

TOWN OF FORT FRANCES

Community Services Executive Committee

AGENDA - April 1, 2019 10:30 AM

MEETING - Fort Frances Public Library Technology Centre

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1. <u>CALL TO ORDER (Session #007)</u>	
2. <u>APPROVAL OF AGENDA (Call for Non-Agenda Items)</u>	
3. <u>DISCLOSURE OF CONFLICT OF INTEREST AND THE GENERAL NATURE THEREOF</u>	
4. <u>APPROVAL OF PREVIOUS COMMITTEE MINUTES</u>	
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6. <u>NEW BUSINESS</u>	
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6.3 Ice Rental Philosophy	7 - 19
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8. <u>INFORMATION</u>	
8.1 Gymnastics Proposal - verbal update	
9. <u>ADJOURNMENT</u>	

TOWN OF FORT FRANCES

MINUTES

SESSION NO. #006

March 4, 2019

The meeting of Community Services Executive Committee of the Town of Fort Frances was held in the Memorial Sports Centre - Conference Room on March 4, 2019 from 10:30 a.m. to 11:46 a.m.

PRESENT: Andrew Hallikas - Chairman, Michael Behan - Councillor, Rick Wiedenhoeft - Councillor, Mayor June Caul (ex-officio), Doug Brown - CAO, Jason Kabel - Community Services Division Manager

ALSO PRESENT: Jessica Ogden - Rainy Lake Gymnastics Club, Stephanie Mann - Rainy Lake Gymnastics Club

1 CALL TO ORDER (Session #006)

The meeting was called to order by A. Hallikas at 10:28 a.m.

2 APPROVAL OF AGENDA (Call for Non-Agenda Items)

- agenda approved without revision

3 DISCLOSURE OF CONFLICT OF INTEREST AND THE GENERAL NATURE THEREOF

- NIL

4 APPROVAL OF PREVIOUS COMMITTEE MINUTES

4.1 Community Services Executive Committee - February 19, 2019 - **Approved as circulated.**

5 ITEMS REFERRED FROM COUNCIL

- NIL

6 NEW BUSINESS

6.1 Rainy Lake Gymnastics Academy Proposal - Direction was given to work with the Air Cadets and Rainy Lake Gymnastics Academy to strive for a workable schedule for everyone.

6.2 Policy Review - Facility Rental Policy - The Committee recommends to Mayor and Council to endorse the revised Facility Rental Policy as attached.

6.3 Email from C. Goulding - Memorial Sports Centre Staff Membership Discount - The Committee gave direction for Memorial Sports Centre administration to do research of other municipalities to determine if a discount for Town staff may be something to consider.

7 NON-AGENDA ITEMS
- NIL

8 INFORMATION

8.1 Next Meeting Date - March 18, 2019 (Fort Frances Public Library Technology Centre)

9 ADJOURNMENT

There being no further matters before the committee at this time, the meeting was adjourned at 11:46 a.m.

A. Hallikas, Executive Committee Chair

J. Kabel, Manager of Community Services

REPORT

TO: Community Services Executive Committee

FROM: Jason Kabel, Community Services Division Manager

DATE: March 25, 2019

RE: **Request for addition to 8th Street Trails – Christine Kent**

Preface

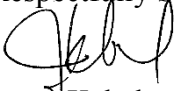
At the regular meeting of Council on Monday, March 11, 2019, Council referred the attached email from Christine Kent dated March 6, 2019, regarding her request for an addition to the 8th Street Trails to the Planning and Development Executive Committee for recommendation with input from the Community Services Executive Committee.

Please find a trail system map attached for reference. Ms. Kent is requesting permission to cut a new, longer walking trail within the next year. She proposes to snowshoe and mark the proposed trail with a handheld GPS and flagging tape this winter, if possible. In the spring and summer she would cut the new trail using shears for the most part. All attempts would be made to avoid cutting merchantable timber by weaving the trail through areas of smaller brush. However, some trees may need to be cut.

Recommendation

Determine whether to allow Ms. Kent to cut brush and trees for a walking trail expansion to the existing trail system.

Respectfully Submitted,



Jason Kabel



REPORT

TO: Community Services Executive Committee

FROM: Jason Kabel, Community Services Division Manager

DATE: March 25, 2019

RE: **Pool Closure for Members**

Preface

The Memorial Sports Centre staff has planned to close the pool for the months of July and August for maintenance to be performed to the facility. This has resulted in a number of members asking for consideration for their memberships.

