

## Ice Allocation Policy



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Community Services	July 18, 2017	96-2017	1	4
Subsection	Repeals By-law Number		Policy No.	
	86-2015		CS-1-1	

### Purpose

To identify the process for accessing and allocating ice time at the Kenora Recreation Centre and at the Keewatin Memorial Arena.

### Policy Statement

The responsibility will be with the Community Program Liaison to make contact with the involved groups.

The City of Kenora staff may at their option schedule an annual meeting with the ice users for the purpose of reviewing the ice allocations.

### Ice Time

Individuals, groups and organizations wishing to book ice time will do so via a the standardized application form (Appendix A), indicating the desired location, times, days, tournaments, special events, the name, phone number and address of a contact person(s) who will handle ice time bookings, cancellations, etc., and submit such requests to the Kenora Recreation Centre Office by the advertised date in June of each year.

Requests will not be considered individually but will be reviewed with all received requests during the mass seasonal booking process contained within this policy.

Ice requests will be reviewed and allocated as per number of participants per group.

Groups or individuals who do not have a good payment record with the City or have outstanding balances, will be required to pay all outstanding accounts prior to their request being considered.

Groups or individuals who have had poor payment history may be required to pay in full or in part for ice time as a condition of contracting for ice time.

A deposit may be requested, at the discretion of the Community Program Liaison, equal to one month's ice time.

Groups or individuals must sign a Facility Contract and, if required, submit their deposit by the designated date each year advertised by the Community Program Liaison.

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After 30 days of contracts being sent out, if the Community Program Liaison has not received a signed contract and a deposit, if requested, ice time will be cancelled and dealt with as per the cancellation policy stated within.

No ice time will be confirmed or used until contract and payment conditions are complied with.

### Ice Time Allocation Priority

Consideration and priority for ice time allocation will be as follows:

1. City of Kenora public recreation and special events.
2. Local minor games, playoffs, special events and tournaments.
3. Local minor league play and regular programs (Figure Skating, etc.)
4. Local adult games, special events, and tournaments.
5. Local adult regular programs.
6. Non Resident Minor special events, tournaments and games.
7. Non Resident Adult special events, tournaments and games.

For the purpose of this policy "minor" shall be defined using Hockey Canada's definitions and shall be considered Midget players and under.

### Tournaments and Special Events

All applications for the hosting of a tournament or special event must be made in writing indicating the name of the group or organization, proposed dates, anticipated hours and contact person.

Successful and Returning tournaments and events will have priority over new events or new requests or one-time events.

New events or requests are defined as not having been an active participant in the previous years schedule.

The Community Program Liaison will give consideration to the Ice Time Allocation Priorities and the Economic Impacts of a tournament or special event for the community as a whole and make the final determination.

### Conflicts

When there is a conflict with the ice time allocation prior to the schedule being distributed, the Community Program Liaison will first take into consideration the allocation policy and if all is equal the Community Program Liaison will contact the affected groups.

The Community Program Liaison will contact the group wanting the same time and inform them of the conflict and ask if they can work out an agreement. The Recreation Centre will require a letter from both groups indicating same – an amendment to their group's original request. If there is no solution arrived at amongst the conflicting groups, then the

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Community Program Liaison in alliance with the Recreation Services Division Lead, will make a decision as to who will receive the requested time.

When the conflict arises **after** the ice time allocation and the distribution of the schedule, the Community Program Liaison will meet with the groups. If there is no solution arrived at amongst the conflicting groups, then the Community Program Liaison in alliance with the Recreation Services Division Lead, will make a decision as to who will receive the requested time.

### Cancellations

Once ice time is allocated and Facility Contracts are approved, the deadline for any adjustments must be made in writing to the Community Program Liaison no later than September 30<sup>th</sup>. No cancellations will be accepted over the phone.

If less than the stated time frame of written notice is given, the group cancelling will be charged for that ice time, at the current rental rate in effect.

The Community Program Liaison will attempt to fill the cancelled ice time but there are no guarantees. If the ice is able to be rented, the cancelling group will not be charged.

When ice, within the guaranteed hour's allotment, is cancelled by a Minor group and duly accepted by the City, the ice time will be offered to all other Minor Groups and then offered for open rental.

When ice is cancelled by an Adult group and duly accepted by the City, the ice time will be offered for open rental.

Any cancellations caused by storms, floods, power failures, acts of God or business interruptions caused by mechanical failure of the City of Kenora's equipment, will be considered unavoidable and the groups or individuals will not be charged for cancellations of this nature, nor will the City be held responsible for any losses, whatsoever, arising from cancellations for circumstances outlined here.

### Available Ice Times

Any group, individual may rent ice at the Arenas that is not regularly scheduled. However, the following conditions will apply:

- All bookings of ice or rooms will be done through the Community Program Liaison or the Customer Service Desk and subject to a signed Facilities Contract (appendixes hereto as Schedule A) prior to accessing the facility.

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- The rental fee must be paid in full prior to the confirmation of the booking.
- The following will apply for any cancellations of available ice:
  - Cancellations must be completed and signed
  - Seven (7) working days advance notice is required on all cancellations of regular ice time

### **Cancellation of Ice Times by Recreation Office**

The Recreation Centre Office reserves the right to cancel ice times of user groups:

- if a past bill has not been paid within a reasonable time or;
- to utilize the ice surface for special events that are for the benefit of the community or;
- if it is felt that ice conditions are not safe or the arena is not safe for the Public to be allowed entry.

Every attempt shall be made to provide sufficient notice to user groups of any cancellation which may affect them.

### **Ice Rental Rates**

Ice rental rates will be reviewed on an annual basis and recommendations for any changes or adjustments will be made to council for approval.

All groups or individuals renting ice shall be charged the applicable rate in the User Fees and Charges By-law as approved by Council.

### **Ice Hours**

Ice time will begin on the hour or half hour. The last ten (10) minutes of the rental time will consist of flood time. If the ice does not require flooding, then the ten minutes will be split as follows:

- a) Five (5) minutes to the group already using the ice
- b) Five (5) minutes to the group coming on the ice

### **Maintenance**

The Recreation Centre Staff shall be responsible to ensure the Arena is kept clean, and in good repair at all times. Staff have the right to refuse access based on their determination of unsafe conditions.