



A GUIDE TO COMMUNITY SERVICE STANDARDS FOR FESTIVALS AND EVENTS

Recreation and Leisure Services

Community Services Division, City of Sarnia

Contents

Our Commitment3
Various Types of Licenses/Permits/Approvals3
Service Delivery4
Hours of Service5

Our Commitment

Welcome to Recreation and Leisure Services for the City of Sarnia! We provide a broad range of community services to area residents to help cultivate an exciting and active Sarnia. Our Recreation and Leisure Services Team hosts summer camps, signature City events, runs all-season programming at our recreation centre, and offers programming at our other recreational amenities including our splash pad, pool, and ice rinks. All of our services provided are low cost or free to the public.

While our team organizes year-round activities for the community, it is also our responsibility to support community members who would like to host an event of their own. The Recreation and Leisure Services Team receives over 60 event requests annually. This requires a great deal of knowledge in various by-laws, licenses and permitting and the ability to provide excellent customer service. Community event organizers receive approvals from our team relating to noise by-law exemptions, building permits, licensed events, carnivals, and more. Our team acts as a liaison between the community event organizer and the applicable division that supplies these licenses and permits. We strive to provide an application process that is streamlined, while acting as a resourceful point of contact for any event-related questions.

Our Recreation and Leisure Team is committed to providing excellent customer service in every aspect of our work. To achieve this, we:

- Treat our customers fairly and honestly
- Provide the guidance and support needed to see every inquiry through
- Deliver our services with integrity

Various Types of Licenses/Permits/Approvals

Community events vary greatly from one to the next, requiring different approvals based on event needs. Below is a list of the various types of licenses, permits, and specialized approvals that may be required to complete an event application request. These items may be subject to change.

- Insurance
- Indemnity Agreement
- Parade Permit
- Road/Parking Lot Closure Request
- Noise By-Law Exemption
- Lottery License

- Potable Water Hookup
- Animals and Petting Zoos
- Licensed (Alcohol)
- Building Permit (Tents)
- Food Permit
- Circus/Midway License
- Open Flame and Fireworks

Service Delivery

When a formal request to host a festival or event is submitted with the Recreation and Leisure Services Team, our goal is to provide consistent customer service and response times.

For general inquiries, Festival and Event Application Form submissions, Festival and Event Questionnaire submissions, and the issuance of a venue permit, customers can expect a response within three business days.

The issuance of a venue permit will be based on receipt and approval of the customer's Festival and Event Application Form and Questionnaire.

Timelines

When a request to host a festival or event has been received, the timeframe for overall approval varies on the type of documentation required (i.e. permits, licenses, etc.). Listed below are the maximum number of business days that staff require to approve each type of documentation. Note: these are based on receipt of the appropriate documentation from the event organizer. If the documentation is not provided, the approval time will increase.

Insurance	7 days
Indemnity Agreement	7 days
Parade Permit	7 days
Road/Parking Lot Closure	14 days
Letter of Municipal Significance	14 days
Circus/Midway License	7 days
Lottery License	14 days
Potable Water Hookup	14 days
Building Permit	15 days
Noise By-Law Exemption	14 days
Food Permit	7 days
Animals and Petting Zoos	7 days
Open Flame and Fireworks	14 days

Hours of Service:

Monday to Friday: 8:30am – 4:30pm