



## Town of Prescott – Ice Allocation Policy

### 1. Ice Allocation 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 administrating ice time use of the Alaine Chartrand Community Centre (ACCC).

#### 1.1. 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.

#### 1.2. Purpose:

The policy and guidelines contained within will serve as a framework for the Town of Prescott’s Ice Allocation process. The purpose of this policy is to provide a fair, transparent, and consistent framework for the allocation of municipal ice time while balancing community access, youth development, operational requirements, financial sustainability, and overall community benefit.

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:

- Managing fiscally responsible arena operations;
- Facilitating new revenue generating opportunities;
- Promoting Fairness, Equality and Accessibility;
- Processing tournament, special events and seasonal ice permits;
- Providing excellence in customer service;
- Promoting healthy living and access to Town programs including public skating;
- General administration and office requirements;
- Enhancing the quality of life for all residents; and



- Providing safe facilities.

### **1.3. Scope**

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

### **1.4. 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.

## **2. Guiding Principles**

The mandate of the Town 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 Town believes that, given its obligation and responsibility for ice allocation, it is imperative that it be administered in a fair and equitable manner to ice users. 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.

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 Town 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.

The Town supports and recognizes the importance of youth recreation and sport development.



The Town values adult recreation, tournaments, regional partnerships, and community events as important contributors to community wellness and facility utilization.

The Town supports equitable access and inclusive participation opportunities for underrepresented groups in sport and recreation.

The Town 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.

### **3. Definitions**

- **“ACCC”** refers to the Alaine Chartrand Community Centre
- **“Community Use”** refers to programs sponsored directly or indirectly by the Community Services & Recreation Department and are designed for general use by the public, i.e.: public skate, parent and tot, shinny, etc.
- **“Curfew Ice”** is a rule enforced by facility staff that requires an ongoing game or practice to stop at a strictly designated time, regardless of whether the game is finished.
- **“Ice Users”** refers to the organization/individual who holds the ice booking
- **“Prime Time”**: Monday-Friday 4:00 pm - 11:00 pm; Saturday -Sunday 8:00 am – 11:00 pm
- **“Non-Prime Time”**: Monday-Friday 8:00 am – 4:00 pm
- **“Town”**: Corporation of the Town of Prescott

### **4. User Categories & Definitions**

For the purposes of this policy, all ice allocation requests shall be categorized in accordance with the following user categories. These categories establish the framework for allocation priorities, eligibility requirements, and scheduling considerations outlined in Sections 5.0 (Allocation Priorities) and 6.0 (Seasonal Allocation Process).

The Town reserves the right to determine the appropriate user category for any allocation request based on the nature, duration, governance structure, and intended use of the proposed programming or event.

#### **4.1. Municipal Operations & Community Needs**

Municipal Operations & Community Needs refers to ice use required for the operation, maintenance, programming, or community service functions of the Town. This includes municipally delivered recreation programs, facility maintenance activities requiring ice closure or modification, and community-wide



initiatives, emergency uses, or other priority municipal requirements as determined by the Town.

Allocation under this category shall take precedence over all other user categories where operational requirements necessitate facility access.

#### **4.2. Tournaments & Special Events**

Tournaments & Special Events refers to scheduled multi-team or special-use bookings that utilize ice for concentrated programming over a defined period of time. This includes tournaments, showcases, invitational events, festivals, and other community or sport-related special events.

This category includes both youth and adult events and recognizes the contribution of such activities to:

- Community engagement,
- Participation opportunities,
- Volunteer involvement, and
- Local economic activity.

Allocation of tournaments and special events shall be governed by Section 8.0 (Tournament & Special Event Allocation), including seasonal reservation considerations and scheduling priorities.

#### **4.3. Youth Programming & Development**

Youth Programming & Development refers to organized recreational, instructional, developmental, or competitive ice-based activities primarily serving participants under the age of 18 years. This category includes structured seasonal programming as well as supplemental youth development initiatives that support skill development, participation growth, and healthy active living.

Allocation under this category shall be guided by Section 5.0 (Allocation Priorities), which outlines the Town's commitment to family-friendly scheduling and youth participation priorities.

