



Policy Type: Recreation

Policy #: R-ACCC-01

**Approved by Council on:
May 5, 2025**

Ice Allocation Policy

Policy

The Town of Prescott's goal is to promote and encourage participation in all sports, activities and events for the overall benefit of the community. This policy is established to clarify the Town's responsibility for allocating and administering ice time use of the Alaine Chartrand Community Centre (ACCC).

Goals

The following goals for recreation in Prescott are intended to be high level, directional statements that guide the overall context for the development of recreation facilities, programs and services for residents of the Town. The goals as per the Recreation Master Plan for the Town of Prescott are as follows:

1. A healthy and active community.
2. Recreation is accessible by all.
3. Connected open space network through active transportation and trail linkages.
4. Multi-functional and multi-generational facilities, spaces and program opportunities.
5. Recreation facility investment and renewal.
6. Maximize partnerships for access to facilities and programs.

Purpose of Ice Allocation Policy

The policy and guidelines contained within will serve as a framework for the Town of Prescott's Ice Allocation process. The goal of this policy is to promote and encourage participation in activities to the overall benefit of the community.

The policies identified in this document establish and clarify the Town's responsibility for ice allocation and administration. The Town is committed to the following:

1. Managing fiscally responsible arena operations;
2. Facilitating new revenue generating opportunities;

3. Promoting Fairness, Equality and Accessibility;
4. Processing tournament, special events and seasonal ice permits;
5. Providing excellence in customer service;
6. Promoting healthy living and access to Town programs including public skating;
7. General administration and office requirements;
8. Enhancing the quality of life for all residents; and
9. Providing safe facilities.

Scope

This Policy applies to anyone booking ice time at the Alaine Chartrand Community Centre.

Objective

To manage the process for allocating and distributing the usage of the ice at the Alaine Chartrand Community Centre.

Define “Categories of Use” and the order of consideration for allocation of ice.

Define the Town’s authority to ensure that new Community Organizations that offer a needed activity are provided access to ice according to their “Category of Use”.

Ensure Town By-laws, health and safety requirements, and rules, regulations & conditions of use are being followed by all customers of the Alaine Chartrand Community Centre.

Definitions

In this policy, the following terms have the meanings set out below:

“ACCC” refers to the Alaine Chartrand Community Centre

“Community Use” refers to programs sponsored directly or indirectly by the Community Services Department and are designed for general use by the public, i.e.: public skate, parent and tot, shinny, etc.

“Ice Provider” refers to the Town of Prescott, Recreation Department, which manages and operates the ACCC Arena.

“Ice Users” refers to the organization/individual who holds the ice booking

“Occasional and Individual Users” are defined as organizations or individuals that use ice time with the intent of using the ice for recreational skating or hockey play.

“Partner Groups” refers to a non-profit recreational group based within the South Grenville which is dedicated primarily to minor sports (18 and under)

“School Board” refers to elementary and secondary schools renting ice for students whether for elective, intramural or competitive use within the boundaries of South Grenville.

“Seasonal & Commercial Users” are defined as groups that use an ice facility(s) on a weekly basis for an entire season. Commercial Users are defined as organizations or individuals that use ice time with the intent of generating positive net income (profit).

The Ice Provider

The mandate of the *Ice Provider* is to provide a variety of leisure opportunities for all Town of Prescott and area residents. To this end, programs or initiatives such as Public Skating, Adult Skating, Senior Skating, Parent and Tots Skating and Special Holiday Skating Sessions are recognized as a high priority within the Ice Allocation Policy.

The *Ice Provider* believes that, given its obligation and responsibility for ice allocation, it is imperative that it be administered in a fair and equitable manner to the residents of Town of Prescott. The public at large, current user groups and all future user groups need to be considered fairly in the allocation of available ice on an annual basis.

The *Ice Provider* will allocate sufficient time for ice maintenance activities to ensure ice surfaces are maintained to industry standards/guidelines. Providing users with a safe skating surface is a high priority.