The following is well published by the facility, 'Management reserves the right to interrupt service for improvements to the facility with no fee alterations to memberships.'

For a longer duration shutdown of two months (9 weeks) this summer it would mean that an annual member who uses the pool exclusively would not have access for almost 17% of their membership. The Memorial Sports Centre staff feels that a suspension of membership to pool users for the length of time for the shutdown would be a fair and appropriate consideration of their membership. A membership suspension would mean that they cannot scan into the facility with their membership card until the end of the shutdown, thereby extending their membership for the period of time of the closure. An email would be sent to all members letting them know that they must request the suspension prior to the commencement of the maintenance shutdown. It is estimated that there would be 40-50 members who may request the suspension of membership benefits for the pool maintenance shutdown.

Recommendation

Determine whether to allow a suspension of pool membership for the same duration as the planned summer shutdown for members who request it.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "JKabel", is written over the printed name "Jason Kabel".

Jason Kabel

REPORT

TO: Community Services Executive Committee

FROM: Jason Kabel, Community Services Division Manager

DATE: March 27, 2019

RE: **MSC Discounts for Staff**

At the regular meeting of the Community Services Executive Committee on March 4, 2019, the Committee gave direction for Memorial Sports Centre administration to do research of other municipalities to determine if a discount for Town staff may be something to consider. Below is a table with existing discounts that other municipalities offer their employees:

<u>Staff Discounts in Other Municipalities</u>					
	Dryden	Kenora	Atikokan	Thunder Bay	Marathon
Fitness Area	10%	30%	n/a	25%	50%
Pool	10%	30%	no charge	25%	50%
Notes	Currently under review 15% public sale discount offered once per year		no discount at golf course, arena, ski hill		all F/T staff & spouses for all Town programs & facilities


Currently there is not a policy in place for membership discounts for Town staff at the Memorial Sports Centre. There are contracts in place with fitness instructors who teach fitness classes to have complimentary access to the MSC facility. It has also been a long-time past practice that lifeguards can use the pool & fitness area of the facility without charge.

Recommendation

Determine:

- 1) if complimentary fitness centre access for MSC staff is fitting
- 2) if a discount for all town staff is a desired initiative

Respectfully Submitted,



Jason Kabel

Town of Fort Frances

Memorial Sports Centre

Ice Allocation Policy & Philosophy

At the regular meeting of the Community Services Executive on March 4, 2019, the committee determined that a philosophy of ice rental receive contemplation to allocate ice in a fair, equitable, and profitable manner with maximum ice rental in mind to achieve minimum operating cost dependence on taxpayer revenue.

In addition to the general statement and purpose from the facility rental policy listed below for reference, here are some other items for discussion to help define operational procedures:

- Season start (should a user group have the option when their season commences)
- Season end (should users have the option when their season concludes)
- Weather cancellations (what accommodation should be provided, if any)
- Playoff changes (a 3rd game in a 3-game series is booked that is not required)
- Changes to allotted ice time allowed twice per year

CURRENT REGULAR SEASON

September (typically 3rd week) – March (2nd week) – approximately 25 weeks

- The end of August – 1st two weeks of September are for team tryouts before the regular season commences.

	Ice In-Out Dates			Notes
		IFK	52 Cdns	
2012 - 2013	Rentals Begin	SEP 28, 2012	AUG 7, 2012	IFK chiller replaced
	Rentals End	APR 19, 2013	APR 22, 2013	52 kept for Lakers, Trade Show
2013 - 2014	Rentals Begin	AUG 12, 2013	SEP 22, 2013	
	Rentals End	APR 26, 2014	APR 6, 2014	
2014 - 2015	Rentals Begin	AUG 11, 2014	SEP 28, 2014	
	Rentals End	MAY 4, 2015	APR 10, 2015	Dudley Hewitt Cup on IFK
2015 - 2016	Rentals Begin	JUL 27, 2015	SEP 27, 2015	
	Rentals End	MAY 5, 2016	APR 24, 2016	
2016 - 2017	Rentals Begin	AUG 8, 2016	SEP 26, 2016	
	Rentals End	APR 13, 2017	APR 16, 2017	Boys OFSAA
2017 - 2018	Rentals Begin	AUG 7, 2017	SEP 24, 2017	
	Rentals End	APR 10, 2018	APR 7, 2018	
2018 - 2019	Rentals Begin	AUG 13, 2018	SEP 24, 2018	
	Rentals End	APR 7, 2019	APR 6, 2019	

GENERAL STATEMENT

The Town of Fort Frances has developed several community based recreational facilities that provide positive leisure time opportunities and increase the quality of life for the community and its citizens. It is necessary that these facilities are made available to the community in a fair and equitable manner and that they are used to their maximum.