##### **4.3.1. Recognized Seasonal Youth Organizations**

Recognized Seasonal Youth Organizations are established organizations that provide recurring seasonal ice programming for youth participants on an annual or multi-season basis.



These organizations typically operate within a formal governance structure and may be required to demonstrate:

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

Organizations recognized as Seasonal Youth Organizations must:

- Have constitutions.
- Be incorporated.
- Have an auditable annual financial statement.
- Be affiliated with a responsible regional, provincial or national organization. The choice of this organization can be entirely at the discretion of the Seasonal Youth Organization.

Recognized Seasonal Youth Organizations are intended to support long-term, structured youth sport and recreation delivery within the community and shall be considered for priority allocation in accordance with Section 5.0.

#### **4.3.2. Supplemental and Short-Term Youth Programming**

Supplemental and Short-Term Youth Programming refers to youth-focused ice activities that operate on a seasonal, temporary, or non-recurring basis. This includes, but is not limited to, development camps, skills programs, spring teams, invitational programs, and other emerging or independent youth sport initiatives.

Such programming may operate outside of traditional organizational structures but contributes to youth participation, development, and sport growth.

Organizations under this category may be required to provide minimum operational documentation, which may include:

- Proof of valid insurance,
- Designated program contact person,
- Participant supervision plan,



- Signed facility use agreements,
- Payment in accordance with Town procedures, and
- Compliance with all applicable Town policies.

Allocation shall be subject to availability and operational feasibility in accordance with Section 5.0. Not-for-profit/cost-recovery youth-focused programming will receive priority consideration for ice allocation over commercial youth programs where demand exceeds available ice.

#### **4.4. Community Representative Teams**

Community Representative Teams refers to organized competitive teams operating within formally sanctioned leagues that represent the Town or broader region in junior, senior, or elite-level competition.

These organizations typically:

- Operate as recurring seasonal users,
- Maintain league and governing body affiliation,
- Host scheduled games and events,
- Contribute to community identity and spectator engagement, and
- Support local sport development pathways.

Allocation within this category shall consider league scheduling requirements, operational feasibility, spectator attendance, affiliation with local recreation organizations, and overall community benefit.

#### **4.5. Adult Recreation**

Adult Recreation refers to organized or informal ice-based activities primarily serving participants aged 18 years and older, including recreational leagues, shinny hockey, and adult competitive programming.

Adult Recreation supports community wellness, recreation participation, and active living opportunities. However, allocation shall generally be scheduled in accordance with Section 6.0, which establishes priority consideration for youth programming during prime-time periods where demand exceeds availability.

#### **4.6. Schools**



Schools refers to scheduled ice use by accredited educational institutions for curriculum-based physical education, school sport programming, or student recreation activities delivered through formal agreements with the Town.

Allocation under this category shall be coordinated in consideration of school agreements, facility availability, and community programming requirements.

#### **4.7. Casual and Private Rentals**

Casual and Private Rentals refers to non-recurring, one-time, or commercially operated ice bookings, including private rentals, commercial training camps, instructional programming, and external user groups not otherwise classified under Sections 4.1 through 4.6.

Allocation under this category shall generally be considered based on remaining availability following priority allocations outlined in Section 5.0 and Section 8.0.

#### **4.8. General Application of Categories**

For greater clarity:

- a) Classification within a user category does not guarantee allocation approval, specific dates, times, or quantities of ice;
- b) The Town shall determine the appropriate category assignment for each request; and
- c) All allocations remain subject to operational requirements, facility limitations, and competing demand.

### **5. Allocation Priorities**

On an annual basis, the Town 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 allocation shall be determined in accordance with the user categories established in Section 4.0 and the principles outlined in this policy. The following priority framework shall guide allocation decisions where competing requests for ice time exist.

Where demand exceeds available ice, allocations shall generally be prioritized in the following order:

#### **5.1. Municipal Operations & Community Needs (Section 4.1)**

Includes municipal programming, operational requirements, facility maintenance, and Town-led community initiatives.



**5.2. Tournaments & Special Events (Section 4.2)**

Includes youth and adult tournaments, showcases, and special events, subject to seasonal provisions outlined in Section 8.0.

