



Frequently Asked Questions (FAQs)

Fees and Permitting for Outdoor Bookings: Fields, Courts and Diamonds

Last Updated: January, 2023

Why do I need to reserve a field, court or diamond for regular or event use?

Vancouver has hundreds of organized sport groups and organizations wanting to secure hours on our many playing fields, courts and diamonds. Guaranteed access can only be secured by receiving a permit from our Outdoor Sport Facility Office.

Returning (historical) and new users must confirm or apply for a permit if you are hoping to use a facility regularly for league practices and games and for sport tournaments. Casual or unpermitted access to facilities is possible on most facilities after permits have been issued.

What is a Historical User and how do I become one?

A Historical User is any person or sport organization who has two or more years of uninterrupted bookings for fields, courts and diamonds. Priority booking is given to these organizations and individuals as they have maintained their position in the permit queue.

In the near future, the Park Board will be moving away from the Historical User qualification and toward introducing an Affiliation program. More information on how to become an affiliated user will be shared in the coming months.

I was a Historical User until the pandemic, but haven't booked since 2021. Can I still register as a Historical User?

If you withdrew from the Historical User queue during the pandemic, you are now considered a new user.

What are the permit confirmation and application deadlines?

Spring/Summer 2023:

- January 1 - 22 – Spring/Summer Historical Users must complete their renewals
- January 9 - February 10 – Spring/Summer Historical User permits are confirmed by the permit office
- February 14 – The permit office begins to process New User applications at 1 p.m.

Fall 2023/Winter 2024:

- July 1 -15 – Fall/Winter Historical Users must complete their renewals
- July 10 – August 4 – Fall/Winter Historical permits are confirmed by the permit office August 8 – The permit office begins to process New User applications at 1 p.m.

When is payment for confirmed permits due and what happens if payments are not received in time?

Full payment is required **10 working days** prior to the first event date listed on a permit request.



If payment is not received within 10 working days prior to the first event date on the permit, the entire permit will be cancelled and the time made available to new user applicants. Should you still need secured times, you will need to submit a new permit application and will be subject to the new regular fee.

What is changing beginning April 2023?

In general, rental fees increase annually as of April 1 each year. Until further notice, a 3% fee increase is being applied for 2023.

Starting in 2023 this rental fee will be renamed as the early bird fee. The early bird fee will be applied to all historical permits only if:

- The historical permit is confirmed by the deadline date
- The historical permit is paid in full by the payment due date

In addition, starting in 2023, a new regular fee has been introduced for permit-holders. This regular fee is priced 20% higher than the Early Bird fee. The regular fee will be applied to the following permits:

- All non-historical permit applications and users
- All historical permit clients who miss the permit confirmation or permit payment deadlines

Why do Historical Users pay a lower fee than new users?

One of the privileges of being a Historical User (in future, an Affiliated user) is the access to regular fees (now renamed to early bird fees). However, Historical Users will need to pay the new higher regular fees should they miss critical application and payment deadlines. The additional fees are used to subsidize the additional staff needed to administer unanticipated changes to the field, court and diamond permit processes.

If I am a Historical User, but I miss the payment date, do I still maintain the early bird rate?

No, unfortunately not. When you miss the payment deadline, your permit is cancelled. Should you be successful in securing replacement times, the new regular fee will be applied to your permit since you are no longer eligible for the early bird fees (this means you are now paying 20% more).

If I book additional hours during the regular season, do I need to pay the regular fee?

Yes, any bookings during the season or after the early bird date are subject to the new regular fees.

If I change or modify hours in an existing historical permit without adding any hours, will I need to pay an incremental fee?

No, because you are not adding any additional hours to your permit, you can move any of your scheduled times with no change in fee. This is subject to availability during the season.

What happens if I need to cancel a date?

- Refunds will not be issued for cancellations received within 10 business days of the event date.
- A \$25.00 Administration Fee will be charged for cancellations made over 10 business days before the event date.



- Prior Notice of 10 business days of the date in question is required to receive a refund.
- Fees will be refunded for closures and cancellations incurred by Park Board.

If I am permitting for the first time, what do I do?

1. Go to recreation.vancouver.ca
2. Click "[Sign In](#)" and then select "Forgot your password?"
3. Submit the email address we have sent this message to and check your inbox for your temporary password.
4. Then login with your email address and password
5. If the system does not recognize your email, then please create an account (please do not create a new account if you already have an existing account)
6. Brand new accounts can be made here:
https://ca.apm.activecommunities.com/vancouver/Create_Account
7. Please call 3-1-1 if you cannot access your account.

How are permits approved?

The Outdoor Sport Facility Office approves permits on a case-by-case basis, based on demand, neighbourhood impacts, park amenities, (such as off-street parking), any park maintenance and washroom availability.

Questions about permits, insurance, or reserving an outdoor Park Board facility?

Email: pbfields@vancouver.ca

Fax: 604-257-8501

Website: <https://vancouver.ca/parks-recreation-culture/fields-and-courts.aspx>