



ICE ALLOCATION POLICY AND PROCEDURES

Policy CS-17

December 12, 2016 (recommended by PRAC for approval) Approval by Council December 20, 2016.

ICE ALLOCATION POLICY AND GUIDELINES

Table of Contents

	Page #
1.0 INTRODUCTION.....	1
1.2 ICE ALLOCATION RESPONSIBILITY.....	1
3.0 ICE FACILITY OPERATIONS.....	1-2
4.0 ICE ALLOCATION AND DISTRIBUTION.....	2-4
4.1 Scheduling Priorities	
4.2 Definitions of Groups	
5.0 ENTITLEMENT AND DISTRIBUTION.....	4-6
5.1 Weekly Hours of Entitlement and Distribution to Minor Sport Groups	
5.2 Seasonal Commitment	
5.3 Time Period and Restrictions	
5.4 Deadline for Ice Time Requests and Timing of Allocation	
5.5 Conflict Resolution	
6.0 PROCESSING AND MANAGEMENT OF TOURNAMENTS AND SPECIAL EVENTS.....	6
7.0 PROCESSING AND MANAGEMENT OF ICE APPLICATIONS AND PERMITS.....	6-8
7.1 Signed Contract/Permit	
7.2 Changes to Signed Contract/Permit	
7.3 Transferred Ice/Ice Trades/Sub Leased Ice	
7.4 Permit Cancellation	
7.5 Program or Leisure Skate Cancellation	
7.6 Permit Cancellations by The Town of Minto	
8.0 GENERAL ICE MANAGEMENT.....	8
8.1 Ice Flood Schedules & Dressing Rooms	
8.2 Curfew Ice	
8.3 Temporary Ice Cancellations & Redistribution	
8.4 New Organization or Emerging Sport	
8.5 Opening Arena Outside of Standard Hours of Operation	
8.6 Last Minute Ice	
9.0 GENERAL ADMINISTRATION	9-10
9.1 Ice Request Application Process	
9.2 Ice Request Application Rejection Process	
9.3 Ice Allocation and Management Policy and Procedures Review and Update	
9.4 Insurance Requirements for All Facility Users	
9.5 Payments	

APPENDIX'S

- A ICE FACILITY HOURS OF OPERATION
- B MINOR SPORT GROUPS
- C TOURNAMENT & SPECIAL EVENTS
- D CITY APPROVED FORMS
- E SEASONAL ORGANIZATIONS
- F LAST MINUTE ICE - PROCEDURES

ICE ALLOCATION POLICY AND PROCEDURES

1.0 INTRODUCTION

Vision

A friendly, safe, affordable, family oriented rural community built on a foundation of respect, volunteerism, and prosperous business, and sustained by people who value neighbourliness, fairness and inclusiveness.

Mission

Cost effective and responsive local government through superior customer service, internal stability and efficiency, and promoting responsible economic growth, healthy lifestyles and respect for the natural environment

PURPOSE

The Town of Minto has a Strategic Plan that promotes a range of recreation opportunities for youth in various opportunities for recreation during the winter and summer for a range of individuals and groups. The Town has an inventory of three ice pads.

The purpose of this policy is to:

- Clearly define and communicate how ice will be managed, allocated and distributed
- Serve as a guide for the ice allocation process
- Promote and encourage participation in ice sports to the overall benefit of the community.

The policies identified in this document establish and clarify the Town's responsibility for ice allocation, facility administration and its commitment to the management of:

- Fair and equitable ice allocation that maximizes use of the facility;
- Fiscally responsible ice facility operations;
- Processing of tournament, special event and seasonal ice rentals;
- Special event management;
- General administration requirements;
- Facilitate opportunities for active and healthy lifestyle;
- Safe and accessible services for all people.

2.0 ICE ALLOCATION RESPONSIBILITY

In the Town of Minto, the Recreation and Facilities Departments (RFD) has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect population, registration, utilization and participation patterns. The RFD is responsible for the implementation of the policies as outlined.

