FACILITY RENTALS' BOOKING SOFTWARE

The Facility Rentals Department will continue to use eBASE for any facility rentlas.

This software includes user features such as: submitting booking requests online, online space viewing, online account statements, and billing history.

ACCESSING eBASE

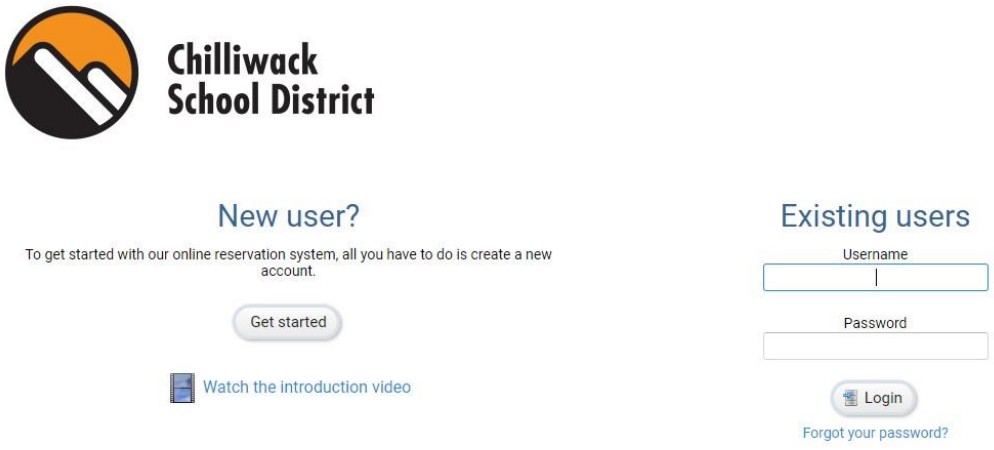
Community users may access the online booking portal by following the link below, or by clicking here.

https://sd33.ebasefm.com/rentals

All groups will be required to create an account in order to submit their renewal and/or new application requests.

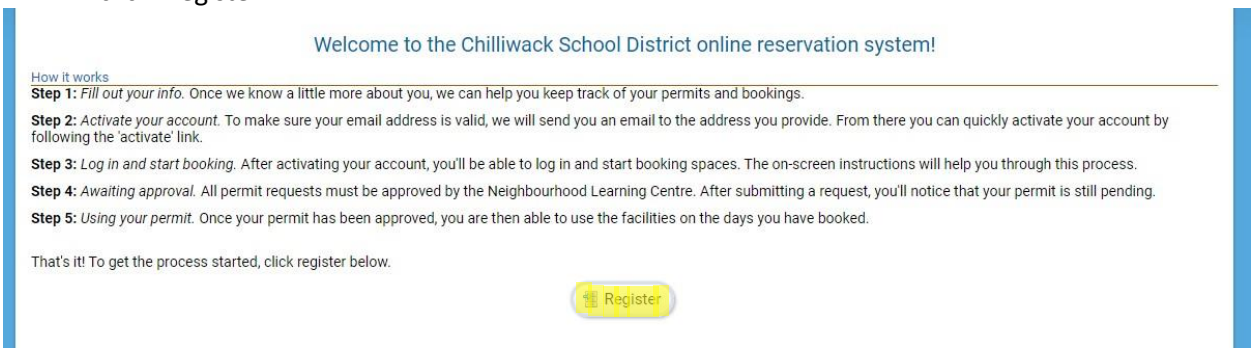
1. There will be an 8 minute, optional, introduction video which will provide an overview of the system. (Note: We encourage you to watch this video to better understand how to best use the system.)

2. Sign In
   a. New Users – click "get started" to register your account.
      i. Follow instructions for "registering your account" immediately below.
   b. Existing Users – sign in with your login credentials.
      ii. Proceed to "signing in and submitting license requests".



REGISTERING YOUR ACCOUNT

1. Once you have selected "get started," you will be redirected to an instruction page. This page will provide a step-by-step guide to creating your account. Below you will also find FAQs specific to rentals in the Chilliwack School District.
2. Once you have read and understand the steps in which you will follow to register your account, click "register."