It is acknowledged that all categories of user groups may experience cancellations or adjustments to their weekly ice allocation over the course of their seasonal permit to accommodate approved events from other Community Group programs.

Ice Provider Management

The *Ice Provider* will responsibly manage its ice resources to ensure optimum usage and programming, to reflect municipal directives, to minimize risk and operational issues, as well enhance fiscal health to allow for timely and effective infrastructure updates.

On an annual basis, the Ice Provider will communicate with ice facility provision partners and users to review, define or confirm the Town’s ice season, hours of operation, ice pad use and restrictions, facility closures, holiday operating hours, prime and non-prime time hour’s definitions and ice capacity calculations. The results will enable the Ice Provider to update related portions of this document, arena operations calendar, ice management schedule and critical dates.

Key Principles in Ice Allocation

There are many key principles in the determination of ice time allocation such as age, gender, residency, economic impact, revenue generation, number of hours requested, customer history, special events and extraordinary cases. The *Ice Provider* has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect registration, utilization and anticipation patterns, in addition to applying municipal, provincial and federal directives where required.

Ice Allocation and Distribution

On an annual basis, the *Ice Provider* will develop an Ice Distribution Matrix that best reflects the expressed needs of the users and application of this Policy's directives and guides.

Ice will be allocated utilizing the following priority groups:

1. Town of Prescott Recreational Ice Programs

The *Ice Provider* ensures residents access to recreational ice opportunities through a variety of programs. These programs provide low- cost access to recreational skating opportunities organized through the Town of Prescott. Opportunities include public skating, senior skates, and parent and tot skate. Programs are provided in response to resident demand.

2. Tournaments and Special Events

The *Ice Provider* supports special programs like tournaments and special events. These programs provide revenue-generating opportunities to both the program organizer and the Corporation of the Town of Prescott. There are also economic spinoffs throughout the communities at large.

In support of special programs like tournaments and special events, the community rooms and fitness room will be made available to the event organizers at no additional cost.

Special events may not be limited to competitions and may include events such as trade shows or exhibitions. Typically, tournaments and special event ice time is allocated above and beyond group's regular seasonal allocation

3. Partner Groups

The Town's Partner Group is defined as follows:

- I. A non-profit recreational group based within the South Grenville and dedicated primarily to minor sports (18 and under)
- II. Will be established providers of quality recreational programs, primarily for youth.
- III. Will be the main provider of its activity for youth in the Town

Organizations recognized as Partner Groups must:

- I. Have constitutions.
- II. Be incorporated.
- III. Have an auditable annual financial statement.
- IV. Be affiliated with a responsible regional, provincial or national organization.
The choice of this organization can be entirely at the discretion of the Partner Group.

If the appropriateness of a Partner Group's status as a Partner Group comes into question, the group may be required to re-produce evidence that the conditions under which it was granted partner status still apply.

The Town wishes to recognize long-term partner groups; these groups will have access to their historical ice (same or similar date or time blocked) to all partner groups that have had the same hour(s) for two or more consecutive years from the current year. The Town reserves the right to adjust ice times as deemed necessary.

4. Seasonal & Commercial Users

Seasonal Users in this category are defined as groups that use an ice facility(s) on a weekly basis for an entire season. Examples are adult hockey leagues, pick-up hockey groups, camps, etc. The Town wishes to recognize long-term users; these users will have access to their historical ice (same or similar date or time blocked) to all seasonal users that have had the same hour(s) for two or more consecutive years from the current year. The Town reserves the right to adjust ice times as deemed necessary.

Commercial Users in this category are defined as organizations or individuals that use ice time with the intent of generating positive net income (profit). At the Town's discretion, not-for-profit groups may be allowed to generate net income from the use of allocated ice time so long as the subjects use aligns with the "fundamental activities" of the group. In consultation with ice users, the Town will establish a process to ensure that net income producing activities of not-for-profit groups remain consistent with the goals, objectives and guiding principles of the Allocation Policy as well as the best interests of Prescott residents.