3.0 ICE FACILITY OPERATIONS

The Town of Minto will responsibly manage its ice resources to ensure optimum usage and programming, to reflect the goals of the Town's Strategic Plan. The day to day operations of the Town's Recreation Facilities containing the ice pads will be the responsibility of the Facilities Department.

The policy will be reviewed annually in December through the Town's Parks and Recreation Advisory Committee as the need arises. Appendix A outlines hours of operation. Town staff will update, as necessary, relevant portions of this document as approved by City Council.

The staff responsible for Ice Allocation and Ice Facility Operations will work in a cooperative manner in the implementation of this policy.

4.0 ICE ALLOCATION AND DISTRIBUTION

4.1 Scheduling Priorities

Ice will be allocated utilizing the following order of priority:

1. Town of Minto Minor Sports Groups
2. Palmerston Sr. Hockey Team
3. Town of Minto Recreational Programs
4. Board of Education
5. Seasonal Organizations
6. Commercial and Occasional Users

4.2 Definitions of Groups

i. Town of Minto Minor Sports Group is defined as follows:

- i. A non profit recreational group based in the Town of Minto, dedicated to minor sports
- ii. An established provider of quality recreational programs, primarily for youth
- iii. The main provider of its particular activity for youth in the Town of Minto
- iv. Membership in the group is dominated by residents of the Town and its Recreation Partners
- v. Organizations recognized as Minor Sports Groups must also:
 - a. Have constitutions
 - b. Have an auditable annual financial statement
 - c. Be affiliated with a recognized regional, provincial or national organization. The choice of this affiliation is at the discretion of the minor sports group.

(If the status of a minor sports group comes into question, the group may be required to re-produce evidence that the conditions under which it was granted partner status still apply.)

The listing of minor sports groups is found at Appendix B.

ii. Town of Minto Recreational Program

The Town provides access to recreational ice opportunities through municipal skating programs. Programs provide low cost access to recreational skating and hockey opportunities organized through the RFD. Opportunities include, but are not limited to, public skating, Parent & Tot/Seniors Skating, adult evening skate, and shinny hockey. Programs are provided in response to need and the provision of such programming is reviewed in conjunction with the review of this policy.

iii. Boards of Education

A publicly funded school or a not-for-profit school recognized by the Province of Ontario as an education institution located in the Town of Minto within the areas subject to Recreation Agreements.

School bookings, including high school hockey and intramural teams are administered on a first come, first serve basis through the RFD

iv. Seasonal organizations

Groups in this category are defined as groups that use an ice facility on a weekly basis for an entire season. Examples include men's or ladies hockey, pick up hockey groups etc. The Town wishes to recognize long term groups. Grandfathered status will provide existing clients (prior to 15/16 season) access to historical ice (same or similar date or time) to all seasonal clients that have had the same hour(s) for two or more consecutive years prior to 2015/16.

Client is the name of the organization or individual in which the contract is held.

The Town reserves the right to change the ice allocated to grandfathered clients when facility closures or restrictions must be applied, when ice schedules negatively influence operational/program efficiencies and resident demands or to meet the core requirements of the Town's minor sports groups. In these circumstances, every attempt will be made to find an equitable ice time replacement.

If a designated "grandfathered" group disbands or fails to apply for ice in consecutive ice seasons, they will lose their "grandfathered" status. If they reapply in a subsequent season, they will be treated as a new client. The "grandfathered" designation is not transferable.

The listing of seasonal organizations is found at Appendix E.

v. Tournaments and Special Events

The Town of Minto Strategic Plan encourages an active role for the Town in facilitating, enhancing and promoting festivals and special events in the Town. Generally tournaments and special events are competitions hosted by recognized Town minor sports groups. They may also include events of regional or provincial significance. Tournaments may also be hosted by Seasonal organizations and other occasional users such as men's hockey leagues. Special events are not limited to competitions and may include events such as trade shows or exhibitions. Tournament and Special Event time is allocated above and beyond a group's regular season allocation. The Town would continue to encourage existing tournaments and special events.

vi. Commercial Users

These groups are organizations or individuals that use ice time with the intent of generating positive net income (profit).

vii. Occasional Users

These users are individuals who use the ice times on an occasional basis not booked as a recurring or seasonal use.