3. You will be redirected to a new page in which you will enter the following information:
   a. First and last name (as written on government issued ID).
   b. Confirming you are over the age of 18. Only those 18 years of age or older are permitted to submit a request to rent space with the Chilliwack School District.
   c. Organization –
      i. If you are booking on behalf of a company or organization, select your organization from the drop-down menu. A request will then be sent to the administrator of the organization who will be required to approve your request to submit requests on behalf of this organization.
      ii. If your organization does not appear in the drop-down menu, select "create new organization". Please organizations legal name.
      iii. If you are friends and/or family booking to play recreational sports, register an account under 1 person's name.

Insurance MUST be listed in the exact name of the organization or registrant as listed on their Facility Rentals Account

   d. Contact Information – address including postal code, email, phone number.
   e. Username and password – each group has the ability to create their own username and password to access their account.
   f. Payment information – optional
      i. Online payment – VISA or MasterCard only. VISA Debit or American Express are not accepted online.
      ii. In person – VISA, MasterCard and Debit only. All in person credit card transactions will be processed through our online software system.
      iii. A valid Visa or MasterCard must be uploaded to your eBASE account.

Payment is due immediately upon license approval

g. Read through the "Chilliwack Rules and Regulations Community Use Agreement" and the "Terms and Conditions for Community Groups Using Chilliwack School District." Please note that there have been significant changes to our terms and conditions. All user groups are responsible to read and understand this document in full. Should there be additional changes you will be prompted to re-read and acknowledge that you have read the updated version at that time.
h. Click "register."
i. You will be sent an email link in which to verify your email address.
j. Once you have verified your email you have completed the registration process and may proceed with the next steps.

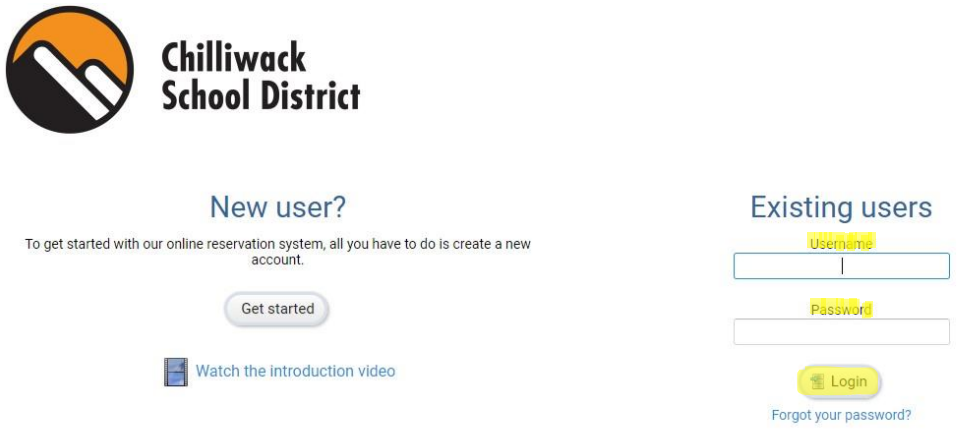
FORGOT USERNAME OR PASSWORD?

Username: If you have forgotten your username, email rentals@sd33.bc.ca for username recovery.

Password: if you have forgotten your password, from the main log in page select "forgot password." You will be asked to provide your username and an email will be sent with a link to reset your password.