**5.3. Youth Programming & Development (Section 4.3)**

Includes all youth-focused programming, with priority consideration given to developmental and structured seasonal programming.

**5.3.1. Recognized Seasonal Youth Organizations (Section 4.3.1)**

Examples include but are not limited to: South Grenville Minor Hockey Association, Prescott Figure Skating Club, South Grenville Rangers JR/SR C, Rideau St. Lawrence Kings, Upper Canada Cyclones

**5.3.2. Supplemental and Short-Term Youth Programming (Section 4.3.2)**

Examples include spring teams, spring camps, development camps, skills training

**5.4. Community Representative Teams (Section 4.4)**

Includes organized competitive teams operating within formally sanctioned leagues that represent the Town or broader region in junior, senior, or elite-level competition. Examples include but are not limited to: South Grenville Rangers JR/SR C Hockey Club

**5.5. Adult Recreation (Section 4.5)**

Includes adult recreational programming and competitive league programming.

**5.6. Schools (Section 4.6)**

Includes school and educational programming agreements.

**5.7. Casual & Private Rentals (Section 4.7)**

Includes one-time rentals, commercial programming, and private bookings.

Tier	Category	Typical Users / Examples	Allocation Focus	General Scheduling Priority	Eligibility / Requirements
5.1	<b>Municipal Operations &amp;</b>	Municipal programs, Town events,	Supports core municipal operations	Highest priority based on	Internal municipal scheduling and



Tier	Category	Typical Users / Examples	Allocation Focus	General Scheduling Priority	Eligibility / Requirements
	<b>Community Needs</b>	maintenance, emergency/community initiatives	and community services	operational necessity	operational requirements
5.2	<b>Tournaments &amp; Special Events</b>	Youth tournaments, showcase events, invitational tournaments, charity tournaments, community events	Community vibrancy, tourism, economic impact, and special programming	Youth tournaments generally prioritized for weekends; adult and/or single day tournaments generally weekdays where feasible	Event-specific operational, insurance, staffing, and scheduling requirements, Special Event Policy procedures
5.3	<b>Youth Programming &amp; Development</b>	Youth sport and recreation programming serving participants under 18	Supports youth participation, development, and family-friendly scheduling	Priority consideration for prime-time and earlier evening ice	Subject to applicable organizational and operational requirements
5.3.1	<b>Recognized Seasonal Youth Organizations</b>	Include but not limited to Minor hockey, figure skating, ringette, established youth organizations	Recurring seasonal programming and structured youth development	Priority consideration for recurring prime-time allocations	May require governance structure, affiliation, insurance, financial accountability,



Tier	Category	Typical Users / Examples	Allocation Focus	General Scheduling Priority	Eligibility / Requirements
		, and SGR JR/SR			and compliance history
5.3.2	<b>Supplemental &amp; Short-Term Youth Programming</b>	Spring development teams, skills camps, showcase teams, emerging youth programs	Supplemental youth development and participation growth opportunities	Considered based on availability, operational fit, and community benefit	Modified operational requirements including insurance, supervision, and facility compliance
5.4	<b>Community Representative Teams</b>	Junior C teams, Senior C teams, elite community-based competitive teams	Community representation, spectator engagement, and competitive sport pathways	Considered for recurring seasonal allocations and scheduled game play while balancing youth prime-time priorities	May require governance structure, affiliation, insurance, financial accountability, and compliance history
5.5	<b>Adult Recreation</b>	Adult recreational leagues, shinny, adult organized sport	Community wellness and recreational participation	Generally allocated later evening prime-time and non-prime hours where feasible	Standard rental agreements, insurance, and payment requirements



Tier	Category	Typical Users / Examples	Allocation Focus	General Scheduling Priority	Eligibility / Requirements
5.6	<b>Schools</b>	Local schools, educational programming	Educational and student recreation use	Considered in coordination with operational availability and community use	School agreements and applicable insurance requirements
5.7	<b>Casual &amp; Private Rentals</b>	Private rentals, commercial camps, instructors, one-time bookings	Supplemental facility utilization and revenue generation	Allocated based on remaining availability	Standard rental agreements, insurance, and payment requirements

**5.8. Youth-Focused Scheduling Principles**

Without limiting the priority framework above, the Town shall apply the following scheduling principles:

- a. Youth Programming & Development shall generally receive priority consideration for earlier evening and family-friendly prime-time ice;
- b. Adult Recreation shall generally be scheduled in later evening prime-time and non-prime time periods where operationally feasible;
- c. Scheduling shall consider age-appropriate participation times, program safety, and participant experience; and
- d. The Town may adjust allocations to ensure equitable access and balanced facility utilization.