The Town reserves the right to change the ice allocated to seasonal long-term users when facility closures or restrictions must be applied. In these circumstances every attempt will be made to find an equitable ice time replacement. If a designated seasonal long-term permit holder disbands or fails to apply for ice in consecutive ice seasons, they will lose their status. If they reapply in a subsequent ice season, they will be treated as a new client as the seasonal long-term client designation is not transferable.

5. Boards of Education

High School Hockey and School Ice School bookings are to be administered on a first-come, first-served basis through the Town of Prescott. High School Hockey: A designated convener will be the point of contact for the high school hockey allocations (Practice & Game Allocation).

6. Occasional and Individual Users

Groups in this category are defined as organization or individuals that use ice time with the intent using the ice for recreational skating or hockey play.

Ice Booking Seasons

Summer Season (August 1 st -August 31 st)		
Prime Time	Monday to Friday	4:00 PM – 11:00 PM
	Saturday and Sunday	7:00 AM – 11:00 PM
Non-Prime Time	Monday to Friday	7:00 AM – 4:00 PM
Dead Ice	Based on OPS availability	

Fall-Winter Season (Sept 1 st -Mar 31 st)		
Prime Time	Monday to Friday	4:00 PM – 11:00 PM
	Saturday and Sunday	7:00 AM – 11:00 PM
Non-Prime Time	Monday to Friday	7:00 AM – 4:00 PM
Dead Ice	Monday to Friday	Non-prime hours that are available

Spring Season (April 1 st -May 15 th)		
Prime Time	Monday to Friday	4:00 PM – 11:00 PM
	Saturday and Sunday	7:00 AM – 11:00 PM
Non-Prime Time	Based on OPS availability	
Dead Ice	Wednesday and Friday	Open to 4:00 PM

Ice Allocation Time Frames

The following time frames will be compulsory when forwarding ice allocation requests into the Town. All dates in the table below are prior to the beginning of each season. The Town is committed to responding back to groups/clients within one month of each respective time frame.

Client	Season			
	Fall-Winter		Spring-Summer	
	Opens	Closes	Opens	Closes
Town of Prescott	April 1	April 1	Oct 15	Nov 15
Tournaments & Special Events	May 22	June 19	Nov 15	Jan 30
Partner Groups	May 22	June 19	Nov 15	Jan 30
Seasonal & Commercial Users	May 22	June 19	Nov 15	Jan 30
Board of Education	Sept 1	Sept 30	N/A	N/A
Occasional & Individual Users	Oct 1	End of season	Mar 1	Aug 31

Ice Booking Process

- 1) The Ice Rental Request Form will be made available to user groups
- 2) Request Forms are to be completed and submitted to the Town of Prescott by the deadlines indicated in the chart above.
- 3) Each facility user will be provided with a rental agreement detailing their respective ice time(s). Facility users are required to sign and return the facility user agreement. The booking will be considered finalized upon receipt of the signed facility agreement and confirmation of insurance.

Note: No ice time shall be scheduled for a new ice season until all outstanding financial commitments have been paid in full.

Conflict Resolution

Conflicts that arise from the development of the ice scheduling system will be evaluated by the *Ice Provider*. The conflicts identified will be brought to the attention of each specific group that is affected. Individual discussions will ensue between the *Ice Provider* and each user group in question to find a resolution to the situation. The *Ice Provider* will act as a mediator to monitor the discussions. In the event that no

resolution can be reached with mediation, each group will submit in writing, the rationale for their requirement of the ice time conflict.

Along with the information provided, consideration will be given to the following factors:

- The degrees to which the user group ice time requests have been met, apart from the ice time request in conflict;
- Sport(s) requirements of the groups involved, including requirements of governing sport bodies and logistics involved;
- User group historical ice allocation;
- The age of the user group as it relates to the period of ice time in conflict; and
- In the event that the conflict cannot be resolved in this manner, the final decision will fall on the Ice Provider.

