



ICE/FLOOR RENTAL CANCELLATION POLICY

1. POLICY STATEMENT

The purpose of this policy is to standardize procedures pertaining to the rental and cancellation of ice/floor time at the City of Quinte West arenas.

2. GENERAL PROCEDURES

2.01 Individuals or organizations wishing to secure ice time for the upcoming ice season, must advise the Community and Leisure Services Department, (Booking Staff) in writing of their desired times/dates prior to May 15th each year.

2.02 Rental times will be allotted to user groups based on historical usage as well as documented established need. New users will be allocated times on a first come, first served basis.

2.03 User groups shall be invoiced by the Administrative & Booking Clerk for all ice/floor time used in the preceding month. Invoices shall be paid by the user group prior to the end of the month in which the invoice is received. For example, an invoice for January ice time shall be paid prior to the end of February or the user group will be prohibited from using the ice in March.

2.04 Groups not paying within 60 days of ice/floor rental will be prohibited from using their ice time.

2.05 Council shall, prior to April 15th each year, establish an ice/floor rental rate for all class of users (i.e. youth, adult) for the upcoming ice/floor season. Rates shall be communicated to arena users as soon as possible after April 30th.

3. PERMIT CANCELLATION PROCEDURES

3.01 Once a rental permit has been signed, the following cancellation procedures shall come into effect:

<p>Special Events and Summer ice hockey/figure skating schools (Initiated by the permit holder and/or the permit holder's designated ice/floor scheduler(s))</p>	<p>Require 60 days written notice to the Administrative & Booking Clerk in order to receive a full permit adjustment.</p>
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<p>Tournaments, Associations, Clubs, Seasonal Clients and Boards of Education (Initiated by the permit holder and/or the permit holder's designated ice/floor scheduler(s))</p>	<p>Require 30 days written notice to the Administrative & Booking Clerk in order to receive full permit adjustment.</p>
<p>Occasional and Commercial Users (Initiated by the permit holder and/or the permit holder's designated ice/floor scheduler(s))</p>	<p>Require 30 days written notice to the Administrative & Booking Clerk, Payment of \$20 cancellation fee per permit affected by the cancellation request. If a buyer cannot be found for the hours returned, the permit holder is responsible to pay the full cost for unsold hours and the additional cancellation fees. No cancellation permitted if booked within 14 days of desired time slot.</p>
<p>Rental fees may be waived as determined by the City due to severe weather conditions that make it difficult or hazardous for users to safely reach the facility as well as for any Health or Safety emergencies in the Quinte West Arenas.</p>	

3.02 The City reserves the right to reasonably postpone, reschedule or cancel any permitted activity due to justified circumstances. Where postponement or rescheduling cannot be mutually coordinated, the permit holder affected will receive a full refund/credit for the time owing. The City reserves the right to cancel a permit or portion of the permit without notice should there be a breach of the condition or regulations or should the City be of the opinion that the facilities are not being used for the purpose contained in the application.

3.03 Users are not permitted to book ice that will go unused except for the purpose of ensuring that sufficient ice time is available, as a contingency, to prevent a curfew situation for tournaments or league games. Unused ice (no shows) reflects badly on the permit holder and the City's administration of ice and is not acceptable.

3.04 The City of Quinte West is the sole permit authority for all ice/floor rentals. The City must be aware of and be able to control the intended use of all ice/floor permitted within its facilities at all times. Transferring ice/floor time, trading ice/floor time or sub-leasing ice/floor time between users is not acceptable.

4. GENERAL ICE MANAGEMENT

4.01 In order to maintain the efficient scheduling of maintenance staff, ice floods, and to ensure the accurate communication of pad and room assignments to participants, the City requires that all groups supply ice use schedules and flood requirements to the Administrative & Booking Clerk one month prior to the commencement of the season. The City reserves the right to accept or modify ice flood requests to ensure the achievement of safety, operational efficiencies and pad coordination.

- 4.02** In order for the Administrative & Booking Clerk to effectively serve customers, all groups are asked to elect no more than one representative to serve as liaison between the Administrative Booking Clerk and their group. All communications between the group and the Administrative & Booking Clerk should at all times, be channeled through each group's representative.
- 4.03** The City reserves the right to curfew any games, including tournament games, that extend into other user contracted time slots. It is the responsibility of the user groups to inform the Administrative & Booking Clerk of any special requirements regarding curfews at the time the schedules are submitted. It is the responsibility of the user to ensure all ice required is booked prior to on ice/floor activities.

PERMIT REGULATIONS

1. Use of facility premises is restricted to those agreed upon.
2. The Community and Leisure Services Department maintains the right to cancel any agreement if facilities are misused or regulations are not enforced.
3. Participants must obey the “**no drinking of alcoholic beverages**” rule on City controlled property.
4. Smoking is not permitted in Arena facilities.
5. User groups must vacate dressing rooms one half hour after the end time of their booking.
6. Vehicles must park in designated parking areas only.
7. Groups must pick up all litter resulting from their programs.
8. Organizations agree to release the City of Quinte West Community and Leisure Services Department and its affiliated bodies from all responsibility and liability in connection with this contract.
9. Groups are responsible for the policing of their programs.
10. The ice resurfacers must be completely off the ice and the door completely closed before the participants may occupy the ice surface.
11. Employees deserve a safe work environment, coarse language is not acceptable and aggressive behavior will not be tolerated.

Contact for Scheduling - Weekdays - Margo Thompson
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