## **Online Last-Minute Ice Rental Bookings**

**Customer Guide** 

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#### **STEP 1: LOGIN OR CREATE ACCOUNT**

- If you don't have an existing account for HRM's Recreation system, click this link for step by step video instructions on how to <u>set up a new account</u> (or copy this link <u>https://youtu.be/0AgPyfMaPHo</u>) into your browser address bar.
- 2. Login at <u>recreation.halifax.ca</u> with your email address and password.

**Note:** You cannot make an online booking if your account has any outstanding unpaid charges.

	ick the Create a New Account button on the right to get started. Here now to set up a new <u>Client Profile</u> or <u>Search/Register</u> for programs.
EXISTING USER? If you already have an account in our to link your email address to your account profile and p	system, but cannot access it online, please contact us. Staff will be able provide you with online access.
Email address*	test@gmail.com
Password *	•••••
Reset Password	Login

#### **STEP 2: SEARCH FOR AVAILABLE ICE TIME**

3. Once logged in, choose Facility Rentals Availability



4. Several options are available to search by Rec Centre (arena), date, day of week and time:

Advanced search	
Type of Event	Event time
Event Type * (Online) Arena Booking Capacity	Event Type: Choose (Online) Arena Booking. The * indicates this is a required field.
Rec Centre   All tags	Capacity: LEAVE BLANK. Do NOT enter a value. Rec Centre: After choosing the Event Type, the Rec Centre field may default to your home Rec Centre. Click the X to clear the field and search all arenas, or select one or more facilities to search.
Rental duration     01     01	<b>Rental duration</b> : Minimum rental is one-hour. Add extra time in 15-minute increments, as needed.

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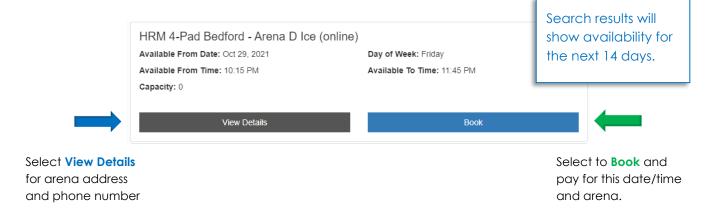
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calendar icon or type the dates in the boxes. <b>From Time</b> * (hh:mm A) <b>To Time</b> * (hh:mm A)	Tuno of Evont	^	Event time	•
Choose a <b>Date range</b> by clicking the calendar icon or type the dates in the boxes. Choose a <b>Time range</b> by clicking the clock icon or type the time in the boxes.			All days	
calendar icon or type the dates in the boxes. Choose a <b>Time range</b> by clicking the clock icon or type the time in the boxes.		Ŧ	From Date * (MMM DD, YYYY)	To Date * (MMM DD, YYYY)
Choose a <b>Time range</b> by clicking the clock icon or type the time in the boxes.	Choose a <b>Date range</b> by clicking the		Oct 28, 2021	Nov 28, 2021
Choose a <b>Time range</b> by clicking the clock icon or type the time in the boxes.	calendar icon or type the dates in the boxes.		From Time * (hh:mm A)	To Time * (hh:mm A)
icon or type the time in the boxes.	Chaosa a <b>Time range</b> by clicking the clock		12:21 PM 0	11:59 PM 0
				1
NOTE: To Time will default to 11:59 PM. The last av	icon of type me time in me boxes.			
	icon or type the time in the boxes.		NOIF: Io Time will defaul	t to 11:59 PM. The last a
Rental duration  A timeslot that can be booked online ends at 11:45			If you need a booking th	at ends at 12:00 AM, cor
If you need a booking that ends at 12:00 AM, co			the arena scheduler.	

5. Click Search, or to start over again, choose Clear Filter and enter new search criteria.

### **STEP 3: REVIEW SEARCH RESULTS**

6. Review the search results. Available time slots are listed in chronological order.



If your search results list is too long:

- Choose one or more specific arenas in Search for Rec Centres.
   Choose a chorter data range or a specific data or days of weak
- $\checkmark$  Choose a shorter date range or a specific date or day of week.
- $\checkmark$  Narrow down your From and To Times.