**5.9 Ice Discretion and Flexibility**

The Town shall retain full discretion in allocation decisions to ensure:



- a. Efficient use of available ice;
- b. Balanced access across all user categories;
- c. Accommodation of operational requirements and constraints;
- d. Alignment with community benefit and recreation priorities; and
- e. Requested dates, times, and preferred scheduling shall not be guaranteed.

#### **5.10 No Entitlement Provision**

Previous allocation history shall not constitute an entitlement to future ice time, including specific days, times, durations, or seasonal placements.

### **6. Seasonal Allocation Process**

The Town will make reasonable efforts to allocate ice in a manner that supports the functional needs of user groups and programs. Allocations are intended to provide equitable access across all user categories and may not reflect a group's ideal or historically preferred schedule, day, or time.

The Town recognizes organized youth sport and recreation as a foundational community service that supports physical literacy, healthy development, social connection, and long-term participation in recreation. As such, youth organizations and youth-focused programming will receive priority consideration for prime-time ice allocation over adult recreational programming where demand exceeds available ice.

Adult recreation programming remains an important component of community wellness and arena utilization. However, where competing requests exist for prime-time ice, priority will generally be given to youth-focused programming and development opportunities. Adult recreational programming will generally be scheduled during later evening prime-time periods and non-prime hours where operationally feasible.

Organizations are expected to utilize allocated ice efficiently. Consistent underutilization, repeated cancellations, or failure to use assigned hours may impact future allocation

#### **6.1. 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.

## 6.2. Ice Allocation Request Timelines

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	May	January	Oct 15	Nov 15
Tournaments & Special Events	May 22	June 30	Nov 15	Jan 30
Recognized Seasonal Youth Organizations	May 22	June 30	Nov 15	Jan 30
Supplemental & Short-Term Youth Programming	May 22	June 30	Nov 15	Jan 30
Community Representative Teams	May 22	June 30	Nov 15	Jan 30
Adult Recreation	May 22	June 30	Nov 15	Jan 30
Schools	May	January	N/A	N/A



Casual & Private Rentals	Oct 1	End of season	Mar 1	Aug 31
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### 6.3. Ice Booking Seasons

Summer Season (August 1 <sup>st</sup> -August 31 <sup>st</sup> )		
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 Operational availability	

Fall-Winter Season (Sept 1 <sup>st</sup> -Mar 31 <sup>st</sup> )		
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 <sup>st</sup> -May 15 <sup>th</sup> )		
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 Operational availability	
Dead Ice	Based on Operational availability	

## 7. Allocation Evaluation Matrix

The evaluation matrix is intended to guide allocation decisions while preserving operational flexibility.



Criteria	Weight
Percentage of need (not preference) Town is able to accommodate	High
Youth Development	High
Community Connection	High
Scheduling Compatibility	High
Historical Utilization	Medium
Efficient Use of Ice	Medium
Inclusion & Accessibility	Medium
Community/Economic Impact	Medium

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## 8. Tournament & Special Event Allocation

The Town recognizes tournaments and special events as important contributors to community engagement, sport development, participation opportunities, and local economic activity. Tournaments and special events may be subject to the **Town's Special Events Policy and procedures**. The Town is committed to achieving a balance between recreational and tournament/special events throughout the year.

Except in rare occasions, tournaments (minimum of two days) and special events will be scheduled on weekends. Seasonal users may be impacted and will be advised of dates once all tournaments and special events are booked for the season.

All general rules and reservation procedures as specified in this policy are applicable during tournaments and special events.