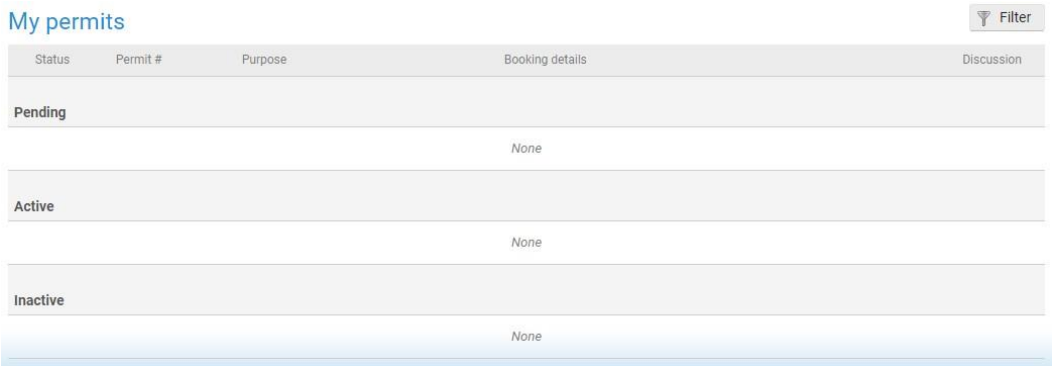
SIGNING IN & SUBMITTING LICENSE REQUESTS

1. Once you have successfully registered your account, you may sign in as an existing user.
2. Use the credentials you created when registering your account.

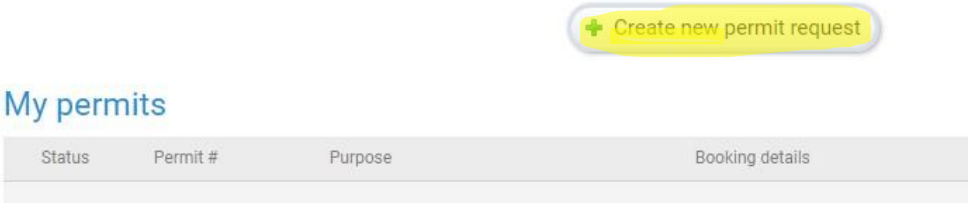


3. Upon sign-in, you will be provided with tutorials for how to use the system. These will be available at any time by clicking the "help" button at the top right corner of the page.

4. You will be redirected to your home page which will show your past, current, and future bookings. You may also see the status of any requests you have submitted.



5. You will be able to submit requests from this page by selecting "create new permit request."

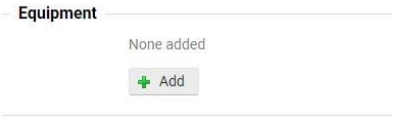


6. You will be redirected to **Step 1/5: Entering the details about your event**.
    A. Permit Type
        i. **C1** – Any School District based function (i.e. PAC, Employee Wellness)
        ii. **C2** – Youth/family groups that are facilitated/coached by volunteers (i.e. minor sports, etc.) and there is no money or honorarium exchanging hands and Partner Groups as per the NLC website.
        iii. **C3** - ALL adult or family/youth groups, health services, community clubs that provide programming/services by paid facilitators/coaches (i.e. general community groups, clubs, etc.)
        iv. **C4** - Business/Political/Church (user groups that operate a "For Profit" organization)
    B. **Purpose:** (example: staff meeting, first aid training, volleyball practice.)
    C. **Attendance:** Maximum number of people attending, including participants and spectators. (Helps with appropriate room sizing.)
    D. **Participants may be under 18:** Please confirm if there will be attendees under the age of 18 years old.
    E. **Renewal of:** if you are submitting a renewal request for the upcoming school year, ensure you list the license number in this box.
    F. **Insurance:** Groups have the ability to update their insurance information right on their account or on their rental request.
        i. Enter Insurance Information: groups can manually enter their insurance information here. A copy of the certificate will be required to be uploaded.
        ii. Will provide later: if you have not yet purchased insurance this option may be selected, and you will be required to show insurance a minimum of 5 business days prior to your start date.

iii. Use my insurance: if you have already uploaded your insurance to your account, you may select this option and your insurance information will automatically populate on your account.

iv. Insurance may be purchased through our facility's rental office.