5.1 Weekly Hours of Entitlement and Distribution to Minor Sports Groups

On an annual basis, the Town's Minor Sports Groups shall provide registration data for the previous year or for the upcoming year if this information is available. This information will be provided annually by *the 31st of October*.

The ideal Ice Time Allocation for various age and competition levels for hockey, ringette, broomball, and skating shall be considered and is the ultimate goal in the allocation of ice to the Minor Sports Groups. The recommended standards will include but may not be limited to Ontario Minor Hockey Association, Skate Canada, etc and are outlined in Appendix C. This allocation will be the goal of this policy. This information will establish the ideal ice allocation to each group. Until more ice time is available, only a part of this time may be initially achieved.

5.2 Seasonal Commitment

All minor sports groups and seasonal users are required to commit to a minimum:

Fall and Winter: 20-22 consecutive weeks to be completed between Thanksgiving and the end of winter session. Exceptions to the 22 week minimum may be made when the Town is unable to supply replacement ice for disruptions to regular ice time and emergency closures.

Early Ice: Ice will be allocated August 1st based on scheduling priorities chart and will be allocated on a first come basis after August 1st. Early ice time will be available in Palmerston and includes ice time from start up in September until Thanksgiving.

If a user can not commit to the required number of weeks, they will be considered an occasional user.

5.3 Time Period Entitlements and Restrictions

All minor sports groups will receive an equitable distribution of prime and non-prime hours in accordance with Section 5.1.

All minor sports groups, regardless of gender, level of competition, and total hours of entitlement shall not receive relatively more or less prime time access than a similar client.

Adult ice will not be allocated prior to 9 p.m. except where an earlier time may reflect a historical grandfathered ice time. The Town retains the right to provide ice only at same or similar time. No ice time slot is guaranteed. Exceptions may be granted where the requirements of youth and Town recreational users are being met where ice is available and not required by youth.

Prime and Non Prime

Prime Time	Monday – Friday	5:00 pm - Close
	Saturday & Sunday	Open - Close
Non-Prime Time	Monday - Friday	7:00am – 5:00 pm
	Saturday (Youth Only)	Open - Close

5.4 Deadlines for Ice Time Requests and Timing of Allocation

When forwarding ice time requests to the RFD, the following time frames are mandatory. The date for final determination of ice time is also indicated.

CLIENT	FALL/WINTER (Sept-Mar)	
	REQUEST	ALLOCATED
Sr. Hockey	n/a	n/a
Minor Sports Groups	Mar 15	Jul. 15
Seasonal Organizations	Mar 15	Jul 15
Board of Education	Sept 30	Upon request
Occasional/Commercial	Mar 15	Jul 15

** Allocation timing is a goal and may be subject to change by the Town.*

5.5 Conflict Resolution

Ice time conflicts that arise will be highlighted by the RFD. The booking coordinator and their supervisor will attempt to resolve the conflict in a manner consistent with the policy. Should a conflict remain, the groups involved in the conflict will be invited to attend a meeting chaired by the Parks and Recreation Advisory Committee. Each group will be asked to submit in writing the rationale for their requirement of the ice time in conflict. The following factors will guide the final decision:

- User group historical ice allocation.
- The degree in which the user group ice time requests have been met, apart from the ice time request in conflict and number of participants affected.
- The age of the user group as it relates to the ice time in conflict as well as residency.
- Scheduling priorities

The Parks and Recreation Advisory Committee shall make a recommendation to Town Council regarding the conflict. The decision of Town Council shall be final.

6.0 PROCESSING AND MANAGEMENT OF TOURNAMENTS AND SPECIAL EVENTS

The Town is committed to achieving a balance between recreational and tournaments/special event use during the regular fall/winter ice season. New tournaments will only be permitted where ice time permits in accordance with the terms outlined in this policy. The goal of the RFD is to minimize the impact of tournaments on regular programs and league play.