Permit Amendments/Cancellations

The *Ice Provider* has the right to control all ice distribution, and use of, for the duration of the permit. Controls must be in place to minimize the negative impacts that unused, returned, amended and cancelled ice can have on arena operations and its clients.

Permit Cancellation

All events are subject to the terms and conditions within this policy. When an arena rental permit has been signed, the Ice Allocation Cancellation Policy comes into effect. Upon ice being allocated and confirmed by the user group, all individual rental cancellations from October 15th to March 15th shall be administered in the following manner;

In the event the user cancels a booking, the following cancellation fee(s) will apply:

- When notice of intent to cancel is received by Town of Prescott staff with 15 days or more notice, no financial responsibilities shall exist.
- When notice of intent to cancel is received by the Town of Prescott staff with 14 days or less notice, 100% financial responsibility shall exist, unless the cancelled ice is rented to another user by or through the Town of Prescott.

There is a penalty free cancellation period for minor youth organizations and the Senior C Club to release booking times with no penalty until October 15th.

Playoffs: Representative Team and Additional Entry Team playoff ice for contracted games may be cancelled when a team is officially eliminated from play. Cancellation must be provided in writing to The Town of Prescott on the first business day following the team being eliminated from play. Any delays in notification or lack of notification will result in a charge of 100% of the rental rate.

Ice Transfer Between Permit Holders

All invoicing and financial responsibility will remain with the original permit holder, regardless of any arrangements made between users. The Town of Prescott permits the occasional transfer or trade of ice time between permit holders, provided that 48 hours of advance written notification is submitted to the Town along with any related schedule updates. It is the responsibility of the original permit holder to inform all parties involved and ensure that updated information is communicated prior to the ice time.

Inclement Weather

Cancellations due to extreme weather conditions will not be charged a cancellation fee. However, the user is required to contact the Town of Prescott in advance to advise of the cancellation within 3 hours of their rental in regard to inclement weather. Should the Town of Prescott not be contacted, cancellation fees will apply.

Permit Cancellations and Rescheduling by the Ice Provider

The *Ice Provider* reserves the right to reasonably postpone, reschedule or cancel any permitted activity due to justified circumstances and must do so in writing no later than 5 days prior to the date required. The *Ice Provider* through the Community Services Department reserves the right to cancel any ice time for the just cause where in the event of mechanical or facility breakdown, emergency situation, gross policy violations or when facility rules have been breached and will notify any renters regarding the postponement of their ice.

Where postponement or rescheduling cannot be mutually coordinated, the permit holder affected will receive a full refund/credit for the time owing.

Administration Management

Group Representation

For the *Ice Provider* representatives to effectively serve their customers, all groups are asked to elect no more than two representatives to serve as liaison between the *Ice Provider* and their group. All communications between the group and the *Ice Provider* should, at all times, be channeled through each group's representatives.

Standard Hours of Operation

Standard hours of operation for the ice rental at the facility are Monday to Friday 7:00 am to 11:30 pm, and Saturday and Sunday 8:00 am – 11:30 pm.

The arena facility will be closed on the following statutory holidays: Christmas Day, Boxing Day and New Year's Day. The arena will also be closed at 12:00 pm on Christmas Eve and New Year's Eve.

The opening of the facility on statutory holidays or beyond established operating hours (as defined by this Ice Allocation Policy), will be considered only if the applicant agrees to pay all fees, including staff costs related to opening and pending the availability of staff. All reasonable requests will be reviewed and responded to. Application does not guarantee approval.

Processing and Management of Tournaments and Special Events Applications and Permits

The *Ice Provider* recognizes the significant positive impacts that tournaments, special events and championships can provide to the community. The *Ice Provider* is committed to achieving a balance between recreational and tournament/special events throughout the year, including the fall/winter ice season.

