



Payment Information for Community Use of Schools (CUS) Permit Holders

- Payments are due at the time the permit is approved by credit card (Visa or Mastercard). Clients should have added or verified a valid credit card is on file in their account in the booking software (eBase) at the time the permit was submitted.
- In some cases, for permits with larger amounts payment arrangements can be made to charge the credit card on file on dates discussed with your CUS booking agent. Regular payments will be taken on the first business day of each month. The permit must be paid in full one month prior to the end of the permit. In some cases we will allow cheque payments as well, however, credit card payments are the preferred method payment for OCDSB Community Use permits.
- Any one time events or permits with bookings under one month will require payment in full prior at the time of the permit approval. A tentative permit will be generated in order to provide the client with the amount owing.
- Auditorium bookings require a \$500 security deposit. This must be paid before a permit will be issued.
- Clients will risk permit cancellation and monies owed being sent to collections if the full amount is not paid and future permit requests will be denied.
- Any requests for exceptions to the above guidelines will be at the discretion of the Supervisor.
- Permits will remain in pending status if there is an Invalid credit card on file. Declined credit cards will result in the permit being returned to pending status or being cancelled.

Important information about changes or cancellations to existing permits

Amendment Fees

- An amendment fee of \$10.50 will be applied to your permit ***every time a change is requested to a permit that has already been approved or re-approved.***
- **changes must be requested a minimum of three business days in advance**
- Amendments include, cancellation of individual dates off a permit or changes in the dates and or times to the existing bookings on the permit.
- It is important to inform the CUS department of any cancelled dates as the permit is subject to cancellation if the CUS department is advised by the school that permit holders have not shown up for two consecutive dates on the permit.
- **Weekend bookings must be cancelled by Wednesday of that week with notification to the CUS office, cancellation charges will apply.**

Cancellation Fees

- All permits that are cancelled prior to the original requested end date will have a cancellation fee of \$26.25 applied to the permit.
- In the event that Community Use has to cancel dates on a permit, the fees for the cancelled dates will be credited to the permit holder account. Refunds can be issued upon request.