



## **YMCA Irving Oil Field House**

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[www.irvingoilfieldhouse.com](http://www.irvingoilfieldhouse.com)

# **Irving Oil Field House | Online Bookings FAQs**

## **Where/how do I access the online facility booking service?**

You may access the online facility booking service directly from our website (<https://irvingoilfieldhouse.com>) and selecting the "Rentals" tab in the top banner.

## **How far in advance may I book a space at the facility?**

Online booking requests may be submitted at a minimum of 14 days prior to the timeslot(s) requested or at a maximum of 90 days prior to timeslot(s) requested.

## **How long does it take for booking request to be approved once submitted?**

Online booking requests will be reviewed, approved, or denied within 7 days of receipt. If a staff member has questions or needs more details about your request, we will reach out to the point of contact identified on the account.

## **Is there a schedule showing the availability of the various spaces available to book?**

Yes, you may visit the online booking portal to view the availability of the various rental spaces at the facility by selecting "View Availability" under the "Bookings/Reservations" tab.

This will be helpful information for those looking to know what is currently available and submit a booking request outside of the online booking portal. This will reduce and/or eliminate back and forth in working to determine booking options with staff through email or over the phone.

## **Are bookings only being accepted online now?**

Bookings are still being accepted through the support of staff by submitting an email to [irvingoilfieldhouse@saintjohny.ca](mailto:irvingoilfieldhouse@saintjohny.ca) or by calling +1-506-717-4086. However, we do encourage prospective booking agents to try our new online booking option first and to visit the availability schedule in an effort to be efficient with everyone's time.

## **I am with a new organization, what information do I need to set up a booking account?**

For new organizations, accounts need to be set up by YMCA staff. You can set up your account by emailing [irvingoilfieldhouse@saintjohny.ca](mailto:irvingoilfieldhouse@saintjohny.ca) or by calling +1-506-717-4080. The information required includes information about the booking agent, such as their name, address, phone, email, emergency contact, and date of birth. Additionally, we need the same details about the organization, such as name, address, email, and phone. Payment information is also accepted such as credit card or pre-authorized payment (PAP).



## **How do I log in to my account and make a booking request?**

Individuals and organizations will be provided a username and password when their account is set up by staff. Typically, the username is the email of the account holder. Passwords may be reset as part of the Forgot Password feature.

## **My account says I am locked out. What happened?**

If you receive a notification that your account has been locked out, please contact us by emailing [irvingoilfieldhouse@saintjohny.ca](mailto:irvingoilfieldhouse@saintjohny.ca) or by calling +1-506-717-4086. This happens if an account holder incorrectly inserts the wrong password too many times, thus locking the account. Our staff will assist the account holder by verifying account details in unlocking the account.

## **How do I know if my organization has an account with the facility or needs to set one up?**

New or returning organizations that may have forgotten their username and password or simply need to change primary contacts are to reach out to facility directly by emailing [irvingoilfieldhouse@saintjohny.ca](mailto:irvingoilfieldhouse@saintjohny.ca) or calling +1-506-717-4086 for a staff member to assist with setting up and/or updating the account prior to making a booking request online.

## **How do I change an online booking?**

Once a booking is submitted and approved, requests for changes are to be directed to the facility by emailing [irvingoilfieldhouse@saintjohny.ca](mailto:irvingoilfieldhouse@saintjohny.ca) or by calling +1-506-717-4086.

## **Do the same cancellation policies apply to online bookings?**

Yes, we expect individuals and organizations to move ahead with their booking once approved. There are no cancellations unless we close the facility due to inclement weather or COVID-19 restrictions.

## **Who has access to the organizations booking account?**

Typically, organizations have one to two people assigned to their organizational booking account. Most times, the individual doing the bookings is a group's treasurer or a staff member. We typically verify contacts annually in the fall to ensure the account is up to date.

## **How do I change who has access to the account?**

Simply reach out to us by emailing [irvingoilfieldhouse@saintjohny.ca](mailto:irvingoilfieldhouse@saintjohny.ca) or by calling +1-506-717-4086 for a staff member to assist you with addressing the matter.

## **I made a mistake on my online booking request. Who can help fix the mistake?**

In the event, you made an mistake with your booking request, simply reach out to us by emailing [irvingoilfieldhouse@saintjohny.ca](mailto:irvingoilfieldhouse@saintjohny.ca) or calling +1-506-717-4086 for a staff member to assist you with addressing the matter.



### **Can I book more than one space at a time?**

Yes, you may book one space for a single usage or multiple spaces for multiple days. We encourage events and tournament organizers to reach out to us by emailing [irvingoilfieldhouse@saintjohny.ca](mailto:irvingoilfieldhouse@saintjohny.ca) or calling +1506-717-4086 for a staff person to assist you with event specific details that may fall outside of standard booking terms and conditions.

### **Can an individual make an online booking request?**

Yes, individuals who are not affiliated with an organization may create an account online and make a booking without needing to contact the facility. Individuals who are a current Y member or have been a Y member within the last 2 years would already have an account. We encourage individuals to reach out to use by e-mailing or calling to confirm your username and to reset the password for your account. This will avoid duplicate profiles in the system.

### **How do I pay for an online booking request?**

Payment online may set up by adding credit card information to the account for the current or future payment. We also accept pre-authorized payments (PAP) directly from bank accounts.

### **Is proof of insurance required and what is an acceptable form of proof?**

Yes, we require organizations and individuals booking the facility to provide proof of insurance for 1 million dollars. Typically, sport organizations affiliated with a provincial sport body have access to this insurance and can provide a certificate.

### **When is payment due?**

For single use bookings, payment is due once the permit has been approved. This may be done by credit card by calling the facility at +1-506-717-4080 or by making the payment through your online account.

For multi-week bookings, a payment plan will be set up. Payments will be automatically charged on the first of the month for that month's bookings. Pre-authorized payments can be set up to come from a credit card or from a chequing account.

### **Can I book half the track?**

There are situations where half the track can be booked, allowing for half the track to remain open to YMCA members and community track pass holders. To book half the track, requests must be made directly to the facility by emailing [irvingoilfieldhouse@saintjohny.ca](mailto:irvingoilfieldhouse@saintjohny.ca) or calling +1-506-717-4086.

### **What are the facility hours and can I make a booking outside of the standard schedule?**

Since reopening the facility after the COVID-19 closure in March 2020, we have been adjusting our hours by season and, in some instances, by the week to the evolving levels of restrictions resulting in varying demand. In the primary season, facility hours are typically Monday to Friday, 8:00 AM to 8:00



PM and Saturday and Sunday, 8:00 AM to 8:00 PM. The online booking system has been set to standard hours to accept bookings. If you are looking for times outside of this window, they will be considered on a case-by-case basis by the manager.

**Will the seasonal reoccurring booking process stay the same?**

Yes, season reoccurring bookings will continue to be done manually by staff in an effort to maximize usage and distribution of time among groups. Notices will be sent late summer/early spring for fall and winter reoccurring bookings and late December/early January for Spring and Summer reoccurring bookings by the Field House Manager.