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#### **STEP 4: BOOK AND PAY**

7. When you select **Book** (above), a rental summary is displayed. If needed, you can make changes to the Start Time and Duration, or choose **Search Again.** Choose **Next** to proceed.

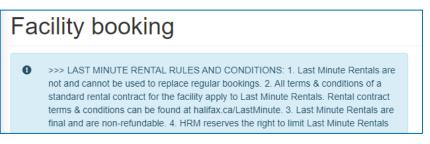
Facility details		Summary	
Start date * (MMM DD, YYYY)           Oct 30, 2021           Start time * (hh:mm A)           10:30 PM	End date * (MMM DD, YYYY) Oct 30, 2021 End time * (hh:mm A) 11:30 PM	Name Facility Event type Start time End time	Online Arena Rental Arena (Online) Arena Booking Saturday 30 October 2021 10:30 PM Saturday 30 October 2021 11:30 PM
Rental duration	► 00 ►	Total discount Total Tax Total including tax	\$0.00 \$34.50 \$264.50
Notes			Search again Next

8. If your online account has any outstanding charges/debt, this message will appear. You cannot make any online bookings until all outstanding debt on your account is paid.

Facility booking		
Your account is blocked, you appear to be in debt.	Summary	
Please visit the Bills and Payments page.	Name Facility	Online Arena Booking Arena

After making a payment to clear the debt, you will be able to make an online booking.

9. Review the Last-minute Rental Rules and Conditions that outline the terms of the rental.



10. Complete the required list of questions. Note that **if you require additional equipment or set-up**, **you must contact the arena scheduler** to confirm these details. Additional charges may apply.

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11. Indicate that you accept the Last Minute Rental Rules and Conditions and the <u>rental contract terms and</u> <u>conditions</u> for the facility. When finished, choose **Add to cart.** 

https://programs.aon.ca/authentication/event-insure/account/signin2-en.html	Search again
Are you an individual or part of an organization? *	Add to cart
Please select an option	Previous
If an organization, enter the organization name	
If individual, enter insurance company & policy #	
Do you require any additional setup or equipment?	
Do you require any additional setup or equipment?           Please select an option	
Please select an option	
Please select an option	

12. The booking is added to the online Cart. The next page will show the details of your rental. You can choose to **Add another rental** to make another booking, or **Go to cart** to make payment now.

Event details Facilit	ies and items Notes	
Reference	380727	New
Name	Online Arena Rental	
Event type	(Online) Arena Booking	
Dates	Oct 30, 2021 10:30 PM - Oct 30, 2021 11:30 PM	
Expected Attendees	Not Set	

13. From the **Cart**, review your rental summary and choose **Continue** to make payment. To cancel the rental from your cart, click the <sup>(2)</sup> and confirm that you want to remove the booking.

14. View the Terms & Conditions and click "I accept the terms & conditions". Select Continue to Payment.

Select payment method 🗸	Subtotal before tax Tax	\$220.00 \$33.00
Payment method *	Total to pay	\$253.00
Enter on next step  Choosing a payment method from the following list will pay for all recurring payments along	🏋 Total to pay now	\$253.00
with any upfront fees due today.	Continue to	payment
Available Credit	Previo	ous
	Book ano	ther 🗸
✓ I accept the terms & conditions *		
View Terms & Conditions		

15. Enter your credit card information and choose Pay Now.

	is Payment Summary	E Payment	<ul> <li>Confirmation</li> </ul>
rd Number *	Security Code *		Amount payable: \$253.00
piry Month *	 Expiry Year *		MasterCard Maestro
Month v	Year	~	VISA VISA
rdholder's Name *			DEBIT
or example: Adam Smith			GODADDY.COM* VERIFIED & SECURED VERIFIS SECURITS
Return to cart		Pay nov	

16. You will receive a **Confirmation Notice** (receipt) email. Check your Junk/SPAM folder if the email does not appear in your inbox. Bring the confirmation notice with you to the facility on the day of your rental.