PURPOSE

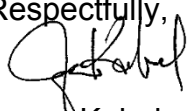
This policy will provide a framework for management to ensure the maximum use of the community facilities identified and ensure that the facilities are made available to the public in a fair and equitable manner.

Ice Facilities

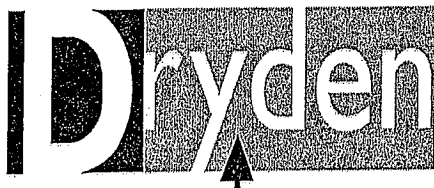
- i. All previous user groups will be required to submit the upcoming season's ice time requirements by July 15th. Confirmation notices will be returned by September 15th.
- ii. Every effort to resolve conflicting ice time requests will be attempted through mutual compromise. In order to facilitate conflicting ice time requirements, the following priorities will be adhered to:
 - a) Provincial and National Championships
 - b) Playoffs, Tournaments, Figure Skating Ice Shows, Special Events
 - c) League Schedules, Figure Skating Competitions, Test Days
 - d) Group practices, programs, and exhibition games
- iii. Hockey games and other competitions will be limited to Tuesdays, Thursdays, Fridays, Saturdays and Sundays in order that user groups can have program time without interruption. The only exception to this will be provincial and national championships.
- iv. Regular users will not be allowed to cancel their weekly allotted ice time, request for changes must be made by September 15th for the months September to December and by December 15th for the months January to April. MSC staff must be notified of ice exchanged between users (for operational adjustments) at least one week prior to the date(s) to be exchanged.
- v. All rentals are based on a 50-minute hour to allow for resurfacing.
- vi. The ice surface must be vacated during the resurfacing and kept clear until the resurfacing unit is completely off the ice surface. No additional time will be allocated if the user does not comply and there are delays in resurfacing.
- vii. Users must vacate dressing rooms within 30 minutes of the ice rental.
- viii. There is absolutely no smoking or alcohol permitted in the dressing rooms.

Please find ice allocation policies attached from Dryden and Kenora as comparables.

Respectfully,



Jason Kabel



CITY POLICY

SECTION: COMMUNITY SERVICES

NO: CS – RE - 01

REFERENCE: RECREATION

Date: June 4, 2007

Next Review Date:
June 2009

TITLE: ICE ALLOCATION POLICY

1.0 PURPOSE

The purpose of this policy is to establish guidelines which shall direct the allocation process at the Dryden Recreation Complex and, in an equitable fashion, provide access to ice time for the City of Dryden community groups/residents as a priority, followed by all others. It is recognized that the Dryden Recreation Complex is operated on a user pay basis.

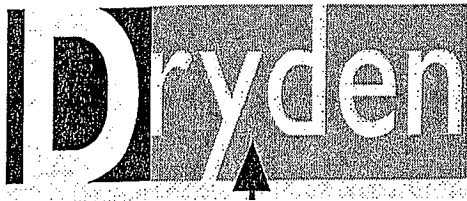
1.1 RESPONSIBILITY

The Recreation Manager shall be responsible for contacting the involved groups.

History			
Approval Date:	June 4, 2007	Approved by:	Council Resolution
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	

S:\Policy Review\Final Policies\Section 1 Community Services\CS-RE-01.policy.IceAllocation.Final.doc

This policy is subject to any specific provisions of the Municipal Act, or other relevant legislation or Union agreement.



PROCEDURES

SECTION: COMMUNITY SERVICES

NO: CS – RE - 01

REFERENCE: RECREATION

Date: June 4, 2007

Next Review Date:
June 2009

TITLE: ICE ALLOCATION

1.0 REQUEST FOR ICE TIME

- 1.1 Individuals, groups and organizations wishing to book ice time shall do so via the appropriate forms. These forms will indicate the requested information including desired times, days, tournaments, carnival days, the name, phone number, email address and mailing address of contact person(s) who will handle ice time bookings, billings, cancellations, etc.
- 1.2 These forms shall be submitted to the Dryden Recreation Complex Office by May 31st of each year.
- 1.3 Ice is allocated on an annual basis and no group should assume that they shall receive the same ice slot the following year.

