

<b>SECTION:</b> Facilities/Property		<b>POLICY #:</b> FAC-005
<b>Date Approved:</b> June 6, 2011		<b>Ice Rental Booking &amp; Agreement Terms</b>
<b>Revision Date:</b>	<b>Review Date:</b>	
<b>Authority:</b> Report PR-07-11		

## COVERAGE

Facility – Arena Operations

## PURPOSE

To detail the ice rental booking policy and agreement terms for the ice surface owned and operated by the Town of Hanover and located at 269 7<sup>th</sup> Avenue

### Ice Booking Process:

1. All “season-long” and “special-event” hosting ice requests shall be administered in the following manner:
  - i. all user-group ice requests must be submitted on the Ice Rental Request Form (Appendix A) to the Parks, Recreation and Culture Office by the date indicated in the booking correspondence package.
  - ii. all seasonal and special event dates shall be allocated as per the Ice Allocation Policy and confirmed no later than August 20<sup>th</sup> each year by the Parks, Recreation and Culture Department and said confirmation contract must be signed and returned by August 31<sup>st</sup>, to ensure said organization of ice-time indicated.
  - iii. all user-groups wishing to cancel ice hours previously confirmed must do so prior to October 1<sup>st</sup>, or be responsible for the said hours up to March 1<sup>st</sup> of the season, including full rental payments.
2. No ice time shall be scheduled for a new ice season until all outstanding financial commitments (i.e. invoices, non – resident fees) have been paid in full.
3. Parks, Recreation and Culture personnel reserves the right to stipulate to all user groups the length of ice time required for specific types of rentals; (i.e. game times for each age level or time allowances for stop-time periods).

### Ice Rental Details:

4. All ice rental details or alterations must be completed through the Manager of Parks & Civic Facilities, with no time trading or bookings to occur between individual user groups.
5. Hours scheduled will be strictly adhered to in an effort to maintain a consistent and efficient ice-time operation; thus all users will be expected to vacate the ice surface at the scheduled time, regardless of encountered time delays. Should extenuating circumstances occur to cause a delayed ice schedule, the resulting rental completion time will be at the discretion of the Parks, Recreation and Culture personnel.
6. The arena facility will be closed on statutory holidays (in accordance with the CUPE Collective Agreement). This includes Thanksgiving, Christmas Eve, Christmas Day, Boxing Day, New Year’s Eve, New Year’s Day, Good Friday and Easter Monday. If Family Day is deemed by Council to be a statutory holiday, the arena facility will be closed.

7. Users that request to book ice on a statutory holiday (in accordance with the CUPE Collective Agreement) shall be required to pay the approved prime time rate plus related labour costs at double time. Opening approval on a statutory holiday will only be considered if the user group agrees to pay the indicated ice time rate and pending the availability of staff. A request for opening does not guarantee approval.
8. Remembrance Day shall be excluded from Clause 6.
9. Events resulting in additional staffing costs with no increase to off-setting facility revenues shall be subject to these said additional staff costs.
10. The Parks, Recreation and Culture Department reserves the right to alter any ice schedule throughout the season due to considerations such as play-off dates, major attractions or special event details. Should such rescheduling occur the user-group gaining the additional ice time may be required to relinquish the use of some regularly booked ice time as compensation to the effected users; at the discretion of Hanover Parks, Recreation & Culture (see "Hosting Special Events Policy").

**Ice Rental Cancellations:**

11. Upon ice being allocated and confirmed by the user group, all individual rental cancellations October 1 to March 1 shall be administered in the following manner;
  - i. when notice of intent to cancel is received by the Manager of Parks & Civic Facilities with 30 days or more notice, no financial responsibilities shall exist.
  - ii. When notice of intent to cancel is received by the Manager of Parks & Civic Facilities with 15 to 29 days notice, 50% financial responsibility shall exist; unless the cancelled ice is rented to another user by or through the Manager of Parks & Civic Facilities.
  - iii. When notice of intent to cancel is received by the Manager of Parks & Civic Facilities with 14 days or less notice, 100% financial responsibility shall exist, unless the cancelled ice is rented to another user by or through the Manager of Parks & Civic Facilities.
12. All ice time cancellations shall be communicated in writing.
13. Notwithstanding the schedule outlined in 11 above, no financial responsibility shall exist should the cancellation be due to inclement weather, at the discretion of the Parks, Recreation and Culture personnel.