A complete list of existing tournaments is contained at Appendix C.

7.0 PROCESSING AND MANAGEMENT OF ICE APPLICATIONS AND PERMITS

Controls must be in place to minimize the negative impacts that unused, returned, amended and cancelled ice have on the arena system operation and its users. As such the RFD will apply all guidelines outlined in this policy to reasonably and responsibly manage unused ice or changing ice needs once permits have been issued.

7.1 Signed Contract/Permit

The RFD will provide to the user, a contract/permit listing all ice time allocated to the user for the season based on timing in Section 5.4. The signed contract/permit is due to be returned a minimum of four (4) weeks after receipt.

7.2 Changes to Signed Contract/Permit

The RFD will make every effort to accommodate ice allocation requests in accordance with this policy. Users with overdue accounts may, at the discretion of the RFD, have their ice time cancelled and/or lose their grandfathered status for the next season. Overdue accounts will be subject to an interest penalty as per standard Town rate. Once the RFD has received the signed contract/permit, the user agrees that all times listed in the contract/permit will be paid on the first day of each month, from the beginning of the ice season to the end of the ice season, with no right of cancellation except for the following:

- a) If the user refuses to use the facilities due to unsuitable ice surface conditions provided the Facilities Manager or staff on duty is in agreement, or
- b) If roads within the Town are closed or police are warning people to stay off roads within the Town as confirmed by the RFD. A decision to close facilities due to extreme weather at any time and users will be notified immediately
- c) If the Town cancels ice due to holidays, safety concerns, mechanical breakdowns, weather conditions or emergency closures, or
- d) If the Town cancels due to a significant or high profile event as per Section 7.6.

7.3 Transferred Ice/Ice Trades/Sub Leased Ice

The Town is the sole authority for all ice times. The practice of transferring, trading or sub-leasing ice between permit holders is NOT allowed.

It is recognized that last-minute changes to the intended use of the ice may occur under infrequent and unforeseen circumstances. The Town must be aware of and be able to control the intended use of all ice permitted within its facilities at all times. The RFD must be notified by the permit holder, even after the occurrence, of any ice that **was not used or was used by someone other than** the permit holder. In this event, the RFD will make every effort to reallocate the cancelled ice time based on the priority outlined in this policy. If this available ice time is not booked to another user, the original permit holder will be responsible for payment of that ice time.

Failure to notify the RFD may result in termination of the permit and cancellation of future bookings.

7.4 Permit Cancellation

Once an ice rental contract has been signed, the following cancellation policies are in effect. The minimum amount of time that can be cancelled is one (1) hour.

If a user is unable to fulfill their seasonal commitment and regularly cancels ice time requested, the Town reserves the right to make a permanent adjustment to the user's next year allocation.

Organization	Cancellation Period
Tournaments and Special Events	<p>60 days written notice to the RFD in order for full refund. A partial refund of 25% shall be given with 30 days written notice to the RFD. In this event, the RFD will make every effort to reallocate the cancelled ice time based on the priority outlined in this policy. In either case, if the RFD is able to book the ice, a refund will be provided.</p> <p><u>Minto Skating Club</u> For a maximum of two High Test days each calendar year sanctioned by Skate Canada, the Minto Skating Club may cancel up to 20% of the booked ice no later than 10 days prior to the test day</p>
Occasional, and Commercial Users and Board of Education	<p>30 days written notice to the RFD in order for full refund. Where the RFD receives less than 30 days written notice, a refund will only be given if the RFD is able to rebook the ice less a \$20 administration fee.</p>
Minor Sport Groups, Seasonal Clients	<p>Prior to meeting the minimum seasonal commitment in Section 5.2 of this policy, (20-22 consecutive weeks to be completed between Thanksgiving – the end of the Winter Ice Season, <u>30 days written notice</u> to the RFD is required to receive full permit refund.</p> <p>Following meeting the minimum seasonal commitment in Section 5.2 of this policy, (20-22 consecutive weeks to be completed between Thanksgiving – the end of the Ice Season, <u>seven (7) days written notice</u> to the RFD is required to receive full permit refund.</p> <p>Where a user regularly cancels an ice time using the 30 day cancellation policy, The Town reserves the right to adjust the permit and cancel this time for the remainder of the season.</p> <p>In either case, if the RFD receives less notice than is required and is able to book the ice, a full refund will still be provided</p>