Consideration to schedule special events and tournaments:

1. Events will be given dates as similar as possible to previous years.
2. An existing group can ask for a different date for their event as long as that event does not conflict with another organization's event date.
3. When a user group cancels their tournament, all ice users and applicants including tournament organizers will be informed by email or telephone of the opportunity to implement a new tournament or rent ice.
4. Staff will evaluate tournament requests based on the following criteria:
 - a. Impact on regularly scheduled resident user groups
 - b. Days and time requested
 - c. Overall financial impact to arena operations
 - d. Economic development for the Town
 - e. Relationship to the Town
 - f. All criteria will be considered, and with everything being equal, priority will be given to resident organizations

Ice Permit Terms and Conditions

Payment

For single use rentals payment is required upon receipt of invoice.

The user agrees that ice accounts must be paid within 30 days of invoicing. If payment is not received, the user's contract becomes null and void and further ice times will not be allotted. Invoices will also reflect the cost of any repairs due to damage to any part of the facility caused by the user or its members. Payments will be accepted through the online booking platform, cheque, cash or debit. Cheques should be made payable to the Town of Prescott.

Permits issued to a permit holder may be revoked by the *Ice Provider*, if, in the sole opinion of the *Ice Provider*, the permit holder fails to comply with the terms and conditions of the permit or any provision in this policy or for any other reason that the *Ice Provider* deems appropriate.

Unused Ice

Affiliated customers 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 tournament or league/playoff games.

Insurance Requirements

The organization shall, at all times during its allocated ice time in Town of Prescott Recreational Facilities, arrange, pay for and keep in force and in effect Comprehensive General Liability Insurance on an “occurrence” basis including personal injury, bodily injury and property damage protecting the Corporation of the Town of Prescott, its elected Members of Council, its employees, agents and contractors (hereinafter “Released Persons”) and the organization against all claims for damage or injury including death to any person or persons, and for damage to any property of the Released Persons or any public or private property, howsoever caused including damage or loss by theft, breaking or malicious damage, or any other loss for which the Released Persons or the organization may become liable resulting from the organization’s use of ice time in Town of Prescott’s Recreational Facilities. Such policy shall be written with inclusive limits of not less than Five Million Dollars (\$5,000,000), shall contain a cross liability clause, a severability of interest clause, shall be primary without calling into contribution any other insurance available to the Released Persons as additional insured parties. The Corporation of the Town of Prescott must be named as additional insured.

The organization (for itself and its insurers) shall release each of the Released Persons and waives any rights, including rights of subrogation; it may have against them for compensation for any loss or damage occasioned by the organization or loss of use of property of the Purchaser.

The organization shall provide certificates of insurance evidencing the coverage as required above to the Town of Prescott upon ice time confirmation by the recreation department, which certificates shall include the obligation on the part of the issuer of the certificates to endeavour to provide thirty (30) days written notice of cancellation to the certificate holders.

Upon expiry, documents of renewed coverage are again to be provided and the organization will make policies available to the Town for review from time to time and in the event of a claim.

General

Rental time is the actual time booked for the ice surface. Ice time is based on a 50 minute hour with the final 10 minutes of booked ice being dedicated to resurfacing the ice.

The user may have use of the following: ice surface, score clock, assigned dressing rooms and officials' room.

The Town of Prescott strongly recommends that CSA approved safety equipment including head, eye/facial protection be worn by all participants.

Any damage done as a result of vandalism or misuse of the facility by the user shall be charged against the User. It will be up to the user to gain restitution from visiting clubs/organizations. The Town of Prescott's Community Services will invoice the user group accordingly.

The facility is a smoke free building. Smoking and vaping are not permitted on the outdoor grounds of the facility within 20 metres of the perimeter of the grounds. Any person or user group that contravenes will be liable to lose their permit(s).

Alcohol is not permitted on the premises unless through an approved special occasion permit issued by the Alcohol and Gaming Commission of Ontario and adherence to the Municipal Alcohol Policy. Any person or team that contravenes will be liable to lose their permit(s).

Patrons entering these premises voluntarily assume all risks and dangers incidental to any and all events.

Any participant injured or in need of medical attention is required to report the incident to the Facility Operator on duty at the time of the incident.

