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Town of Aurora
Policy
Business Support

Contact: Manager, Business Support

Approval Authority: Aurora Town Council

Effective: September 10, 2013

Revised: September 15, 2025

Third Party Special Events

Purpose

This Policy ensures consistent management of third-party events in Town facilities by:

- Ensure consistency in the use and delivery of services related to events organized and operated by third parties in Town facilities
- Provide a clear definition of events permitted to operate in Town facilities
- Provide guidelines that promote the highest quality and safest conditions for attendees and organizers of events in Town facilities
- Establish uniform criteria and procedures that support consistent implementation of this Policy
- Ensure a balance between the need for events, and casual / regular use of Town facilities in order to benefit the entire community
- Provide clear guidelines for an effective and efficient application and approval process
- Provide clarity for employees and the permit holder as to the level of support and resources available from the Town

Scope

This policy applies to:

- All larger-scale special events, other than Town of Aurora (the "Town") run events, that take place in facilities owned and / or operated by the Town, and not otherwise specifically addressed in the Policy - Facility Allocation or the Policy - Municipal Alcohol

- Any event that requires the support and / or services of multiple Town departments / divisions and therefore requires a liaison to work with the event planner to coordinate logistics
- Any event open to the general public to attend and / or to which an admission fee applies with the exception of performances held at Aurora Town Square

This policy does not apply to:

- Town events or events run by third parties on behalf of and / or under contract / agreement with the Town.
- Requests for park / field rentals related to the normal use of Town facilities for which it was intended, such as sporting events, tournaments, or group picnics.

If it is unclear as to whether or not this policy applies to a particular event, final determination shall be made by the Town's Director of Community Services or their designate.

Definitions

Charge-backs

Expenses paid and incurred by the Town on behalf of the permit holder which are charged back to the permit holder, including but not limited to materials, equipment, rentals, and employee costs associated with supporting the event.

Director

The Director of Community Services for the Town, or their designate or successor.

Employee(s)

All Town staff and volunteers.

Event

An organized and planned occurrence, occasion, or gathering that is held at a Town facility by the permit holder under the authority of a facility permit. An event includes all related activities, such as the set-up, tear down, clean-up, and any other ancillary tasks taking place in, on, or around a facility in connection with the preparation, conduct, or conclusion of the event. For the purposes of this Policy, an Event does not include small bookings limited to a single room within a Town facility OR with less than 300 attendees.

Event Planning Team

Town employees involved in planning/implementing the event, as led by the Facility Bookings Administrator.

Facility Bookings Administrator

A Community Services employee who coordinates applications.

Facility Permit

A facility contract / permit for the use of a Town facility, as issued by the Town's Community Services Department.

Fees and Charges By-law

The Town's Fees and Charges By-law, as amended from time to time, or its successor.

Facility / Facilities

Any physical property, buildings, parks, sports fields, or other premises owned, leased, and/or controlled by the Town.

Permit Holder

The person or organization applying for or named on a Facility Permit, and who is responsible for the event.

Planning Phase

The development of goals, objectives, and strategies for the event life cycle, including scope, action planning, resource requirements, and budget.

Site Plan

A visual plan or map that outlines where activities, equipment, and amenities will be located, including but not limited to vehicles, access points, tents, food operating areas, and washrooms.

Policy**Application Process**

Applicants must complete and submit the [Third Party Special Events Online Application](#), together with a preliminary site plan, a minimum of 60 days prior to the proposed event date. The application must include the name and contact information for the designated permit holder as the primary contact for Town staff.

Depending on the nature and scope of the event, applications may be accepted with less than 60 days' notice at the discretion of the Director. However, the Town cannot guarantee the application will be processed in time to provide approval for the event.

The Facility Bookings Administrator shall:

- review the application and contact the applicant if any clarification is required
- provide the completed application, questionnaire, and any other relevant information, to the Director for their review and approval or denial of the application.

Approval Process

The Town, at the sole discretion of the Director, reserves the right to modify an event or deny an application in accordance with this policy and any other applicable Town policies or By-laws.

