city of Thompson

| POLICY AND DIRECTIVES | | |
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| Ice Allocation and Cancellation Policy | | |
| #REC7.0 | Date Approved/ Resolution #<br>August 22, 2007<br>May 27, 2019 2019 088 | Date Revised:<br>May 27, 2019 |

## Purpose of the Policy:

To ensure that there is a policy with procedures that Recreation, Parks and Culture can use to coordinate, schedule and operate facilities in a way that best meets current and future user needs.

## Policy:

Recreation, Parks and Culture shall have in place an ice allocation policy to offer a system of distribution of ice to the various users within the City of Thompson.

The Ice Allocation Policy consists of the following user groups:

- Special Events
- Public Skating
- Department Programs
- Minor Use Users
- Regional Hockey
- Adult Ice Users
- School Programs
- Other

## Definitions:

**Special Events:**

Major/minor special events that require the utilization of a number of facilities (eg. Winterfest, Tournaments/Championships). In order to receive priority booking these types of requests require a minimum of 2 months written notice and shall contain all details of the planned event.

**Public Skating:**

Recreation, Parks and Culture shall determine ice requirements for Public Skating according to the demand and usage by the general public. Specific amounts of time will be set according to need.

**Regional Hockey:**

Teams consisting of players from the Norman Region who play in an organized scheduled league.

**Department Programs:**

Programs offered to the general public (eg. Parent & Tot Skating, Noon Hour Skate).

**Minor Ice Users:**
Groups organized to offer programs to participants less than 18 years (eg. Minor Hockey, Skate Thompson, Thompson Ringette, Termite Hockey).

**Adult Ice Users:**
Organized Groups offering programs to participants 18 years+ (eg. Thompson Oldtimers, Thompson Mens Hockey, Wings, The Hockey Club).

**School Programs:**
Activities that are covered in the Joint Use Agreement between the City of Thompson and the School District of Mystery Lake. These types of activities will receive eligibility with regard to the allocation of ice between the hours of 9:00am - 3:00pm; Monday - Friday at no charge as stated in the Joint Use Agreement.

**Other:**
Renters who are not part of the categories already described (eg. Casual Ice renters; birthday parties; pick up hockey).

## Procedures:

Priority: Ice shall be distributed using the following priority list as a guideline:

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| Priority #1: | Special events |
| Priority #2: | Regional Hockey (Games) |
| Priority #3: | Public Skating |
| Priority #4: | Minor Ice Users/Regional Hockey(Practice) |
| Priority #5: | Adult Ice Users |
| Priority #6: | Department Programs |
| Priority #7: | School Programs |
| Priority #8: | Other |

**Allocation Authority:**
All allocation authority shall reside with the Recreation Director, Recreation Parks and Culture Program.

**Ice User Committee:**
An Ice User Committee shall be established consisting of the City of Thompson Recreation Coordinator and the President or Vice-President from each Association. Committee members shall act as formal representatives for each user group on ice allocation related issues. Informal concerns and issues need to be directed to the appropriate representatives to be brought forward and dealt with.

**Committee's Role:**
To communicate the process of ice allocations to their membership;
bring forward issues from their group to be discussed by the committee; consider options in dealing with ice allocations; negotiate ice allocations on behalf of their organization.

Meeting Schedule: The Ice User Committee shall meet on or before June 30th to deal with issues presented. Recreation, Parks and Culture reserves the right to call the Committee together whenever the need arises. Groups may request a meeting of the Committee by notice in writing to Recreation, Parks and Culture outlining the need to meet.

**Length of Season:**
The Fall Season shall run from mid August Thanksgiving; the Winter Season shall run from Thanksgiving to April. Groups may request changes to the season for special events. Approval for changes to the length of the season resides with the City of Thompson. All facilities will be closed for statutory holidays unless otherwise noted.