At any time the facility staff feels that an unsafe ice condition may exist, the user may be asked to leave the ice surface until the ice surface is deemed safe. If this occurs and the permit must be forfeited, a refund will be given.

Curfew Ice

The *Ice Provider* reserves the right to curfew any games, including tournament games, to maintain the schedule submitted. It is the responsibility of the user to inform the *Ice Provider* 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 activities.

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 Community Services personnel.

Dressing Rooms

Alcohol is not permitted on the premises unless through an approved special occasion permit issued by the Alcohol and Gaming Commission of Ontario. Failure to comply will result in the following:

First offense - written warning

Second offense - will be liable to lose future permit(s)

Dressing rooms will be provided a minimum of 30 minutes prior to the rental time and shall be vacated within 30 minutes after rental. If rooms are not vacated by 30 minutes additional charges may be applied.

Dressing room assignment is at the discretion of Town of Prescott personnel. If special arrangements are required, a request should be forwarded to the Town of Prescott staff.

Dressing room keys will be left in the dressing room. It is the user's responsibility to lock the dressing room when going on the ice. The *Ice Provider* will not be responsible for stolen items at the facility.

Dressing rooms are to be left in the same or better condition as was provided. The assistance of the user groups is appreciated.

Ice Resurfacing

The user shall keep off the ice during the scraping and flooding and shall not go on to the ice until the resurfacing unit is completely off the ice and the ice resurfer door is closed. If this procedure is not followed, the Facility Operator will discontinue flooding or shoveling snow and leave the ice as is until everyone has cleared the ice surface.

All ice resurfacing (floods) will be at the discretion of the Town of Prescott 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.

Auxiliary Spaces Use

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 Community Services personnel and it will then be mandatory for the renting organization to provide the required persons at their cost.

All requests for auxiliary facilities and services must be arranged well in advance of the event with the Town of Prescott 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.).

Arrangements must be made through the Town of Prescott for the use of lobby/foyer space, fitness room and community rooms (i.e. admissions, souvenir sales, food/beverage services, etc.)

Summer Ice

If ice is available, requests for summer ice are on a first come first serve basis.

Signing of Permit

No person under the age of 18 shall be the signing authority of the Ice Rental Permit. The individuals who use the facility will conduct their behavior in a positive fashion and be under the immediate supervision and control of the individual who undertakes the responsibility to rent the ice surface.

The person(s) signing the Ice Rental Permit accepts the applicable responsibility of communicating these terms to all persons involved with the user and / or the user's guests or opponents (if applicable).

The persons signing on behalf of the team / organization must be confirmed authorized signing officers for said team / organization.

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 Alaine Chartrand Community Centre.

Dead Ice

In an effort to optimize the use of the ice, the Dead Ice program has been developed to allow a low number users to make use of the ice when it is not booked.

1. Ice can be booked up to 7 days in advance for unbooked ice times during the non-prime time ice rental hours.
2. Must book in advance
3. Bookings must be a minimum of one hour
4. Booking must be made by an individual 18 years of age or older.

5. Ice rental permit must be signed and payment received before rental occurs.
6. Full equipment and helmet are recommended for all participants if playing hockey, and helmet is recommended for all participants if skating.
7. Payment must be made by the renter before they go on the ice. The renter is responsible for collecting the rental fee in its entirety and paying Town personnel.
8. Community Services personnel have the right to accept or deny Dead Ice Rental request.

Rates and Fees

The Ice Provider has a responsibility to make recreation accessible to the community and at the same time operating the facilities in a way that is fiscally responsible. Arena rates and fees are reviewed annually and recommended to the Town of Prescott Council for approval. Subject to annual approval by the Council, ice rental rates are expected to increase by 3% each year.

Ice Allocation Policy Review and Update

The Ice Allocation Policy will be reviewed on a regular basis and initiated by the Community Services Department. The Community Services Department has the authority to adjust procedural items related to timing, process, etc. as appropriate and to respond to Council directions related to revenue achievement and strategic business approaches.