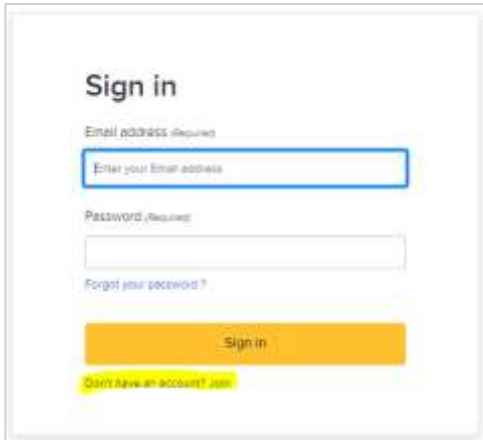


## How to Request a Facility Reservation (Organization)

1. Sign into your account or Join using your VSB email address.  
The online account linked to the VSB email address is required to receive the school discounted rental rates.



The image shows a 'Sign in' form with the following fields and elements:

- Sign in** (Section Header)
- Email address (required)** (Label)
- (Text Input)
- Password (required)** (Label)
- (Password Input)
- [Forgot your password?](#) (Link)
- (Submit Button)
- [Don't have an account? Join](#) (Link)

2. Click on **Facility Use Request** at the top menu bar



3. Under **Popular Events** select one of the options you would like to make a facility reservation request



- If you do not see an event type that falls in the category you are requesting for, please click on the "2<sup>nd</sup> or 3<sup>rd</sup>" page, then click on the tile you wish to request a booking.

4. From this screen, please select a location you would like to request a facility reservation and click on the title.

**Resource Search**

Search for locations or facilities to reserve

Search

Date and time | Attendee | Facility type | **Event type** | Reservation group | Amenity | Reset all

Found 7 matching results | Sort by: Name ascending +

- \*Britannia Rink**  
Ice Rink  
Britannia Rink | Unlimited | Reserve by minute
- \*Hillcrest Rink** ← (Arrow points here)
- \*Killarney Rink**  
Ice Rink  
Killarney Rink | Unlimited | Reserve by minute
- \*Kitsilano Rink**  
Ice Rink  
Kitsilano Rink | Unlimited | Reserve by minute

5. From this screen, select a month, date and time. Please note that the schedule will display the times when the facility is open, but the available hours will be 15 min less. For example, the schedule here below shows the availability from 1:30-3:30pm; however, the rink is only available to rent from 1:30-3:15pm (1 hour & 45 min)

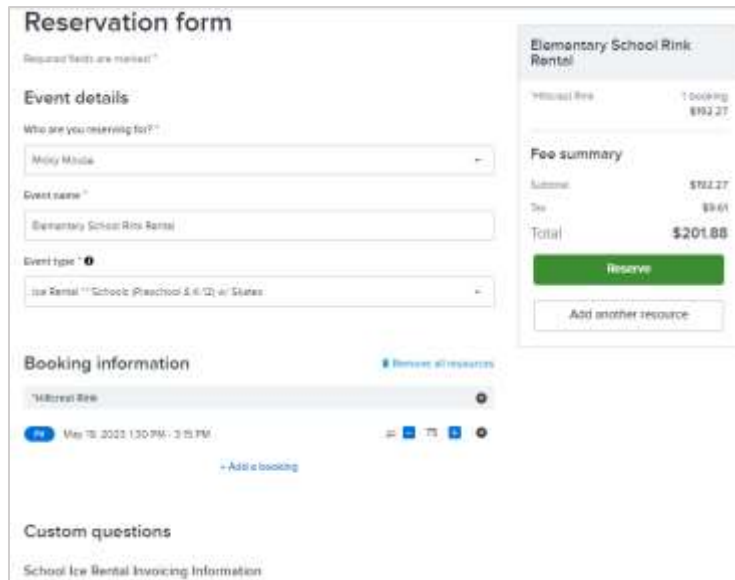
**Facility openings calendar** Today < May 2023 >