All tournament/special event bookings are to be made in writing to the Town in conjunction with requests for seasonal rentals and must be submitted in relation to the ice allocation timeframes.



Should an organization wish to include the lobby, community rooms, fitness room or other public space in their tournament/special event rental and/or wish to have bar service, this information, including desired hours, should be included with the ice request.

Tournament allocation shall be managed to ensure a balanced approach between:

- youth development programming,
- seasonal user group needs,
- adult recreation access, and
- community event hosting.

### **8.1. Spring Tournament Allocation Period**

For the purpose of managing peak seasonal demand, a defined portion of ice availability may be reserved for tournaments and special events during the spring allocation period of **April 1 to May 15**.

In order to accommodate these events and minimize disruptions to the master schedule, the Town of Prescott will allocate tournament and special event ice using an allocation model over the course of the spring season as follows:

During this period:

- a. A portion of available ice may be reserved in advance of seasonal allocations for tournament and special event use;
- b. Priority for weekend tournament allocations shall generally be given to youth tournaments and youth-focused events;
- c. Adult tournaments and adult special events shall generally be scheduled Monday through Friday where operationally feasible; and
- d. The Town shall make reasonable efforts to preserve weekend and early evening ice for youth programming and development activities.
- e. Tournament allocations will not be on consecutive weekends.

### **8.2. Youth Tournament Priority Consideration**

Youth tournaments shall generally receive priority consideration for weekend ice allocations, recognizing their role in:

- athlete development,
- participation opportunities,
- and family-oriented recreation access.



### **8.3. Adult Tournament Scheduling**

Adult tournaments and adult special events may be accommodated; however:

- a) Weekend allocations shall not be guaranteed;
- b) Priority scheduling will generally occur in weekday or non-prime time periods; and
- c) Allocation shall be subject to overall seasonal demand and youth programming requirements.

### **8.4. Allocation Criteria for Tournaments**

Tournament allocation decisions may consider, but are not limited to:

- a) Age and participant demographic (youth vs. adult);
- b) Community benefit and participation impact;
- c) Economic impact and tourism generation;
- d) Historical success and organizational reliability;
- e) Operational feasibility and staffing requirements;
- f) Scheduling impact on seasonal user groups; and
- g) Alignment with inclusion, accessibility, and participation growth objectives.

### **8.5. Tournament Allocation Authority**

The Town reserves the right to:

- a. Limit the number of tournament bookings during peak periods;
- b. Adjust tournament dates or durations to balance competing demands;
- c. Decline tournament requests where sufficient ice is not available; and
- d. Allocate ice in a manner consistent with the intent of this policy and overall community benefit.

### **8.6. Tournament Orientation Checklist**

Users hosting a tournament must fulfill the requirements of the tournament orientation checklist prior to the commencement of the tournament. Town staff will work with users to ensure all steps are completed. Items to review may include but are not limited to: insurance requirements, community room usage, canteen needs, food sales, alcohol or lottery licenses, Livebarn needs, facility set up needs. They may



include an in-person or virtual meeting and run in alignment with the Town's Special Event Policy.

### **8.7. Tournament Amendments and Cancellations**

The Town will effectively manage any client requests for tournament and special event amendments or cancellations with the goal of minimizing administrative, revenue and operational impacts. When changes or cancellations are requested, the guidelines outlined in the Ice Allocation Policy and Guideline will be stringently applied. Once a rental agreement has been signed, the following policies come into effect for cancellations initiated by the client and/or designate:

- Formal written notice is required to the Community Services & Recreation Department for tournament/special event cancellations.
- For notifications at least 30 days in advance of the event start date, no tournament/special event fees will be charged.
- With at least 14 days written notice, the client will incur a charge for 50% of the tournament/special event rental fee.
- Under 7 days, the client will incur an additional 10% fee will be charged by day.
- No refunds will be issued for cancellations within 2 days of the tournament/special event start date.

## **9. Inclusion, Accessibility & Community Development**

Allocation decisions may consider the extent to which an event or program supports inclusion, diversity, accessibility, and participation growth among underrepresented groups in sport and recreation.

