



Town of Whitby Policy

Policy Title:	Pool Allocation Policy
Policy Number:	OPS 260
Category:	Facility Management and Operational Services
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Point of Contact:	Director of Recreation

Policy Statement

The Town of Whitby recognizes and promotes the value of an active and engaged community and encourages participation in aquatic activities. It is the policy of the Town to provide equitable, reasonable and fair allocation of facility usage time at Town of Whitby aquatic facilities.

The Community Services Department is responsible for the operation and management of the Town's pool facilities.

Purpose

The purpose of this policy is to outline the allocation process and responsibilities of the Town of Whitby with respect to the fair and equitable allocation of Town aquatic facilities. This policy ensures that access to the Town's aquatic facilities supports community needs, encourages active participation in aquatic activities, and aligns with municipal priorities.

Scope

This policy applies to all pool users, including but not limited to Town programs, affiliated organizations, private groups, and individual bookings at municipal aquatic facilities.

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1. Definitions

- 1.1. **Allocation** means pool time assigned to an organization.
- 1.2. **Aquatic Facility** means a physical structure designed for recreational water activities.
- 1.3. **Board of Education** means a publicly funded school or a not-for-profit school **recognized** by the Province of Ontario as an education institution located in the Town of Whitby.
- 1.4. **Cancellation** means cancelling one or more bookings from a permit.
- 1.5. **Commercial** means organizations or individuals that book facilities with the intent of generating positive net income (profit) and/or businesses providing recreational opportunities for their employees or registrants.
- 1.6. **In Good Standing** means any organization or person that is not involved in any legal proceeding (litigation or prosecution) with the Town or does not have any outstanding debts or payments owed to the Town.
- 1.7. **Local means** originates within the Town of Whitby.
- 1.8. **Non-Resident** means individuals, youth and adult user groups that are comprised of non-Whitby residents.
- 1.9. **Not-for-Profit Organization** means a local organization operated and controlled by a duly elected Board of Directors that does not make profit for its members and uses any surplus revenue to further the organization's mandate.
- 1.10. **Rental Permit** means a legal contract issued by the Town for exclusive use of **designated** municipal spaces/property for an agreed upon date and time.

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- 1.11. **Resident** means **anyone** who lives permanently in Whitby.
- 1.12. **Swim Meet or Competition** means a competitive swim event where swimmers from different teams or clubs race against each other in various swimming events.
- 1.13. **Town means** the Corporation of the Town of Whitby.
- 1.14. **Town of Whitby Affiliated Sports Partners** means not-for-profit sports organizations that operate within the Town of Whitby. Groups must be in good standing and provide staff annually with a complete list of players, season schedules, Board executive lists, annual financial statements, copies of minutes from the most recent Annual General Meeting, proof of Commercial General Liability insurance and proof of not-for-profit status.

2. Responsibilities

- 2.1. The Community Services Department is responsible for the administration of this policy.
- 2.2. The Manager, Aquatic and Fitness Services is responsible for implementing and overseeing the procedures identified in this policy.
- 2.3. It is the responsibility of the Director of Recreation to regularly monitor the effectiveness of this policy.

3. Allocation Priorities

- 3.1. Pool time will be allocated on the following priority framework, listing in descending order:
 - 3.1.1. Town of Whitby Programs and Initiatives
 - 3.1.1.1. Learn to Swim programs, leadership courses, Aquafit classes, and other municipally offered aquatic programming.
 - 3.1.1.2. Public swimming sessions (e.g. Open swims, family swims, lane swims).
 - 3.1.1.3. Special events and municipally sponsored activities.
 - 3.1.2. Community Aquatic Clubs
 - 3.1.2.1. Affiliated local aquatic clubs, including competitive swim teams, synchronized swimming, etc. Child/Youth aquatic groups will have priority over Adult aquatic groups.

3.1.2.2. To be affiliated with the Town, clubs must be recognized as a not-for-profit organization and operate within the Town of Whitby.

3.1.3. Board of Education Programs

3.1.3.1. Local schools requiring pool access for curriculum-based programs (e.g. physical education, water safety training).