| S                                 | M                                   | T                                   | W                                   | T                                   | F   | S                                 |
|-----------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---|-----------------------------------|
| 30                                | 1                                   | 2                                   | 3<br>12:00 AM - 12:45 AM<br>3 More  | 4<br>12:00 AM - 12:45 AM<br>4 More  | 5<br>12:00 AM - 12:45 AM<br>4 More  | 6<br>6:00 AM - 7:00 AM<br>1 More  |
| 7<br>6:00 AM - 8:30 AM<br>1 More  | 8<br>12:00 AM - 12:45 AM<br>3 More  | 9<br>12:00 AM - 12:45 AM<br>4 More  | 10<br>12:00 AM - 12:45 AM<br>3 More | 11<br>12:00 AM - 12:45 AM<br>4 More | 12<br>12:00 AM - 12:45 AM<br>4 More   | 13<br>6:00 AM - 7:00 AM<br>1 More |
| 14<br>6:00 AM - 8:30 AM<br>1 More | 15<br>12:00 AM - 12:45 AM<br>3 More | 16<br>12:00 AM - 12:45 AM<br>4 More | 17<br>12:00 AM - 12:45 AM<br>3 More | 18<br>12:00 AM - 12:45 AM<br>4 More | 19<br>12:00 AM - 12:45 AM<br>4 More   | 20<br>6:00 AM - 7:00 AM<br>1 More |
| 21<br>6:00 AM - 8:30 AM<br>1 More | 22<br>12:00 AM - 12:45 AM<br>3 More | 23<br>12:00 AM - 12:45 AM<br>4 More | 24<br>12:00 AM - 12:45 AM<br>3 More | 25<br>12:00 AM - 12:45 AM<br>4 More | 12:00 AM - 12:45 AM<br>6:00 AM - 6:30 AM<br>7:45 AM - 10:00 AM<br>1:30 PM - 3:30 PM<br>9:45 PM - 11:15 PM | 26<br>6:00 AM - 7:00 AM<br>1 More |
| 28<br>6:00 AM - 8:30 AM<br>1 More | 29<br>12:00 AM - 12:45 AM<br>3 More | 30<br>12:00 AM - 12:45 AM<br>4 More | 31<br>12:00 AM - 12:45 AM<br>3 More | 1<br>12:00 AM - 12:45 AM<br>4 More  | 2<br>12:00 AM - 12:45 AM<br>4 More  | 3<br>6:00 AM - 7:00 AM<br>1 More  |
| 4<br>6:00 AM - 8:30 AM<br>1 More  | 5<br>12:00 AM - 12:45 AM<br>3 More  | 6<br>12:00 AM - 12:45 AM<br>4 More  | 7<br>12:00 AM - 12:45 AM<br>3 More  | 8<br>12:00 AM - 12:45 AM<br>4 More  | 9<br>12:00 AM - 12:45 AM<br>4 More  | 10<br>6:00 AM - 7:00 AM<br>1 More |

- At the right hand column of your screen, please fill in the fields listed below.
- To select a date click in the **Date** field and a calendar will display. Select date and time and click on **Apply**

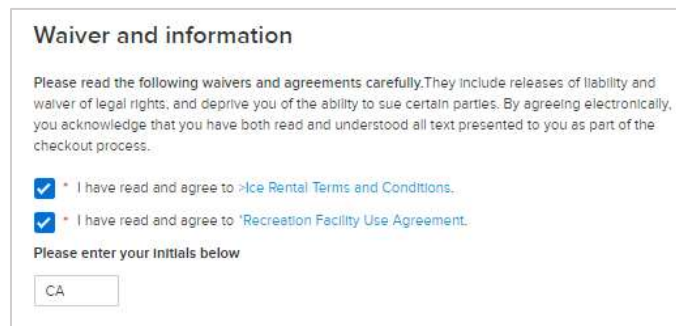
- If you are part of an organization, please click on the drop down under **“Who are you reserving for?”** and select your organization
- If you would like to request another booking at the same site, click on **“+ Add new date and time”**
- If you are ready to check out, please click on **Proceed**.

- In the **Reservation Form** screen, you can enter your event details, add another booking or scroll down to answer custom questions



The screenshot shows the 'Reservation form' interface. It includes sections for 'Event details' (Who are you reserving for? Micky Mouse, Event name: Elementary School Rink Rental, Event type: Ice Rental), 'Booking information' (Mickal Rink, Date: May 18, 2023, 1:30 PM - 3:05 PM), and 'Custom questions' (School Ice Rental Issuing Information). A 'Fee summary' sidebar on the right shows: Personal Fee: 1 Booking \$192.27, Subtotal: \$762.27, Tax: \$9.61, Total: \$201.88. A green 'Reserve' button and an 'Add another resource' button are also visible.

- Once you have answered the custom questions, you are required to initial the acknowledgments.



The screenshot shows the 'Waiver and information' section. It contains a paragraph of text: 'Please read the following waivers and agreements carefully. They include releases of liability and waiver of legal rights, and deprive you of the ability to sue certain parties. By agreeing electronically, you acknowledge that you have both read and understood all text presented to you as part of the checkout process.' Below this are two checked checkboxes: 'I have read and agree to >Ice Rental Terms and Conditions.' and 'I have read and agree to >Recreation Facility Use Agreement.' A prompt 'Please enter your initials below' is followed by a text input field containing 'CA'.

- Once initialed, click on the green **Reserve** button near the top of the screen to complete your booking request and then click **Finish**. This step will submit the reservation request.



The screenshot shows the 'Shopping Cart' interface. It displays two items: 'Micky Mouse' (1 item, \$201.88 total) and 'Elementary School Rink Rental' (1 item, \$201.88). The 'Order Summary' on the right shows: Subtotal: \$762.27, Taxes: \$9.61, Delivery to Payment Plan: \$201.88, and 'Due Now' in red: \$0.00. A green 'Finish' button is located at the bottom right.

- Please note that once our office receives the online reservation, a staff person will assess it and send via email to the permit holder the standard request for insurance.