G. Equipment: if you would like to rent equipment with your booking click "add"



H. A pop-up window will appear with options to choose from.

Rentable equipment will change from year to year at each school. Should the requested equipment not be available at a particular facility, a member of the rentals team will contact you with other options

7. Continue to next step

Rules and regulations for renting with the Chilliwack School District as well as emergency procedures and emergency contacts will be listed at the bottom of the page should you wish to review these at any time

8. You will then be redirected to **Step 2/5: Managing the bookings for your event**.

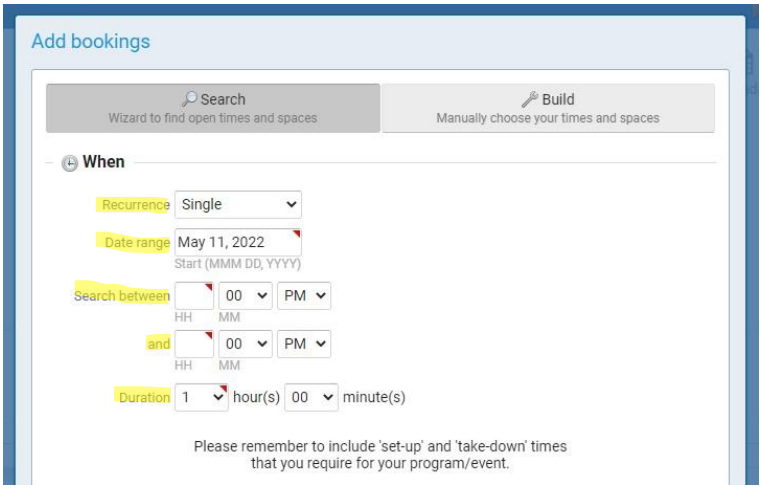
A. Click "Add Bookings"

B. You will be redirected to a pop-up window which will allow you to either search for space or book a specific facility.

i. Search - will allow you to search for any available space.

ii. Build – will allow you to request for a specific space.

9. Search for Space



A. Select if you are looking for a single booking, weekly, bi-weekly, or monthly booking. Note that only one school can be booked per permit. If booking multiple schools, a separate permit must be completed for each request.

B. Select date range you would like to search for.

C. Select the times you wish to book for.

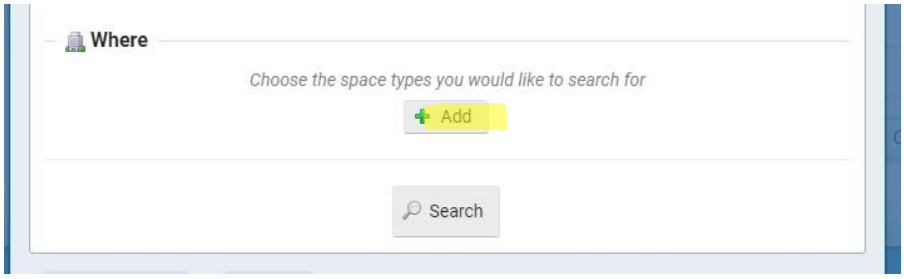
i. Bookings are created for afterschool hours and can be booked in 30-minute increments.

1. Monday – Friday 1 hour minimum per booking.
2. Weekends and holidays – 2 hours minimum per booking.

D. Select then number of hours you are looking for.

Example: 1 hour, 15 minutes = 1.5 hours of rental time.

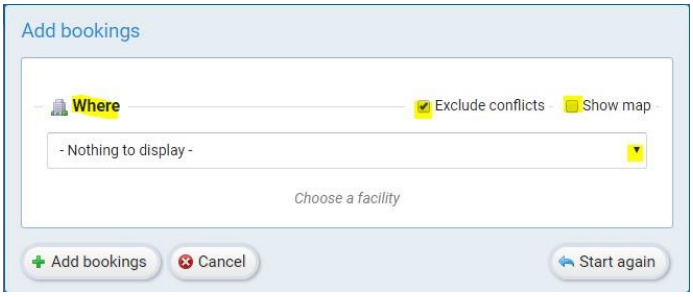
E. Select what room you are looking for (classroom, gym, cafeteria, etc.) by clicking the “add” button.