3.1.4. Private Rentals

3.1.4.1. Rentals for individual and recreational group use, such as birthday parties, family gatherings, and personal activities not tied to an organization. Priority will be given to Residents.

3.1.4.2. Rentals for community use, such as not-for-profit groups hosting aquatic activities, community events, fundraisers and workshops.

3.1.4.3. Rentals for commercial purposed, including businesses and for-profit groups offering events or other activities.

4. Annual Allocation Process

4.1. Pool time will be allocated on an annual basis with requests due for review from June 1 – June 15, for the season September 1 – August 31.

4.2. Requests will be reviewed and allocations will be confirmed by June 30.

4.3. Deadlines will be communicated via the Town of Whitby's website and through direct outreach to existing user groups.

4.4. If scheduling conflicts arise, priority will be given based on the allocation framework. Efforts will be made to accommodate as many groups as possible, including exploring alternate times or shared-use scenarios.

4.5. The Town reserves the right to reallocate pool time due to unforeseen circumstances, such as maintenance, emergency repairs, or municipal events.

5. Swim Meets and Competitions

5.1. Allocations for swim meets and competitions will follow the same deadlines as regular allocation applications, including the submission of a list of requested competition dates.

5.2. Requests made after the deadline will only be considered/accommodated if there is no impact to programming and other users.

- 5.3. Final decisions on meet dates will rest with Community Services Staff to minimize disruption to regular season use. Staff will strive to reach an equitable balance between regular users and meet organizers.

6. Residency Requirements

- 6.1. The Town recognizes the tax-based contributions of Whitby residents toward the development, operation and ongoing capital maintenance of the Town's aquatic facilities and as such Whitby residents have been identified with a higher priority for access to facility usage.
- 6.2. The Town reserves the right to impose residency requirements and/or limit the allocation of time to organizations whose member rosters reflect less than an 80% Whitby resident majority.
- 6.3. The Town will accommodate non-resident applications for use of aquatic facilities when space is available and resident demand has been satisfied. Non-resident user group applications will be considered only on an "as available" basis and any accommodation will not form a historical precedence.

7. New Community Groups

- 7.1. The Town will make best efforts to assign pool allocation based on past use, however, to ensure maximization of available pool time the Town reserves the right to reduce, re-assign or reallocate time particularly when demand exceeds supply.
- 7.2. Requests from new community pool users and additional requests from existing community groups will be accommodated as capacity allows or if new capacity is coming online.

8. Permitting Requirements

- 8.1. Insurance – All user groups must provide proof of insurance coverage with a minimum of \$2 million liability, naming the Town of Whitby as an additional insured. Additional Insurance may be required based on the nature of the event, at the sole discretion of the Town.
- 8.2. Agreements – All user groups must sign a Pool User Agreement outlining responsibilities, rules and compliance with health regulations.

8.3. Permit Cancellations by User Groups – Cancellations must be submitted in writing at least fourteen (14) days in advance. Late cancellations may be subject to fees.

8.4. Permit Cancellations by the Town – The Town reserves the right to cancel pool permits due to unforeseen circumstances, such as maintenance, emergency repairs, or municipal events.

8.5. Permit cancellations may also occur if a user group or representative:

- Conducts themselves in a manner which is not considerate of other users within the facility, or violates the Town of Whitby Public Code of Conduct;
- Fails to make payment for pool bookings as per the payment policy;
- Fails to provide proof that they have obtained the insurance required by this Policy, or other agreement with the Town, no later than fourteen (14) days prior to the date of the permit.
- Causes damage to the pool and/or equipment therein;
- Fails to adhere to permit start and end times;
- Makes false representation of the user group's purpose, membership or affiliations;
- Sublets, sells and/or exchanges pool use to another organization without preauthorization from the Town.

9. Fee Structure

9.1. On an annual basis, Community Services staff will establish a schedule of rates and fees for all facilities and pools as part of the Town budget process.

9.2. These rates and fees will be considerate of current market trends and budget requirements.

9.3. User groups will receive notification of the fee schedule upon approval by Council.

10. Audits

10.1. Regular audits will be conducted to ensure compliance with policies and efficient use of allocated time.

This Policy is hereby approved by Council Resolution # 183-25 on this 6th day of October, 2025.

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