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 www.quintewest.ca



Telephone: (613) 392-2841

A Natural Attraction

ICE/FLOOR RENTAL and CANCELLATION POLICY

1. POLICY STATEMENT

1.1. 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

2.1. Individuals or organizations wishing to book their ice times for the upcoming ice season, must advise the Booking and Administrative Coordinator in writing of their desired times/dates prior to July 1st each year.

2.2. 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.

2.3. User groups shall be invoiced by the Booking and Administrative Coordinator for all ice/floor time used in the preceding month. Groups not paying within 60 days of ice/floor rental will be prohibited from using their ice time.

3. User Fee structure has been set up to and including 2023. The fee structure changes take effect on April 1st of each year and are communicated on our Website or by contacting the Booking and Administrative Coordinator.

4. PERMIT CANCELLATION PROCEDURES

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

<u>User Groups</u> <u>All Permit Holders for:</u>	<u>Cancellation Policy</u>
Ice and or Floor Rentals (Initiated by the permit holder and/or the permit holder's designated ice/floor scheduler(s))	Cancellation Notice must be communicated by phoning and emailing the Booking and Administrative Coordinator as follows: 30 Days Prior to Booked Date = 100% Refund 29 to 14 Days Prior to Booked Date = 50% Refund 13 to 6 Days Prior to Booked Date = 25% Refund 5 to 0 Days Prior to Booked Date = 0% Refund
<p>Failure to comply with the above Cancellation Notice Schedule may result in a loss of funds paid.</p>	

In the case of Play Off Ice Rentals for Minor Hockey and Junior A Hockey, notification of returning ice must be given the next day after the Ice Time is no longer required. Notification will be in the form of a phone call and a follow-up email to the Booking and Administrative Coordinator. Failure to make this notification will result in the payment in full for unused Ice.

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.

- 4.2. 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; if paid, 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.
- 4.3. 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 permits within its facilities at all times. Transferring ice/floor time, trading ice/floor time or sub-leasing ice/floor time between users is not permitted.

5. GENERAL ICE MANAGEMENT

- 5.1. 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 Booking and Administrative Coordinator 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.
- 5.2. In order for the Booking and Administrative Coordinator to effectively serve customers, all groups are asked to elect no more than one representative to serve as the liaison between the Booking and Administrative Coordinator and their group. All communications between the group and the Booking and Administrative Coordinator should at all times, be channeled through each group's representative.
- 5.3. 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 Booking and Administrative Coordinator 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.

6. Permit Regulations

- 6.1. Use of facility premises is regulated by the following rules:
 - 6.1.1. The Building and Facilities Department maintains the right to cancel any agreement if facilities are misused or regulations are not enforced.
 - 6.1.2. Participants must obey the "**no drinking of alcoholic beverages**" rule on City controlled property.

- 6.1.3. Smoking is not permitted in or within 9 Meters of the Arena facilities.
- 6.1.4. User groups must vacate dressing rooms one half hour after the end time of their booking.
- 6.1.5. Vehicles must park in designated parking areas only.
- 6.1.6. Groups must pick up all litter resulting from their programs.
- 6.1.7. Organizations agree to release the City of Quinte West and its affiliated bodies from all responsibility and liability in connection with this contract.
- 6.1.8. Groups are responsible for the policing of their programs.
- 6.1.9. The ice Re-Surface Equipment must be completely off the ice and the door completely closed before the participants may occupy the ice surface.
- 6.1.10. Employees deserve a safe work environment, coarse language is not acceptable and aggressive behaviour will not be tolerated.

**Contact for Scheduling
Booking and Administrative Coordinator
facilitybookings@quintewest.ca
613-392-2841 Ext. 4546**

I hereby acknowledge I have received the City of Quinte West Ice/Floor Rental and Cancellation Policy

Ice/Floor Contract Holder Signature

Date