**Ice Rental Beyond Scheduled Ice Removal Date:**

14. Organizations requiring the ice surface to be maintained beyond the normal scheduled ice removal date shall be subject to the following policy:

Due to the high operational costs to maintain an arena ice surface beyond normal ice removal dates, the existing policy for ice rates beyond early April each season is not at an acceptable cost-recovery level.

Therefore, effective the first Monday of April, the organization(s) requiring the ice surface to remain installed shall be assessed the following rates for ice use; unless superseded by an alternate agreement as stipulated in Clause 27 of this rental agreement:

- a) Double the regular ice rate for all games.
- b) Beyond May 1<sup>st</sup>, the rate will be 50% of the net cost of the extended ice-surface operation, as per the approved cost analysis.
- c) Should more than one organization require an extended ice-surface operation the net cost-share shall be distributed to said organizations on a pro-rated usage formula.

- d) The rates included in this policy will be reviewed annually in consultation with the organizations affected by the said rates.
- e) Ice rates for all practice times and use by any other persons/organization(s) not requiring the ice season to be extended, shall pay regular season ice rates.
- f) Effective the first Monday of April, organizations requiring the extended ice-surface season will not be eligible for their municipal subsidy on regular ice rates (i.e. HMHC, HMRA, HDFSC).

**Ice Resurfacing:**

- 15. All ice rentals include 10 minute ice resurfacing with a minimum of one ice resurfacing every two hours.
- 16. All ice resurfacing (floods) will be at the discretion of the Parks, Recreation and Culture Department personnel, not the facility user; and to be pre-determined well in advance of the rental by said personnel. This policy will be in effect for both practice times/schedules and during/following all games. Should ice re-surfacing not be required between two practices, the 10-minutes resurfacing shall be evenly split between the departing and arriving users, wherever possible.
- 17. In consideration of the safety regulations during operation of the ice-resurfacing unit, users agree to remain off the ice until the entire re-surfacing has been completed and doors are closed.

**Auxiliary Spaces Use:**

- 18. Organizations utilizing the facility will be responsible for spectators attending their event, including admission, conduct and control. The level of security and supervisors of spectator control deemed necessary shall be determined by the Parks, Recreation and Culture personnel and it will then be mandatory for the renting organization to provide the required persons at their cost.
- 19. All requests for auxiliary facilities and services must be arranged well in advance of the event with the Parks, Recreation and Culture Office and will be subject to rental fees as outlined in the Facility and Services Rental Rates, (i.e. tables/chairs, p.a. system, music, boardroom, etc.).
- 20. All Parks, Recreation and Culture office areas are restricted from access; and all lobby/foyer arrangements must be approved through personnel (i.e. admissions, souvenir sales, food/beverage services, draw tickets/lotteries sales, etc.)
- 21. Users are advised that all Town of Hanover facilities are smoke-free and will inform their participants accordingly.
- 22. User groups are advised that the walking track and dryland training areas may be utilized provided the Safe Use Guidelines are adhered to. Children under 13 years of age utilizing the walking track and dry land training must be supervised by an adult.

**Dressing Rooms:**

- 23. Users are advised about the following expectations regarding dressing rooms:
  - a) Alcoholic beverages are not permitted in the facility, unless licensed under a Special Occasion permit and approved by the Town of Hanover Parks, Recreation and Culture Department. Failure to comply will result in the following:
 

First offence	Written warning
Second offence	One ice rental time suspension at the expense of the user group
Third offence	Half season to full season suspension of ice time and / or suspension of ice time for subsequent ice season, pending when the infraction occurred

Fourth offence Remainder of season and / or suspension of ice time for subsequent ice season, pending when the infraction occurred

- b) One dressing room will be provided a minimum of 30 minutes prior to the rental time.
- c) Dressing room assignment is at the discretion of Parks, Recreation and Culture personnel. If special arrangements are required, a request should be forwarded to the Manager of Parks & Civic Facilities.
- d) Dressing room keys will be available from the Customer Service Desk during office hours and the Facility Attendant during non-office hours. Keys are to be returned to the Customer Service Desk at the completion of the rental.
- e) Dressing rooms are to be vacated within 30 minutes following the rental time.
- f) Dressing rooms are to be left in the same or better condition as it was provided. The assistance of the user groups is appreciated.
- g) Any damage as a result of vandalism or misuse will result in the cost of the repair being the responsibility of the user group. Hanover Parks, Recreation and Culture will invoice the user group accordingly.