7.5 Program or Leisure Skate Cancellations

In order to minimize user frustration, dissatisfaction and other negative impacts, The Town will not cancel City programs and leisure skate times, with the exception of the following:

- i. Significant and high profile events as directed by Council
- ii. Low registration in programs
- iii. Emergency shut down situations or ice maintenance.

Where such cancellations are necessary, the RFD will make reasonable efforts to notify users of such programs.

7.6 Permit Cancellations by The Town of Minto

The Town reserves the right to reasonably postpone, reschedule or cancel any permit due to various circumstances. The Town reserves the right to cancel a permit or portion of a permit without notice or refund should there be a breach of conditions or regulations or should The Town be of the opinion that the facilities are not being used for the purpose contained in the application or for a significant or high profile event as approved by Council.

8.1 Ice Flood Schedules & Dressing Rooms

All ice booked consists of a 50 minute hour with the remaining 10 minutes for resurfacing where applicable. The Town requires that all groups supply ice use schedules and flood requirements to the Facilities Manager or his designate on a weekly basis during the season.

The Town reserves the right to accept or modify ice flood requests to ensure safety and operational efficiencies.

The Town reserves the right to allocate dressing rooms based on the number of participants and/or teams using the ice and other uses occurring in the facility.

8.2 Curfew Ice

The Town reserves the right to curfew any games, including tournament games to maintain the schedule submitted and will consider cancellation of any or all permits if the user does not cooperate with implementation of this Ice Allocation Policy.

Users are responsible to advise the RFD of any special requirements regarding curfews at the time the schedules are submitted.

8.3 Temporary Ice Cancellations and Redistribution

In the event of a multi-day facility closure, the RFD will redistribute ice times so that all ice users are impacted while certain types of ice use are protected from cancellation over others. The Town will employ the priorities and procedures identified in this policy in the redistribution. The decision of The Town shall be final.

8.4 New Organization or Emerging Sport

When reasonable, The Town will recognize a new ice organization or emerging ice sport and will make reasonable effort to allocate ice time to enable it to establish its programs and services in The Town. Recognition and ice allocation will occur once the conditions and criteria outlined in this policy are met and if existing users will not be adversely impacted. New organizations/programs will be accommodated only to provide for unmet community needs.

Where possible, the development of new programs or the expansion of groups should be encouraged to be extensions of organizations already established (i.e. creating umbrella organizations).

8.5 Opening Arena Outside of Standard Hours of Operation

The opening of arena facilities on statutory holidays when they are normally closed, or beyond established operating hours (as defined by the Ice Allocation Policy) will be considered only if the applicant agrees to pay for the full operational costs for such an opening and pending the availability of staff. Application does not guarantee approval. All ice will be at the prime time rate.

8.6 Last Minute Ice

The Town, through the RFD, will offer last minute ice following the completion of the ice allocation to all users. The available ice can be viewed on-line <http://town.minto.on.ca/departments/recreation>. The last minute ice will be sold on a first come, first serve basis. Appendix F contains the Last Minute Ice procedure.

9.0 GENERAL ADMINISTRATION

9.1 All applicants and users must submit all requests for permit applications (ice time), amendments and cancellations on City approved forms as per Appendix E.

9.2 The Town reserves the right to reject application and requests from users who submit forms which are not complete or contain incorrect information.

9.3 Ice Allocation and Management Policy and Procedures Review and Update

The Ice Allocation Policy will be reviewed on an annual basis, initiated by the RFD.

