

# Management Directive



Management Directive No.:	
Management Directive Name:	Display and Sale of Tickets/Merchandise Management Directive
Date Approved by CAO or Designated Person:	
Date revision approved by CAO or Designated Person:	
Related SOP, Management Directive, Council Policy, Forms	

## Directive Statement and Rationale:

The Corporation of the City of Kawartha Lakes(City) applauds the efforts of volunteer organizations located within the City.

The City has the opportunity to provide some level of support through its Service Centres and Recreational Facilities.

The City also recognizes there may be times when community volunteer activities are sponsored directly by the City.

The City therefore establishes this management directive to guide staff in supporting volunteer organizations, as well as directly sponsored events, through the display and sale of tickets and merchandise.

## Scope:

This management directive addresses the display or sale of tickets or merchandise in support of volunteer organizations and the City for directly sponsored activities.

## Definitions:

*Tickets* –includes raffle/draw tickets which are properly licensed by the City as well as tickets relating to a fund-raising event sponsored by a volunteer organization and/or the City, or season tickets for local volunteer organizations.

*Merchandise* –includes properly packaged foodstuffs, cookies, pins, T-shirts, donation jars, and other non-perishable items.

*Volunteer Organization* – a recognized charitable or non-profit volunteer organization operating within the City of Kawartha Lakes and providing services and activities supportive of City residents.

*City-sponsored activities* – events or items which generate revenues directly for the City and/or for City-initiated fund-raising events.

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1. Requests for sale of tickets and/or merchandise at Service Centres will require the approval of the Customer Service Coordinator or his/her designate to ensure conformity to this management directive.
2. Requests for sale of tickets and/or merchandise at recreational facilities will require the approval of the Parks Recreation and Culture Manager or his/her designate to ensure conformity of this management directive.
3. Upon receipt of a request, staff will be required to have the requesting organization sign a waiver acknowledging this management directive's terms and limitations with respect to financial responsibilities and processing of items as follows:
  - The City of Kawartha Lakes will not accept financial responsibility for tickets or merchandise or funds(cash or cheques) received from the sale of such items.
  - Items costing greater than \$25.00 will only be received if people may pay by cheque and/or proper cash allocation.
  - No more than three (3) separate sale activities will be allowed at any given location at the same time. These will be handled through a first-come, first served basis.
  - Sale of items/merchandise other than City items will be allowed for a maximum of four weeks. Staff also have the right to remove tickets and/or merchandise earlier than this timeframe to accommodate other requests which may have a greater time-sensitivity.
  - The City shall reserve the right to refuse the sale of any items during high demand periods for City staff (ie. Tax due dates).
  - Tickets or merchandise acceptable for display or sale purposes must be promotional without being competitive. No merchandise or tickets which support organizations who express direct or indirect negative opinions about other organizations or governmental agencies or policies will be permitted.
4. Upon agreement of the terms and conditions as outlined, sales will be allowed to commence for the period of time identified.
5. Sales will comprise of visual presentation and a passive approach only whereby customers will not be directly encouraged to participate in the purchase of items.

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6. This management directive allows for the sale only of tickets and merchandise, as defined, and staff shall not participate in other ancillary activities which may be related to the events and/or merchandise being sold (such as return of merchandise, seating arrangements at events, etc.).

## Revision History:

Proposed Date of Review:

Revision	Date	Description of changes	Requested By
0.0	[Date]	Initial Release	