

To: Mayor and Members of Council

May 16, 2011

Re: Request for Refund of Hall Rental Refund

Background

Jerrilynn Rebeyka rented the hall on April 28, 2011 to host a coffee night, representing her business Gano For Coffee. She was expecting around 40 people to attend this event, however only 2 people showed up. She attributes her unsuccessful coffee night to the condition of the parking lot and the road accessing the Community Centre.

Discussion

Jerrilynn is requesting a refund of the hall rental fee, which is \$73.50. Attached is a letter explaining her reasons for her request.

There was indeed a road closed sign on Ramm Avenue that accesses the Community Centre. However it was clear that you could get around. We were trying to limit larger vehicles from driving down Ramm Avenue to find out it is a dead end. It is the Town's responsibility to ensure that drivers are made aware of the condition of the road.

There were two other events at the Community Centre that evening, Pilates and Zumba. Although the condition of the road and the parking lot was not ideal, we did not hear any complaints from the other groups renting the hall.

Budget Implications

If Council does approve a refund, that will decrease the amount of Community Centre revenue by \$73.50.

Conclusion

Jerrilynn Rebeyka's husband did drive the road and through the parking lot to get to the Town office to pick up the keys for the Community Centre on April 27th, the day before the event. They could have cancelled the event if they were worried that their event would be poorly attended due to the condition of the road. The Town crew was doing everything possible to ensure the road was passable; however it was limited as to what could be done. We do not know for certain that the reason the event was poorly attended was due to the condition of the road and parking lot. As mentioned earlier on in the report, there were other events occurring on the same evening, and they were attended.



Town Manager

Recommendation

Administration recommends Council to refuse the request for a refund of the hall rental.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Shauna Bzdel".

Shauna Bzdel,
Town Manager

Shauna Bzdel

From: J Lynn [ganoforcoffee@sasktel.net]
Sent: Thursday, May 05, 2011 10:59 AM
To: sbzdel@whitecity.ca
Subject: Refund of Apr 28 Hall Rental

As per a discussion with Shawna on May 4th, I am writing to request a refund of my hall rental fee incurred on Thurs Apr 28th, 2011.

Our business, Gano For Coffee, rented Room B with the intention of hosting a coffee night where people arrive at a designated meeting time, hear a presentation, and enjoy a free healthy coffee/tea/hot chocolate. We invested considerable time and energy prior to the evening to promote our event, communicate to potential customers, and invite people to the evening. We have hosted similar events in Regina and at our home before and have never had such a poor turnout. The reason we moved to a larger facility is because we ARE having bigger turnouts.

We feel the event was poorly attended because the road was virtually impassable (without risking vehicle damage) and there was a ROAD CLOSED sign blocking the entry.

Shawna stated that we knew the condition of the roads prior to renting the facility. However, I rented the facility by phone and did not notice the condition of the road/parking lot until two days prior to our event. At that time, I was driving along Hwy 1 and noticed there were a lot of vehicles parked along the entrance road and I caught a glimpse of the appearance of the parking lot. I did not drive down the entrance road so I did not know the condition of it until ½ hour before our event. My husband drove the entrance road the day before the event to access the town hall to pick up the key. He said it was extremely rough and hard on the truck. He was not aware of a ROAD CLOSED sign at that time. It was too late at that point to cancel our event; plus we were pushing to work our business as much as possible that week being that our kids were away for Easter break. No other facilities were available at the time we rented the hall so moving the event was not an option. At that point it was either cancel or make do. Our whole point is: Had we known the road and parking lot conditions prior to advertising and had we known there would be a Road Closed sign, we would not have rented the facility and we would not have focused our time on that type of event for that particular week.

Shawna further stated that we could have had people park at the post office and walk through to the hall; most people know there is an alternate way to access the hall. However, that would have required 1) knowledge of the condition of the road and parking lot well in advance and 2) further communication (and expense - mostly in time) to inform our guests. In addition, although it may be true that local residents would know to park elsewhere and walk through, we had out of town guests invited that did not.

We do not feel that we should have to pay for a facility to which access was virtually impossible and at minimum risky to our guests. Both the facility and the access to the facility are the responsibility of the town.

We will be hosting similar coffee nights in the future and will require suitable facilities. Our business is outgrowing our home for events of this nature. Please ensure a suitable resolution; we enjoyed the facility itself and would like to utilize it again when the road is repaired.

Sincerely,

Jerrilynn Rebeyka
Gano For Coffee
Authorized Independent Consultant - OrGano Gold ganoforcoffee@sasktel.net www.ganoforcoffee.com
306-789-6332