9.4 Insurance Requirements for All Facility Users

The organization shall, at all times during which it is allocated ice time in The Town Recreational Facilities, arrange, pay for and keep in force and effect Comprehensive General Liability Insurance on an "occurrence" basis including personal injury, bodily injury and property damage protecting the Corporation of The Town of Minto, its elected officials, its employees, agents and contractors (hereinafter "Released Persons") and the organization against all claims for damage or injury including death to any person or persons, and for damage to any property of the Released Persons or any public or private property, howsoever caused including damage or loss by theft, breaking or malicious damage, or any other loss for which the Released persons or the organization may become liable resulting from the organization's use of ice time in The Town facilities. Such policy shall be written with inclusive limits of not less than Two Million Dollars (\$2,000,000), shall contain a liability clause, a severability of interest clause, shall be primary without calling into contribution any other insurance available to the Released persons as additional insured parties. The Corporation of The Town of Minto shall be named as an additional insured.

The organization shall release each of the Released persons and waives any rights, including rights of subrogation; it may have against them for compensation for any loss or damage occasioned by organization or loss of use of property of the user.

The organization shall provide certificates of insurance showing the coverage as required above to the RFD prior to first ice time booking. The certificates shall include the obligation on the part of the issuer of the certificates to endeavour to provide 30 days written notice of cancellation to the users. Upon expiry, documents showing renewed coverage are again to be provided and the organization will make policies available to The Town for review from time to time and in the event of a claim.

Purchase Insurance through The Town

Users may purchase insurance through The Town of Minto if the group or organization does not have the required Comprehensive General Liability Insurance.

9.5 Payment and Fees

N.S.F. cheques may result in automatic cancellation of ice times booked and that the current fee of The Town for N.S.F. cheques will apply. At the discretion of The Town, no further ice time will be allowed until all outstanding accounts are paid to The Town.

Additional fees will be charged for ice rentals that exceed their allocated time as outlined in the rental contract/permit based on the currently hour rate. This fee will be automatically added to the permit/contract.

Payment Schedule

- a) Minor Sports Groups, Seasonal Organizations, Board of Education:
 - due at the beginning of the month as indicated on rental schedule unless otherwise agreed upon by both parties.
 - interest penalty of 2% per month will be charged for default of payment
- b) Occasional or Commercial Users:
 - payable at time of booking the ice.

APPENDIX A

ICE FACILITY HOURS OF OPERATION

Holiday	Palmerston and District Community Centre	Harriston Minto Community Complex	Clifford Arena
New Years Day	Open if Community Centre is rented	Closed	Closed
Family Day	Open	Open	Open
Thanksgiving	Open	Closed	Closed
December 24	Closed same time as approved for Town Office	Closed same time as approved for Town Office	Closed same time as approved for Town Office
Christmas	Closed	Closed	Closed
Boxing Day	Open if Community Centre rented	Closed	Open if Community Centre rented
December 31	Open	Open	Open

Palmerston and District Community Centre	Harriston Minto Community Complex	Clifford Arena
First Monday in September following Labour Day- March 31 or later depending on playoff schedule Sr AA Hockey 7:00am - midnight	Tuesday after Thanksgiving- March 31 8:00 a.m. – midnight	Tuesday after Thanksgiving- Sunday prior to March Break 8:00 a.m. – midnight

APPENDIX B

MINOR SPORTS GROUPS

Minto Minor Hockey

Harriston Skating Club

Clifford Skating Club

Palmerston Jr Broomball

APPENDIX C

TOURNAMENTS & SPECIAL EVENTS

MINTO MINOR HOCKEY TOURNAMENTS

1st Saturday in November – Bantam Rep – Clifford
3rd Saturday in November – Peewee rep-Clifford
1st Saturday in December - Novice LL- Harriston
2nd Saturday in December - Midget Rep – Palmerston
3rd Saturday in December – Atom Rep – Harriston
2nd weekend in January – Midget LL – Palmerston
3rd Saturday in January – Novice LL – Harriston
3rd Saturday in January – Peewee LL – Clifford
Last Saturday in January – Atom LL – Harriston
2nd weekend in February – Cricket – Clifford
2nd Saturday in February – Bantam LL – Harriston
Last Saturday in February – Mite – Harriston
First Saturday in March – Tyke – Harriston