The event must comply with all of the following:

- All municipal, provincial, and federal laws
- All Town policies, procedures, and by-laws
- All health and safety regulations and directives issued by York Region Police, Central York Fire Services, and York Region Public Health

Events must demonstrate a clear public benefit and contribute directly to one or more of the following areas:

- Arts and heritage
- Culture
- Education
- Health and wellness
- Physical fitness
- Enrichment of the Town's character and identity
- Creation of unique or innovative experiences
- Expansion of the overall range and diversity of programming currently offered by the Town

When reviewing requests for a facility permit, the Town may consider the following:

- Whether the event is of significant municipal importance
- Whether the event will attract international, national, provincial, or regional participants
- Whether the permit holder's past event history is in good standing
- Whether the permit holder is seeking a partnership with the Town
- Whether the event is consistent with the intended use and function of the facility
- Any limitations or restrictions on public access to the facility during its regular operating hours
- the potential impact on the facility, including but not limited to physical damage and associated repair costs
- The extent to which the applicant requires services-in-kind from the Town
- The permit holder's not-for-profit status
- The event duration, size, and anticipated attendance;
- The event's alignment with the Town's Vision, Mission, and Values

Events that may, in the Director's opinion, involve substantial public or operational implications – such as restricted public access, fencing of outdoor facilities, multi-day operations, alcohol service, or resource demands exceeding standard Town operations – will be subject to additional review by the Director in consultation with any other Town Departments who may be implicated by the event.

Prior to issuance of a facility permit, the permit holder shall submit the following to the Town:

- Payment of all applicable fees related to the issuance of the facility permit
- Payment of a security deposit as specified by the Town
- A copy of the permit holder's certificate of insurance, which must name "The Corporation of the Town of Aurora" as an additional insured, and be in accordance with the specific requirements outlined in this Policy
- A copy of all applicable licenses and permits required from other governments and agencies as required to permit the event
- A site plan that is to the satisfaction of the Director. The site plan must include accessibility features in compliance with the Town of Aurora Accessibility Design Standards and the *Accessibility for Ontarians with Disabilities Act, 2005* (A.O.D.A.).

Fees, Payments, and Permits

All applicable fees specified in the By-law - Fees and Charges shall be the sole responsibility of the permit holder.

In addition to the standard fees, the Director, at their sole discretion, may levy additional fees for services, materials, and equipment, including labour costs, as may be necessary to facilitate the event or as requested by the permit holder. All charge-backs shall be determined on a cost-recovery basis.

All fees payable by the permit holder in accordance with this policy must be received at the time the facility permit is approved by the Town, prior to issuance. A deposit may be required at the time of the application, as per the Policy - Facility Allocation.

Cancellations and Refunds

The Town, at the sole discretion of the Director, reserves the right to cancel any scheduled event and /or revoke any facility permit, for any of the following reasons:

- a. The facility is needed for a Town event or an event of municipal significance
- b. Due to significant or unfavourable weather or facility conditions
- c. To help ensure public safety

- d. If the permit holder fails to pay applicable fees within the applicable timeline, or otherwise fails comply with the requirements of this policy, the facility permit, or any other applicable Town policy or by-law
- e. If the permit holder fails to provide the required Certificate of Insurance
- f. For any other reason that the Director deems appropriate in their sole and absolute discretion

If the Town cancels the facility permit and no suitable alternate date is available for the event, a full refund shall be provided to the permit holder, unless the cancellation was a result of the permit holder's failure to comply with this policy or other Town requirements, in which case no refunds will be provided.

If the Permit Holder cancels the event, they remain responsible for all Town costs incurred, including future commitments made to secure event resources. Refunds, less costs already incurred by the Town, will be issued only if the written cancellation is received at least six weeks prior to the event start date.

Permit Conditions

The Director may impose conditions on a facility permit as deemed necessary by the Director, including to protect public safety, Town staff, Town property, or the public's enjoyment of the facility.

Such conditions may include noise or music restrictions at the event, in addition to those imposed by the Town's By-law – Noise.

Event Planning

The permit holder shall provide the Facility Bookings Administrator with a final site plan no later than 14 days following the approval of the application, or 30 days prior to the event date, whichever is sooner. The Director may require an earlier submission depending on the scope and nature of the event.

The permit holder shall work with the Facility Bookings Administrator and provide any requested information and may be required to meet with the Facility Bookings Administrator and / or the event planning team during the planning phase.

All aspects of the site plan are subject to the Director's approval and must be adhered to throughout the event.

The permit holder is solely responsible for investigating the requirement for and obtaining all required licences/permits from any other authority and for ensuring full compliance with Town by-laws, policies, and procedures.

Resources

All resources required for the set-up, operation, and clean-up of the event are the responsibility of the permit holder.

Costs incurred by the Town in relation to any requests by the permit holder for Town resources, including labour, material, and equipment, shall be the sole responsibility of the permit holder, and will be charged back to the permit holder by the Town in accordance with the Town's By-law – Fees and Charges.

Utilities and Equipment

The use of water and hydro service will be allowed only in areas designated by Town employees. Any further installation or use of utilities, equipment, or related infrastructure must receive prior written approval from the Director, and where applicable, other regulatory agencies. All such installations are subject to inspection at the discretion of the Town.

Any fencing required under this policy or the Policy – Municipal Alcohol, shall be supplied, installed, and maintained by and at the sole expense of the permit holder.