F. Select “Search”

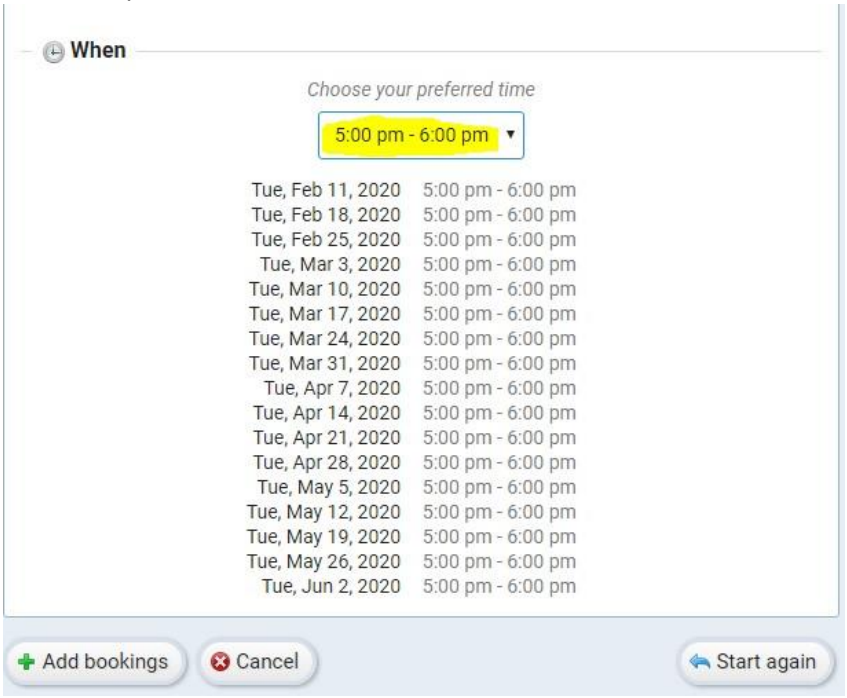
G. You will be redirected to a new screen where you can select which school you would like to book at.

i. There will be a drop-down menu where you will be able to see all available schools sorted by zone, or you may view this in map view by selecting “show map”.



ii. Check off “exclude conflicts” to show only schools that are available for the dates/times requested.

H. Once a school has been selected, a drop-down list will show all of the dates in which the space is available.

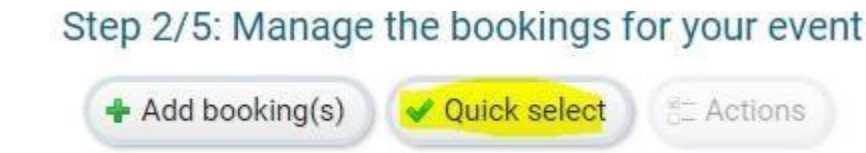


I. You will click “add bookings” to proceed booking the space. If you would like another location, please reselect your school from the drop-down menu or map.

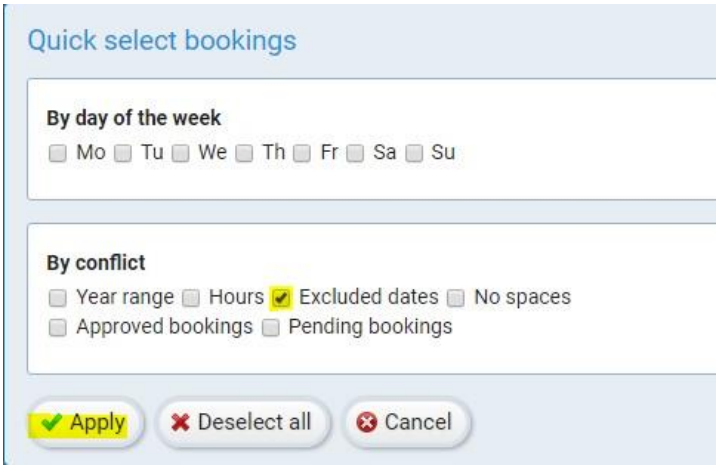
J. You will then be redirected to a full list of all of your bookings that you have selected. This list may prompt you with a warning if there is a conflict with the date booked.

K. If you hover over this alert, you will be able to see what the conflict is. In this example, the booking is over Spring Break.