2.0 ICE ALLOCATION

2.1 Ice Allocation Process:

Dryden Recreation Complex staff shall calculate each organizations ice allocation based on the registration data from the previous season supplied by each organization, via the appropriate forms.

2.2 Allocation of Ice Time:

Consideration for ice time allocation shall be given the following priority:

- (a) Local special events and tournaments.
- (b) Local minor house league play and regular program (figure skating, etc.).
- (c) Local adult league games.
- (d) Non Resident special events, tournaments and games.

2.0 ICE ALLOCATION

2.2 Allocation of Ice Time: (Cont'd)

2.2.1 Programs for younger children shall receive priority over older youth and adults when allocating weekday early evening ice time. Prime time ice shall be 4:00 p.m. to 10:00 p.m. Monday to Friday and 7:00 a.m. to closing Saturday and Sunday.

2.2.2 Groups are responsible for the distribution of ice time to teams or members.

2.2.3 Dryden Recreation Complex Management reserves the right and authority to decide and/or adjust the weekly and/or special event schedule as deemed necessary.

2.2.4 When there is a conflict with the ice time allocation prior to the schedule being distributed, the Recreation Manager shall first take into consideration the allocation policy and if all is equal, the Recreation Manager or designate shall contact the affected groups. If no solution is arrived at, then the Recreation Manager shall make a decision as to who will receive the requested time.

This shall be done by:

- (a) alternating the day throughout the season; or,
- (b) alternating the allotment from year to year; or,
- (c) moving one group to another day.

2.2.5 There may be conflicts where there are tournaments, competitive games or test days scheduled. The Recreation Manager or designate shall contact the group wanting the same time and inform them of the conflict and relate that if they can work with the tournament/competitive game/test day to get time, the Recreation Complex Office shall require a letter from all groups indicating the same.

2.2.6 When the conflict arises after the ice time allocation and the distribution of the schedule, the Recreation Manager and designate will meet with the groups. If the affected groups cannot reach an agreement, the Recreation Manager shall make a decision as to who will receive the requested time.

This shall be decided in consideration of the following:

- (a) What each group must change or must do to change.
- (b) How a change affects groups other than those in conflict.
- (c) Alternate days and/or times from year to year between the affected groups if conflict occurs the following year.

2.0 ICE ALLOCATION

2.2 Allocation of Ice Time: (Cont'd)

- 2.2.7 In the event that the group(s) is/are still not in agreement with the Recreation Manager's decision, they may appeal the decision to the Director of Community Services who shall mediate and resolve the conflict.

3.0 ICE TIME

3.1 Regular Scheduled Ice Time:

All applications for renting ice on a regular basis shall be in writing using the appropriate forms and submitted by May 31st of each year.

However, the following conditions shall apply:

- 3.1.1 Each user group shall sign an Ice User Agreement, appended hereto, guaranteeing hours to be used, plus payment for these hours and, *if required*, submit a deposit by September 10th of each year.
- 3.1.2 If account is outstanding and/or overdue, ice time shall be cancelled until this amount has been paid.
- 3.1.3 User groups shall guarantee use of the facility as scheduled pursuant to the terms and conditions of the Ice User Agreement.
- 3.1.4 No ice time shall be confirmed or used until first three items are complied with.
- 3.1.5 If any dollar amount is outstanding, the City reserves the right to take any and all legal action available in order to collect debt.
- 3.1.6 Each group or team must designate two members to provide a liaison with Recreation Complex Staff, to be responsible for payment of all bills, to ensure that conditions for Arena use are complied with and to be responsible for the conduct of the group and/or team.
- 3.1.7 Prior to July 15th of each year, a meeting shall be scheduled to determine the current year ice allotments. Each group shall be represented by President and/or Ice Convenor. The City shall be represented by the Recreation Manager and other members as required and designated.

3.0 ICE TIME (Cont'd)

3.2 Open Ice Time:

Any group or individual may rent ice at the Dryden Recreation Complex that is not regularly scheduled. However, the following conditions shall apply:

3.2.1 All bookings of ice shall be done through the Recreation Office and subject to a signed Ice User Agreement appended hereto as Schedule A.

