Oshawa Community Suite, Bowl Seat Ticket and Promotional Item Allocation Application Form. Organizations may use the Community Suite for the purpose of fundraising through silent and/or live auctions.

- A minimum of one (1) regular season home game shall be allocated for use by the City to advance City business development or corporate advancement opportunities as approved by the Chief Administrative Officer.
- Any remaining available dates shall be allocated for City business development or corporate advancement opportunities.

Allocation of Bowl Seat Tickets

- Four (4) bowl seat tickets for all nine regular season home games:
 - The allocation of the bowl seat tickets shall be allocated for registered Durham Regional charities/incorporated non-profit organizations for the purpose of recognizing volunteers, prizes, respite care, etc.
 - Any remaining tickets shall be allocated to recognize City staff as part of the City Employee Recognition Program.
- Fifty (50) group tickets, for regular season home games:
 - Shall be managed by the Oshawa FireWolves and distributed through the Oshawa FireWolves community engagement program.
 - The Oshawa FireWolves are responsible for managing and distributing the tickets in alignment with the partnership Agreement.

Allocation of Team Jerseys

- Five (5) team jerseys per year
 - Annually, the City shall retain two (2) Jerseys for community initiatives (e.g. family holiday hamper program). The remaining three (3) jerseys shall be allocated on a first come first serve basis 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 Jerseys in the last 12 months of submitting a completed City of Oshawa Community Suite, Bowl Seat Ticket Allocation Application Form.

6.4 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 Facility Operator's catering form. Items can also be ordered at the event using a credit card provided by the user.

7. Monitoring/Review

This policy shall be amended to reflect any changes in suite access, ticket availability, or operational procedures resulting from a new Agreement or changes to an existing Agreement. The Office of the C.A.O. is responsible for implementing, monitoring, and reviewing the policy.

8. References

Community Suite and Bowl Seat Ticket Application Form and License Agreement available online at:

- [City of Oshawa Community Suite and Bowl Tickets application form.](#)
- [City of Oshawa Community Suite and Bowl Seat Ticket License Agreement](#)

9. Approval

Authority Council	Date January 27, 2026	Signature
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