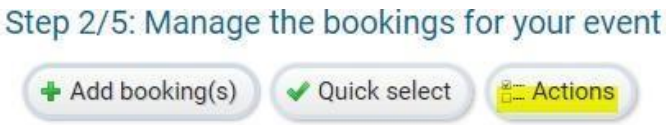
L. At the top of the page if there are any days you wish to delete off of your license request before submitting to the rentals department for review you can do this by clicking “quick select.”



M. You will be redirected to a pop-up box in which you can select a day of the week, specific hours, or any excluded dates. Once you have selected any days you wish to not include in your request, select “apply.”



N. Once you have selected any days you wish to cancel or make changes to, select “actions.”



O. You will then be prompted to remove selected bookings, cancel selected bookings, or change the start/end times. Once you have made all changes you require, select “apply”. These changes will be applied, and you will be taken back to review your bookings to see if you would like any additional changes.

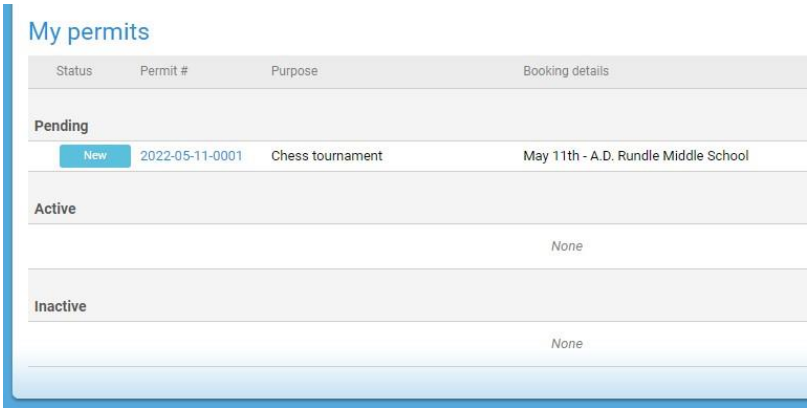
P. At the bottom of the page, select “continue to next step.”

10. You will be redirected to **Step 3/5: Estimated Costs.** This will provide you with approximate rental fees for your booking. Additional fees may apply.

11. At the bottom of the page, select “continue to next step”

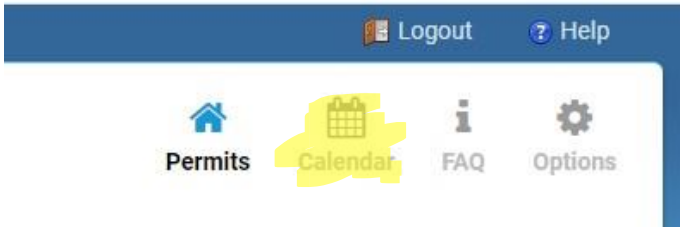
12. You will be redirected to step 4/5: **Additional Information**. In this section you will be able to add any event supervisors who you wish to be notified of approved licenses, cancelled days, or changes to the license. You will also be able to add comments for the Facility Rentals Department to review when processing your request.
13. At the bottom of the page, select “continue to next step.”
14. You will then be redirected to a page where you can review all of your requested information and submit the request for review from the Facility Rentals Department.
15. Once all information is correct, press “submit” at the bottom of the page.

16. Your request will then be sent to the Facility Rentals Department to review. If further information is required, a member of the Facility Rentals Department will contact you. Once your request has been approved you will be emailed a copy of your license. **Payment is due immediately upon license approval.**
17. On your dashboard you will be able to see the status of any requests that have been made. They will show as – new, pending, approved, or cancelled.



