

Compliance Process for Community Event Organizers

This compliance process ensures that event organizers adhere to SEAT guidelines and rules. It includes warnings, corrective actions, and the potential for banning event organizers from future rentals if violations persist.

1. Initial Review and Determination of Violation

- **Pre-Event Monitoring:** City staff will monitor event promotions for compliance with established rules and guidelines. If a violation is identified (e.g. event hours), the event organizer will be contacted to correct the issue immediately.
 - If the violation is not corrected, SEAT will cancel the rental agreement.
- **Event Monitoring:** Event staff or designated personnel will monitor events for compliance with established rules and guidelines. If a violation is identified (e.g., noise regulations, safety concerns, misuse of facilities), an initial assessment will be made to determine the severity and nature of the issue.

2. First Violation: Written Warning

- **Action:** The event organizer will receive a formal written warning detailing the specific violation and the necessary corrective actions.
- **Details Included:**
 - The rule(s) or policy(ies) violated
 - Description of the infraction
 - Timeframes to correct or prevent future occurrences (if applicable)
 - A reminder of the consequences for repeated violations.
- **Response Required:** Event organizer must acknowledge receipt of the warning and confirm understanding of the corrective measures.

3. Final Violation: Suspension from Future Events

- **Action:** If a second violation occurs, the event organizer may be suspended from organizing future community events for a specified period.
- **Details:**
 - A formal notice stating the suspension duration (e.g. 1 year)
 - A clear explanation of the violations that led to this action
 - The requirement for the organizer to address the violations and submit a plan to prevent recurrence for reconsideration of future event participation.

4. Severe or Repeated Violations: Permanent Ban

- **Action:** In cases of particularly severe violations (e.g., safety breaches, repeated non-compliance after warning, damage to property, or harm to the community), or if the event organizer continues to violate rules after being suspended, a permanent ban from organizing future events may be enforced.
- **Process:**
 - The decision will be made by SEAT after a review of the violations.
 - The event organizer will be informed that they will no longer be allowed to host or coordinate any community events in the future.
- **Appeal Process**
 - The event organizer may submit a written appeal within 30 calendar days of receiving the ban notice.
 - The appeal must include a detailed explanation, any supporting evidence or documentation, and proposed corrective actions.
 - The appeal will be reviewed by SEAT
 - A final decision will be provided in writing within 45 days of the appeal submission. The decision of the review panel is final.

On-Site Compliance Process

Real-Time Monitoring: SEAT staff or designated monitors will be present throughout the event to ensure compliance with rules (e.g., noise levels, occupancy, safety practices).

Violation Escalation: If an issue arises, staff will follow the compliance steps outlined above. Immediate action may be taken for safety-related or high-risk violations.

Immediate Action for On-Site Violations

If a violation is observed during an event, staff will follow this step-by-step response:

1. Identify & Assess the Issue

- Observe the situation calmly and discreetly.
- Determine the nature and severity of the violation (e.g., minor disruption vs. safety hazard).
- If safety is at risk, prioritize the safety of all attendees, property and staff.

2. Engage the Organizer Promptly

- Approach the event organizer or lead contact directly.
- Communicate the concern clearly and professionally.
- Reference the specific rule or guideline being violated.

3. Request Immediate Corrective Action

- Ask the organizer to correct the issue immediately (e.g., turn down music, reduce occupancy, remove prohibited item).
- Allow a reasonable window for compliance (typically 5–10 minutes depending on the issue).

4. Document the Incident

- Record the details of the violation, including time, nature of issue, action taken, to whom the matter was reported and whether it was resolved.
- Photos or videos may be taken if appropriate and safe.

5. Escalate if Not Resolved

- If the issue is not resolved or the organizer refuses to comply:
 - Contact on-call enforcement staff and/or Peel Regional Police, as circumstances dictate
 - Pause or shut down the event if necessary (especially for safety-related issues).
 - This could include cancellation of the remainder of the rental agreement.
 - Inform the organizer that further consequences may follow.

6. Follow-Up Post Event

- Submit a written report to Manager, Events, Protocol & Tourism within 24 hours.
- Ensure the violation is reviewed and appropriate next steps (e.g., formal warning or suspension) are taken according to the compliance process.
 - Pending review, evidence to support possible charges will also be forwarded to Enforcement for penalty consideration