In instances where the Town provides or loans equipment for an event:

- The Town makes no warranties, representations, or guarantees, express or implied, regarding the condition, suitability, or fitness of any equipment for any particular purpose.
- The permit holder shall accept and use any such equipment entirely at their own risk.
- The permit holder shall assume full responsibility for the care, custody, and control of the equipment and shall be liable for the full replacement cost in the event of loss or damage to such equipment, beyond reasonable wear and tear.

Vehicles in Outdoor Facilities

Vehicles may be used to access outdoor facilities solely for the purpose of event set-up and take-down, unless otherwise authorized in writing by the Director, but must always be restricted to designated areas as approved by the Director.

The permit holder must ensure that vehicle access into the outdoor facility is controlled and monitored throughout the event, at the designated access points, and shall ensure that the entry of emergency vehicles is permitted at all times.

Any vehicle operating within an outdoor facility must have a spotter on all four sides at all times while in motion, and must not exceed a speed of 10km/h.

The conduct of the vehicle operators before, during, and after the event will be the responsibility of the permit holder. If an operator is operating a vehicle in a manner that employees, at their sole discretion, deem to be unsafe to the public or employees within or around the outdoor facility, the vehicle will be immediately banned from the facility and the vehicle operator will be banned from operating any other vehicles within the facility. Loading and unloading any vehicle banned from the facility must then be conducted from a location outside of the outdoor facility.

The site plan, subject to Town approval, must include any vehicles which are to remain in the outdoor facility during the event.

To allow for pedestrian traffic to clear, the permit holder shall ensure that there will be no operation of motorized vehicles in the outdoor facility within 30 minutes prior to the event start time and within 30 minutes following the conclusion of the event.

Service vehicles used for transporting supplies or removing garbage, such as golf carts, may be used during event hours upon receiving written approval of the Director. These vehicles must be operated in a safe and responsible manner, and if their operation is deemed to be unsafe, then employees, at their sole discretion, may ban their use for the duration of the event.

The Town reserves the right to revoke permission for the use of motorized vehicles due to weather, outdoor facility conditions, or any other reason deemed appropriate by employees.

Garbage, Grease, Wastewater, Washrooms

The event planning team will review the location of all services with the permit holder as part of the site plan review process.

Throughout the duration of the event, the permit holder shall arrange for adequate litter, garbage, and recycling control, including for the use of any grease. Regular pick-up / changing / cleaning of waste and recycling containers is required to ensure a sanitary environment, and this must only occur between the hours of 7am – 11pm, unless prior written authorization is provided by the Director.

Upon request, the Town may arrange to have employees assist with the removal of garbage, however there will be a charge-back for this service.

The permit holder is also responsible for all post-event clean-up and removal of all debris within the permitted area following the event, at a time to be determined by the Town. Any costs incurred by the Town in relation to returning the facility to its original pre-event condition will be charged back to the permit holder.

When using an outdoor facility, the permit holder shall provide and maintain for the duration of the event, at their expense, portable toilets at a ratio of one portable toilet for every 240 participants. Any cleaning, moving, or other maintenance of portable toilets and wash stations must occur between the hours of 7am – 11pm only, unless prior written authorization is provided by the Director.

Digging, Staking or Fencing on Town Property

In many outdoor facilities, there are underground utilities buried below the surface of the ground. As part of the site plan review, the event planning team must approve all locations where digging, staking, fencing, or any other similar work, is to take place.

In the event that utility locates are required, employees shall arrange for the utility locates with any associated costs charged back to the permit holder. A minimum of four weeks' notice is required to facilitate utility locates.

The Town reserves the right to conduct and / or supervise any digging, staking, or fencing installation, and all associated costs will be the sole responsibility of the permit holder.

Security Requirements

Sufficient security personnel must be present to prevent unauthorized access to the event and to uphold and enforce the facility permit requirements

- The level of risk associated with the event will be based on the following:
 - nature and type of event
 - size of the facility/event space
 - number and age of attendees
 - presence of alcohol
- Events will be required to engage security as per the assessed risk level:
 - Low-risk events – no security required
 - Medium-risk events – paid security and/or paid-duty Bylaw Officers required
 - High-risk events - paid security and paid-duty Bylaw Officers and/or paid-duty York Regional Police Officers required
 - The number of security personnel required shall be proportional to the number of anticipated attendees
- All security costs are the sole responsibility of the permit holder
- At the Director's discretion, the permit holder may be required to provide the Town with a security plan for the event.

Insurance Requirements

The permit holder shall, at their sole expense, obtain and maintain insurance coverage for the duration of the event at an amount set out in the Policy – Facility Users Insurance, or such higher amount as may be required by the Town’s Legal Services Division, depending on the nature and scope of the event.

