

FACILITY RENTALS ONLINE BOOKING SOFTWARE

ACCESSING eBASE

Community users may access the online booking portal at the link [here](#), or by following the link below. All groups will be required to create an account in order to submit their renewal and/or new application requests.

<https://surreyschools.ebasefm.com/rentals/welcome>

New Users: Click “Get Started” to create your account

Existing Users: Sign in using your username and password

FORGOT USERNAME OR PASSWORD?

Username: If you have forgotten your username, email rentals@surreyschools.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 to do a password reset. An email will be sent with a link to reset your password.

Account Locked: After 3 failed password attempts your account will be locked. Please contact Facility Rentals by email (rentals@surreyschools.ca) or phone (604-595-6084) to unlock your account.

SUBMITTING REQUESTS

- 1) Sign into your account as an existing user
- 2) 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.
- 3) When you are ready to submit a request, click on the “Create new permit request” button. You will be redirected to enter information regarding to your booking (Step 1 of 5).
 - a. Select from the **permit types** available
 - b. **Purpose:** (example: Volleyball Practice)
 - c. **Attendance:** maximum number of people attending, including participants, coaches, and spectators.
 - d. **Participants may be under 19:** confirm if there will be attendees under the age of 19 years old. The Licensee **must** have someone 19 years of age or older supervising all activities during the use of Facilities. Minors cannot be left unattended during use of Facility.

- e. **Alcohol:** If alcohol may be served, please email rentals@surreyschools.ca for additional information on the application process and requirements.
 - f. **Food and Beverage:** Food and beverages beyond water may not be had in the gyms, libraries, or computer labs. On site food or drink may result in additional cleaning fees. Service of food may also require a [Fraser Health Food Permit](#).
 - g. **Renewal of:** if you are submitting a renewal request for the upcoming year, ensure you list the license number in this box.
 - i. Renewal Applications will be accepted April – May 15 at 11:59pm annually
 - ii. New applications for the upcoming school year will be accepted on a first come, first serve basis as of 12:00am on May 16 annually. New requests submitted before May 16 will be denied.
 - h. **Insurance:** Groups are required to provide their own liability insurance, see the [Terms and Conditions](#) for Insurance Requirements. Insurance can be purchased anywhere, but for a quick and easy solution renters may use [EventPolicy](#). If groups don't have copies of the liability insurance, they can select "will provide later" from the drop down menu.
 - i. **Equipment:** If you would like to rent equipment with your booking, click: Add: and choose from the options. 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. A list of rentable equipment by school can be found at the link [here](#).
 - j. **Questions:** Check the age of all expected participants and check the activity type that best suits your program.
- 4) Continue to next step (Step 2 of 5)
- a. Click "Add Bookings". You will be redirected to a pop-up window which will allow you to search for available space or request a specific facility.
 - b. **Search**
 - i. Select if you are looking for a single booking, weekly, bi-weekly, or monthly booking
 - ii. Select the date range you would like to search for
 - iii. Select the times you wish to book. Bookings are created on the hour and by the hour. Monday to Friday - 1 hour minimum per booking, Weekends and Holidays – 2 hours minimum per booking. All spaces rented must be booked for the full duration of use.
 - iv. Select the number of hours you are looking to book
 - 1. Example: 1 hour, 15 minutes = 2 hours of rental time
 - v. Select what room you are looking for (classroom, gym, cafeteria etc.) by clicking the "add" button
 - vi. Select "Search" and you will be redirected to a new screen where you can select which school you would like to book at. There will be a drop-down menu you will be able to see all available schools sorted by zone, or you may view this on a map by selecting "Show Map".
 - vii. Check off "Exclude Conflicts" to show only schools that are available for the dates/times requested.

- viii. Once a school has been selected, a drop-down list will show all the dates in which the space is available. When you have found the site that best suits your needs, select “Add Bookings” to proceed with booking the space.
 - c. You will be redirect to a full list of all your bookings that you have selected. This list may prompt you with red warnings on specific dates. This is warning that there is a conflict with that date. If you put your curser over the conflict, it will show why it is red. In most cases this will be due to school closures. At the top of the page if there are any days you wish to delete from your request before submitting it to the rentals department, you can do this by clicking on “Quick Select” and removing the highlighted or excluded bookings.
- 5) Once you are happy with your dates, select “Continue to Next Step”. You will be redirected to Step 3.
 - 6) Step 3 of 5 will provide you with an approximate total of rental fees for your booking. This does not include hard costs for custodial services or equipment fees and costs will be adjusted once reviewed by the rentals department.
 - a. Note – bookings during weekends and school closures will have additional costs for security and custodial services that can be found on the list of current [rental rates](#).
 - 7) From here “Continue to Next Step”
 - 8) Step 4 of 5 “Additional Information”. In this section you will be able to add event supervisors. We will need the name and contact information listed of the on-site supervisor if different than the person booking space. There may be additional questions required based on the type of booking you have requested for. These must be completed prior to submitting your request.
 - 9) At the bottom of the page, select “Continue to Next Step”
 - 10) Step 5 of 5 Review all information to ensure accuracy. When you are ready to submit your request, click “Submit” at the bottom of the page. Your request will be sent to the Facility Rentals Department for review. If further information is required, a member of the rentals department will contact you. Once your permit can be approved, you will be emailed a copy of your permit. **Payment is due immediately upon license approval.**
 - a. Once applications are submitted, if any changes or cancellations are required by the renter, a \$25 amendment fee will be charged and must be paid prior to the change being made.
 - b. **As each request is unique, we are unable to provide timelines on when specific applications will be approved.**

Once your application has been submitted you will receive an auto-generated email confirming your application was submitted successfully.

The Facility Rentals Dept. will be in touch with you once we have had a chance to review your application and to provide further information.

Should you have any questions please contact the Facility Rentals Dept. by phone (604-595-6084) or email (rentals@surreyschools.ca).