

EDMONTON SOCCER FACILITIES

Office & Mailing Address:

12720 Victoria Trail, Edmonton, Alberta T5A 5G4

Tel: (780) 413-4125 • Fax: (780) 406-4976

www.esaf.ca



Bookings Policy – Evening/Part Time Staff

In the event that there is a discrepancy between either the printed schedules, the schedule monitor display, and what is actually occurring, please follow the below process:

- 1.) As long as the current time and date are appearing properly on the schedule monitors, these should be considered the most accurate. It is possible that printed schedules were done prior to any last minute changes, but the monitors will reflect these additions or deletions.
- 2.) If the date and time are not appearing properly on the monitors (or the schedule is not advancing as the current time advances, i.e. it is 6:00 p.m. but schedules from 12:00 noon are still showing), please contact your facilities supervisor or the Operations Manager to have this corrected.
- 3.) If the patron presents a receipt, but the booking is not showing on the schedule, check the receipt for a few things, including:
 - a. Facility
 - b. Date
 - c. Time

If any of these are incorrect, please advise them of the correct information. If they all appear correct, please review 4 and 5.

- 4.) On occasion, receipts may be sent in error if a payment has not gone through. When this happens, every effort is made to advise the Facility Supervisor and Primary Attendant by email of the error. Please don't trust that a receipt is fully accurate – the schedule monitors (or if the primary or facility supervisor are on site, the scheduling system) contain the most up to date information.
- 5.) Customers may have made and paid for a booking originally, but then cancelled it, and they may have a receipt. In this event, the schedule on the monitors (or the scheduling system) will have the correct information.
- 6.) Currently, the website is only updated once daily, so there may be some discrepancies with the schedules showing on the website, and what is on the monitors. The monitors should be considered correct.
- 7.) EXTRA TIME REQUESTS
 - Occasionally patrons request extra time to cover the amount of time it takes to sort out any discrepancies with the booking, or other issues (including the facilities opening late, time off of the field for emergencies). Extra time should be granted only if the error is on our part, not the patron's, and should not impact any other bookings (i.e. last booking of the day). Should extra time be granted, please fill out a general report.
 - If you are not certain whether to grant extra time at the end of the booking, don't. Write a general report outlining the circumstances, and management will sort the issue out on the next business day.

EDMONTON SOCCER FACILITIES

Office & Mailing Address:

12720 Victoria Trail, Edmonton, Alberta T5A 5G4

Tel: (780) 413-4125 • Fax: (780) 406-4976

www.esaf.ca



- 8.) League events are double checked upon entering them, but on occasion, errors occur, or changes are made to the schedule without ESAF being advised. If you suspect a league event may be mis-scheduled, prior to sending the patron to another facility, please call the control desk of the other facilities and confirm.

West – 780-944-4092
East – 780-413-4125 ext. 232
South – 780-490-0158

If the other centre is finding a similar situation, please allow the game to play as it occurs on the League's website. If no other centre is finding the same situation, please contact the Operations Manager or General Manager for further instructions.

- 9.) Please call your facility supervisor, the Operations Manager or General Manager if you are not certain what procedure to follow.
- 10.) It is easier to reimburse patrons for the time not granted to them than to try to collect from patrons that have not paid for their time properly. Because of this, we should not grant field access to anyone that doesn't appear on the schedule.
- 11.) Any time there is a discrepancy for a booking, please ensure that you file a complete general report. Include:
- a. Team(s) affected
 - b. Time of the booking and what field it was scheduled on
 - c. Troubleshooting steps taken
 - d. Who in management was contacted regarding solutions
 - e. Ultimate result (game played/not played).
 - f. Any issues with full field time not being given.