3.2.2 All one time rental fees must be paid in full prior to the confirmation of the booking.

3.2.3 The cancellation policy shall apply.

3.3 Special Event/Tournament Ice Time:

All applications for the hosting of a special event/tournament must be made in writing by completing the special event/tournament ice request form and indicating the name of the group or organization, proposed dates, anticipated hours and contact person, etc., and submit requests to the Dryden Recreation Complex Office by May 31st of each year.

3.3.1 For groups with more than one (1) tournament, separate application forms shall be completed for individual tournaments.

3.3.2 No tournament shall be booked or confirmed until the following conditions have been met:

- (a) An Ice User Agreement will be completed and properly signed.
- (b) A deposit equal to 25% of the minimum hours shall be paid (if requested).
- (c) Understanding that if less than fourteen (14) days notice of cancellation is given, the Lessee shall be invoiced for all ice time which cannot be rented to other groups.
- (d) All notices of cancellation shall be made in writing and received by the Recreation Secretary before the fourteen (14) day limit. No cancellations shall be accepted by phone.

3.0 ICE TIME

3.3 Special Event/Tournament Ice Time:

3.3.2 No tournament shall be booked or confirmed until the following conditions have been met: (Cont'd)

- (e) Groups not having a good payment record in the facilities shall be required to pay all outstanding accounts, as well as the total cost of the special event/tournament at the time of booking. Groups who have not previously established a credit account with the facilities shall be required to pay the total cost of the special event/tournament at the time of booking.
- (f) No deviation of 3.3.2 (e) shall be allowed, unless approved beforehand by the Municipal Council in extreme circumstances.

4.0 CANCELLATION OF ICE TIME

4.1 All cancellations of ice time shall be done in writing through the Recreation Office or by e-mail from the recognized representative.

4.2 No cancellations shall be accepted over the phone.

4.3 The following cancellation conditions shall apply:

- (a) Cancellations must be completed and signed by a recognized representative of the group. Specific cancellation forms can be obtained from the Recreation Office.
- (b) Seven (7) days advance written notice is required on all cancellations of regular ice time. Tournaments or special events are subject to different conditions as advised herein this policy.
- (c) If less than seven (7) days written notice is given, and the time cannot be re-rented, the group canceling shall be charged for that ice time, at the current rental rate in effect. Exceptions may be made in cases of inclement weather and playoff season.
- (d) When ice, within the guaranteed hour's allotment, is cancelled by a Minor group and duly accepted by the City, the ice time shall be offered to all other user groups and then offered for open rental.
- (e) When ice is cancelled by an Adult group and duly accepted by the City, the ice time shall be offered for open rental.

4.0 CANCELLATION OF ICE TIME (Cont'd)

4.4 Cancellation of Ice Time by Recreation Office:

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

- (a) If a past due bill has not been paid; or,
- (b) For special events that are for the benefit of the community; or,
- (c) If it is felt that ice conditions are not proper and safe or if for other reasons 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.

5.0 INSURANCE

All regular scheduled users are to provide General Liability for limits of no less than two million dollars (\$2,000,000.00) and have the City of Dryden named as an additional insured to the policy. Acceptable proof of insurance **must** be received by the Dryden Recreation Complex prior to the use of the arena facility covered under the ice user agreement.

6.0 FEES

Ice rental rates and fees shall be determined through the budgetary process of the Corporation of the City of Dryden and approved by resolution of Council. These fees are set out in Chapter 72 – Fees and Charges – Schedule G – Parks and Recreation of The Corporation of the City of Dryden's Municipal Code.

Schedule "A" includes the following forms:

- Facility Agreement (Terms and Conditions)
- Seasonal Ice Request Form
- Figure Skating Ice Allocation Form
- Minor Hockey/Girls Hockey/Ringette/High School/Junior 'A' Ice Allocation Form
- Adult Group Ice Allocation Form
- Special Events/Tournament Ice Request Form

History			
Approval Date:	June 4, 2007	Approved by:	Council Resolution
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	

Ice Allocation Policy



Section	Date	By-Law Number	Page	Of
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.

Ice Allocation Policy

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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

Ice Allocation Policy

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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 30th. 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.

Ice Allocation Policy

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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.