**Non Resident Use of Parks, Recreation and Culture Services Policy:**

- 24. User groups are reminded that this Policy applies to their organization. Organizations can be provided with a copy of this Policy or a review of its impacts upon request.
- 25. As per the Non Resident Use of Parks, Recreation and Culture Services Policy, ice user groups will be expected to provide a current season listing of registrants by October 31<sup>st</sup> including name, phone number, address and registration fee portion paid by the registrant. This data will be utilized to calculate the non resident fees to be payable to the Town of Hanover. User groups will be invoiced accordingly. If necessary, the listing will be verified with the governing organization.

**Other:**

- 26. Users are advised that liability insurance is not provided under the municipal policy.
- 27. Special notes/considerations:

**Signing of Agreement:**

28. The person(s) signing the Ice Rental Agreement – Acknowledgement of Terms Form (Appendix B) accepts the applicable responsibility of communicating these terms to all persons involved with the organization and / or the organization's guests or opponents (if applicable).
29. Failure to abide by the agreed stipulations as verified by the following signatories may result in forfeiting current and/or future ice rentals at the Honda Arena – P & H Centre.
30. The persons signing on behalf of the team / organization must be confirmed authorized signing officers for said team / organization; (2 signatures required from both parties).

**APPENDIX A - (Year - Year) ICE RENTAL REQUEST FORM**

TEAM / ORGANIZATION: \_\_\_\_\_

Role	Name	Phone Number	Email
President			
Treasurer			
Ice Convenor			

**Regular Season Requests:** Please review "Ice Rental Agreement" Terms

# of Anticipated Participants \_\_\_\_\_

Season Start Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

Note: (earliest possible date Sept. 19, 2011. Regular season ends March 25, 2012. Some exceptions may apply).

DATE (M-T-W-TH-F-SA-SU)	START TIME	END TIME	AGE GROUP of PARTICIPANTS

Please note cancelled dates or exceptions to above (ie. Halloween, Christmas Break, etc.):

\_\_\_\_\_

\_\_\_\_\_

**Special Event Requests:** Please review "hosting ice-time related special event policies"

EVENT	DATE	START TIME	END TIME	Other Facilities Required (Lions Den, Auxiliary Space, etc.)

**APPENDIX B - ICE RENTAL AGREEMENT – ACKNOWLEDGEMENT OF TERMS FORM**

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**Hanover Honda Arena – P & H Centre  
269 7<sup>th</sup> Avenue – Hanover, Ontario**

Attached please find a list of the approved ice times allocated to your organization for the (year – year) Ice Season.

**Reminder: All user groups wishing to cancel ice hours previously confirmed (as per this listing) must do so prior to October 1<sup>st</sup>, or be responsible for the said hours up to March 1<sup>st</sup> of the season, including full rental payments. Cancellation of ice time October 1 to March 1 shall be administered as outlined in the Ice Rental Booking Policy and Agreement Terms (refer to Clause 11, 12, 13).**

The signing of this document, confirms the reading of and understanding of all conditions and responsibilities that your organization agrees to as outlined in the Town of Hanover Parks, Recreation and Culture Ice Rental Booking Policy and Agreement Terms for the Honda Arena – P & H Centre.

Team / Organization: \_\_\_\_\_

\_\_\_\_\_  
Authorized Team/Organization Rep. Signature

\_\_\_\_\_  
Director of Parks, Recreation & Culture Signature

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Authorized Tem/Organization Rep. Signature

\_\_\_\_\_  
Manager of Parks & Civic Facilities Signature

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Note:** Complete and return this portion by August 31, (year) to ensure the booking of the ice allocated to your organization in the attached correspondence.