### **9.1. New Community Ice Programs & Services**

New programs/services and sponsoring organizations/associations may be accommodated when they demonstrate community benefit, respond to an identified need and are in alignment with the criteria outlined in this Ice Allocation Policy and Guideline.

### **9.2. New Organization/Emerging Sport**

When reasonable and feasible, the Town of Prescott will recognize a new ice organization or emerging ice sport and will allocate ice time to enable it to establish its programs and services. Recognition and ice allocation will occur once the conditions



and criteria of this policy are met and if existing users will not be adversely affected. The Town will use unallocated ice first to meet the needs of a new applicant and will work with existing users to explore potential reallocation of their hours if required but reserves the right to reasonably reallocate hours from existing users, if warranted.

## **10. Dead Ice & 24-Hour Ice**

To optimize the use of the ice, the Dead Ice and 24-Hour Ice Programs have been developed to allow a low number of users to make use of the ice when it is not booked.

### **10.1. Dead Ice**

1. Ice can be booked up to 7 days in advance for unused 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 user before they go on the ice. The user is responsible for collecting the rental fee in its entirety and paying Town personnel.
8. Town personnel have the right to accept or deny Dead Ice Rental requests.
9. This ice does not always include a flood.
10. Once booked, this ice time is non-refundable.

### **10.2. 24-Hour Ice**

1. Ice can be booked up to 24 hours in advance for unused 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 user before they go on the ice. The user is responsible for collecting the rental fee in its entirety and paying Town personnel.
8. Town personnel have the right to accept or deny 24-Hour Ice Rental requests.
9. This ice does not always include a flood.
10. Once booked, this ice time is non-refundable.

## **11. User Responsibilities**

The *Town* 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.

### **11. 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 Town, if, in the sole opinion of the Town, 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 Town deems appropriate.

#### **11.1. 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.

#### **11.2. 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.

#### **11.3. 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.

#### **11.4. Permit Cancellations and Rescheduling by the Town**

The *Town* 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 *Town* through the Community Services & Recreation 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.

#### **11.5. 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.

#### **11.6. 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.

#### **11.7. Curfew Ice**

The Town 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 Town 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 Town personnel.

#### **11.8. 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 Town 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.

#### **11.9. 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).

## **12. 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.

### **13. Administration Management**

#### **13.1. Group Representation**

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

The *Town* requires updated contact information for every ice user in the online booking management system. This includes correct contact name, phone number, email and address.

#### **13.2. Standard Hours of Operation**

Standard hours of operation for the ice rental at the facility:

Regular Season: 8:00 am – 11:00 pm daily. Consideration will be given to inquiries interested in ice time at 7:00 am based on operational feasibility.

Spring/Summer Season: 4:00 pm – 11:00 pm Monday-Friday; 8:00 am – 11:00 pm Saturday-Sunday. Consideration will be given to inquiries interested in ice prior to 4:00 pm throughout the week.

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.

#### **13.3. 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.

## **14. Appeals Process**

Conflicts that arise from the development of the ice scheduling system will be evaluated by an Appeals Review Group consisting of the Manager of Community Services & Recreation, Director of Operations, Director of Administration & Clerk, and the Chief Administrative Officer & Treasurer.

Along with the information provided, consideration may 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; and
- Priority category of the ice requestor
- The Appeals Review Group reserves the right to request additional information to provide clarity
- The interpretation of this policy rests with the Appeals Review Group.
- The decision of the Appeals Review Group shall be final.

## **15. Rates & Fees**

The Town 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.

## **16. RZone Policy & Commitment to Respectful Environments**

The Town is committed to providing safe, respectful, inclusive, and positive recreation environments for all participants, spectators, volunteers, staff, officials, and user groups utilizing municipal ice facilities.

All users and visitors accessing municipal arena facilities shall conduct themselves in a respectful and sportsmanlike manner consistent with the Town's RZone Policy, as amended from time to time.

[Click here to view the Town of Prescott RZone Policy](#)

## **17. Policy Administration & Review**

The Ice Allocation Policy will be reviewed on an as needed basis with a minimum of once per term of Council and initiated by the Community Services & Recreation Department. The Community Services & Recreation 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.