BROOMBALL TOURNAMENTS

1st Weekend in November – OSS – Harriston
3rd Weekend in November – Wednesday League – Palmerston
1st Weekend in February – Sunday League – Palmerston
Last Weekend in February – CWOBA – Palmerston
First Weekend in March – CWOBA – Palmerston
2nd Weekend in March – Jr. Broomball – Palmerston
Last Weekend in March – Lenselink – Palmerston

FIGURE SKATING

1st Sunday in March – Carnival – Clifford
Last Saturday in March – Carnival – Harriston

CURLING

1st Saturday in December – Firefighters – Clifford

1st Saturday in February – Rotary – Clifford

3rd Saturday in February – Meiklejohn – Harriston

1st Saturday in March – Food Grains – Clifford

OTHER

3rd Saturday in February – Vet's – Harriston

2nd Weekend in March – MCHL - Clifford

APPENDIX D

CITY APPROVED FORMS

- Rental Contract
- Facility Booking Request Form
- Amendment
- Cancellation

APPENDIX E

SEASONAL ORGANIZATIONS

As at 2016

Mount Forest Minor Hokey
Saugeen Maitland Girls
MCHL
Mount Forest Blues
Clifford Oldtimers
Mellisa Hymers
Derek Ditner
Harriston Old Tools
Harriston Old Baggers
Boyd's Old Baggers
Church Dodgers
Crossroads Church
Huron Perth Lakers
Wednesday Broomball League
Harriston Broomball League
Teachers
Bosman
Moorefield Mennonite Youth Group
Arthur Youth Group
Friday Youth Hockey

APPENDIX F

LAST MINUTE ICE - PROCEDURE

Background

At its annual review of The Town's Ice Allocation Policy, it was determined that in order to encourage the use of ice times that are currently not booked, Last Minute Ice was added to the Ice Allocation Policy. Staff were requested to bring forward details on the implementation of the policy.

It is intended that the implementation of the Last Minute Ice policy will be a pilot for 2017 with a review of the policy in December as part of the overall review of the Ice Allocation Policy.

All other requirements of the Town's Ice Allocation Policy with respect to conditions of use, insurance, etc apply to ice bookings booked as Last Minute Ice.

Timing

Last Minute Ice is considered to be ice that is available within 24 hours of time of booking.

Last Minute Ice will not apply to statutory holidays unless the facility is scheduled to be open.

Last Minute Ice is available providing staff can be made present.

Cost

Ice rates will remain the same for last minute ice.

Booking and payment

During weekday business hours (8:30am-5pm), booking can be done at the Municipal Office or by phone through the Facility Booking Coordinator or RFS office staff.

On weekends and evenings, same day rental can be done by RFS at the arenas.

Payment is required prior to use. A rental contract provided by The Town must be signed prior to use and proof of insurance must be provided.

Other conditions

- i. Existing permits cannot be canceled and replaced with LMI;
- ii. LMI cannot be used to replace any cancelled ice;
- iii. LMI bookings are final and are non refundable;
- iv. Payment is required at time of booking and prior to use;
- v. LMI bookings are for minimum of 1 hour increments;
- vi. The Town reserves the right to limit LMI bookings where it is considered to be used for profit or gain or is being abused to replace or in the place of a regular ice booking;
- vii. LMI is booked on a first come, first serve basis.
- viii. For the initiation of the program, it is recommended that LMI be considered available at any time, prime or non-prime hours when the facility is normally in operation.
- ix. Last Minute Ice will not apply to statutory holidays unless the facility is scheduled to be open.
- x. The Town reserves the right to cancel or amend the implementation of LMI at any time at its discretion.
- xi. LMI will be booked onto existing blocks of ice time only.