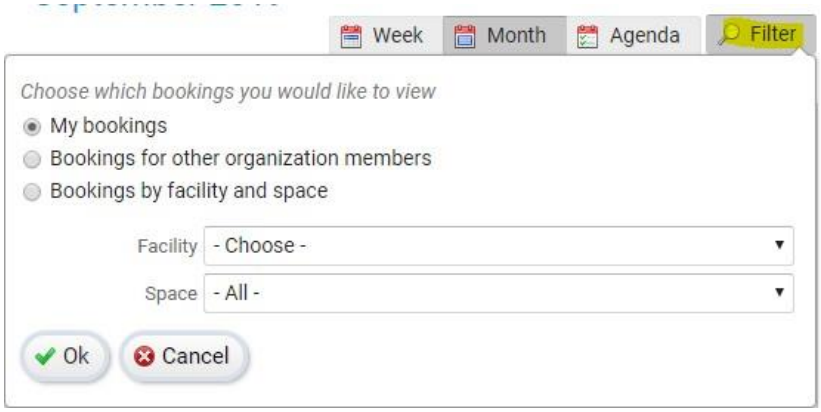
VIEWING UPCOMING BOOKINGS

1. To access the calendar, select the calendar icon from the main menu bar.



2. You will be able to select different views – weeks, month, or agenda.

3. If you are booking on behalf of an organization or if you have multiple bookings, you will be able to filter between your bookings, bookings for other members of your organization, or bookings by facility/space by using the "filter button."



MANAGING YOUR ACCOUNT

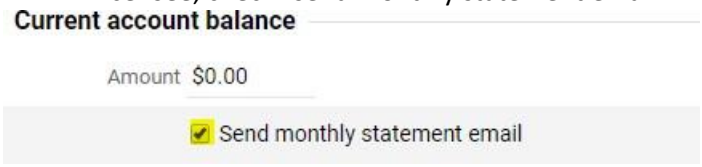
1. Select "Options" from the main menu bar.

2. You will be redirected to update your personal account information

A. Personal
   i. Update consent for emails which include communication regarding renewal emails or important information that may be sent to all renters. ii. Address
   iii. Phone Number iv. Email
   v. Update username and/or password
   vi. Updating insurance information

B. Organization
   i. Name of organization
   ii. Address
   iii. Phone Number
   iv. Updating insurance information

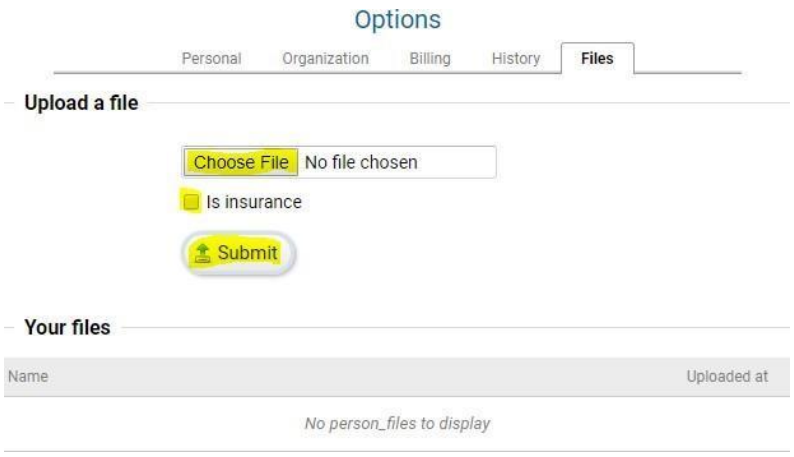
C. Billing
   i. View current account balance.
   ii. If you would like monthly statement sent to the organization administrator or Licensee, check “send monthly statement email”.



   iii. Update credit card information. iv. View any upcoming charges due and the dates they will be due.
   v. View statements from previous months – these reports may be exported to both adobe and excel format.

D. History
   i. See all charges made to your account including, date, purpose, and amount. ii. Print receipts for transactions made on your credit card by clicking the receipt icon beside the transaction.

E. Files
   i. You will be able to upload any files you wish to have on your account. A copy of your insurance certificate will be required to be uploaded in addition to the information provided in other places on your profile.



For additional assistance please contact the Facility Rentals Department by email at rentals@sd33.bc.ca or phone (604-701-4977)

Thank you,

The Facility Rentals Team
Chilliwack School District No. 33
46361 Yale Road
Chilliwack, BC V2P 2P8
(604) 701-4978