Where alcohol is served or sold, the permit holder must also comply with the insurance provisions set out in the Policy – Municipal Alcohol.

In all cases, the coverage shall be primary and not contributory with respect to any other insurance carried by the Town.

If vehicles are used in connection with the event, the permit holder shall ensure that all vehicles are insured under an Automobile Liability Policy with limits of not less than \$2,000,000 per occurrence.

A Certificate of Insurance, in a form satisfactory to the Town, must be submitted to the Community Services Department at least 14 days prior to the event. The Certificate must confirm coverage in accordance with the Town’s requirements. Failure to provide or maintain the required insurance shall result in revocation of the facility permit, and may also result in the denial of future permit applications.

As a condition of the facility permit, the permit holder shall authorize and consent to the Town submitting claims directly to the permit holder’s insurer, without further consent of the permit holder, where a loss, claim, or action arises out of or relates to the event.

The Town reserves the right to require that the insurance be purchased through the Town’s Facility Users Insurance Program.

Damages

All facilities, including any materials, equipment, chattels, land, or natural assets located on or within them, must be protected during events from damage such as vandalism, crowd damage, vehicle or equipment use, and excessive wear.

The permit holder, together with the event planning team, shall conduct a site inspection of the facility on the days immediately prior to and the following the facility permit dates. The Town also reserves the right to inspect the facility at any time during the event.

The permit holder shall be fully responsible for all damages to the facility during the event, including damages caused by attendees, vehicles, equipment, or other event-related activities. Any resulting repairs or replacements will be carried out by Town

employees or the Town's contractors, at the Town's sole discretion. All related costs will be charged back to the permit holder in accordance with the Town's By-law - Fees and Charges.

Indemnification

The permit holder shall indemnify, defend, and hold harmless the Town, its elected councillors, officers, employees, volunteers, agents, successors, and assigns (collectively, the "Indemnitees") from and against all claims, demands, actions, damages, losses, liabilities, costs, and expenses (including, without limitation, legal fees on a substantial indemnity basis) arising out of, relating to, or in any way connected with:

- the issuance of a facility permit;
- the holding, operation, or conduct of the event; or
- any act, error, omission, negligence, misconduct, or breach of this policy, applicable law, or permit condition by the permit holder, its employees, volunteers, agents, contractors, invitees, or event workers.

This obligation shall apply regardless of whether such claim is made directly or indirectly against the indemnitees and shall survive the expiration or termination of the facility permit.

As a condition of the facility permit, the permit holder shall execute and submit the "Release, Waiver, Indemnity and Insurance" agreement as prescribed by the Town, to Community Services, no later than 14 days prior to the commencement of the event (or, in the case of a multi-day event, the first day thereof).

Public Access

Public access to thoroughfares, park walkways, and trails as well as parking lots must be maintained at all times during the event, unless otherwise approved by the Town. This includes all play structures, public washrooms or other amenities.

Responsibilities

Community Services Department

- Oversee the implementation and execution of this policy and handle coordination for events requiring inter-departmental support.

Director of Community Services

- Review all facility permit applications and either approve the application, approve it with conditions, or deny it.

Permit Holder

- Be aware of this policy and understand their associated obligations and responsibilities.
- Comply with all aspects of this policy, all at the permit holder's own expense.
- Users of facilities agree to be bound by the terms of this policy, and the permit holder shall ensure attendees are aware of any obligations or responsibilities pertaining to them.
- It is the responsibility of the permit holder to understand all aspects of this policy and to seek clarification of any matter that they consider unclear prior to submitting an application to Community Services. The Town is not responsible for any misunderstanding of the policy on the part of the permit holder. By submitting an application, the permit holder agrees that all aspects of this policy are understood by the permit holder and any clarification needed by the permit holder has been obtained.

Monitoring and Maintenance

C.A.O. / directors / managers / supervisors and employees should work collaboratively to resolve issues related to this policy. Any employee found to be disrespecting the terms of this policy other than under exceptional circumstances, emergencies or operational requirement is subject to an investigation and discipline deemed appropriate by their immediate supervisor, Human Resources, the Town Clerk and / or C.A.O.

This policy will be reviewed two years from its effective or revision date, in accordance with the Town of Aurora's policy maintenance schedule.

References

- Accessibility for Ontarians with Disabilities Act, 2005 Accessibility for Ontarians with Disabilities Act, 2005
- Liquor License and Control Act, 2019
- [Smoke-Free Ontario Act, 2017](#)
- By-law – Fees and Charges
- By-law - Noise
- Policy – Facility Allocation
- Policy – Facility Users Insurance
- Policy – Municipal Alcohol
- [Town of Aurora Event Application](#)