**Method of Allocation:**
Ice allocation is based on a fair and equitable distribution of available ice. Every effort shall be made to accommodate all requests so that user groups can meet their anticipated ice requirements. Initial allocation is based on previous year's usage. Ice will be allocated in time blocks to each organization. It is each group's responsibility to assign ice times to their member groups. Minor Ice Users shall have priority Monday-Friday between 4:00-9:00pm and Saturday between 8:00am and noon. All Ice Requests must be submitted to the Recreation Coordinator using the Facility Request Form. Casual ice rentals shall not be considered booked or reserved unless appropriate contracts are signed and ice rental fees are paid prior to 5:00pm the day before the booking or by 5:00pm Friday for ice booked during weekends.

All changes to ice times must be coordinated through the Recreation Coordinator. User Groups may not transfer or reassign their allocated ice time nor may they give use or permission to any person, group or association without the consent of the Coordinator.

**Notification:**
Facility information regarding ice allocation will be made available to residents of Thompson in the following manner: Direct Communication: Confirmation and/or notice of cancellation will be sent via letter to user groups through their president or designate. The City of Thompson will only accept requests for schedule changes from the group's designated ice operation liaison.

**Email Correspondence:**
Communication regarding ice bookings will only be sent by email if the request for email communication is made in writing by the group's designated ice operation liaison. All email requests will be acknowledged within 24 hours (Monday-Friday) or by noon Monday if sent during the weekend. In case of a statutory holiday, requests will be acknowledged by noon the next business day following the holiday.

When sending or receiving emails, confirmation must be received within 24 hours (note: automatic read receipts will not be considered confirmation). If the sender does not receive confirmation during this 24 hour period it is the sender's responsibility to follow-up through other means (eg. Telephone, in person). Cancellations, requests or other information sent by either party will not be considered sent until confirmation is received. Cancellations received via email will be subject to the minimum 24 hour cancellation clause.

**Cancellations:**
A minimum of 48 hours notice must be given to the Department when cancelling a facility booking. Groups renting facilities during weekends or holidays must contact the Department by 12:00 noon the Wednesday prior to any weekend /holiday bookings. All cancellations must be submitted to the Recreation Coordinator.

Groups giving less than 48 hours notice will be charged for the scheduled ice time unless an alternate renter can be found.

**EVENT CANCELLATION**
All groups wishing to cancel their event ice time must contact the Recreation Coordinator no less than 10 days prior to the event. The user group will be billed for the ice time if the Thompson Recreation Department is not notified in the specified time frame unless some other group picks up the time.

The Department will take all reasonable means to rent unused ice time. Associations incurring no-show hours will be charged for the scheduled hours that were unused. In order that proper notice can be given to affected user groups **TOURNAMENT SCHEDULES MUST BE SUBMITTED TO THE RECREATION COORDINATOR BY NOON MONDAY ON THE WEEK OF THE TOURNAMENT**. Schedules received after this time cannot be guaranteed.

The Department will endeavor to provide a minimum of 24 hours notice of cancellations and/or changes to ice times. Notification of changes to the Public Skating schedule will be made by posted notice and/or through public service announcements. Consideration of changes, cancellations and the number of times per season this will occur remains at the discretion of Recreation, Parks and Culture.

**ALLOCATION OF OPEN ICE** ( ice available through cancellation)
If a user group is looking for extra ice throughout the season they must complete a facility request form. This form must be provided to the Facility Coordinator by Monday at 12:00pm (noon) for the week required. The Facility coordinator will offer open ice to the user groups who have completed and handed in the form and whose request fits the ice available based on first come first served. If no forms are handed in the ice will become open to everyone.

**Storage:**
The City of Thompson is not responsible for losses incurred while equipment is left in storage.

**Rules & Regulations:**
Recreation, Parks and Culture shall inform and supply to all potential renters all rules and regulations as per General Regulations to be attached to each booking confirmation letter. Acceptance of this letter will imply acceptance of all rules and regulations.

**Vandalism:**
Contracted ice times and the users of that time are the responsibility of the permit holder. Costs incurred through vandalism or damage caused by the group's participants during the

rental period will be the responsibility of the contract holder (materials and labour). Renters will have 30 days to make payment. Failure to comply will result in cancellation of future bookings until payment is received.

**Alcohol:**
No alcoholic beverages will be allowed in the Recreation Complex unless the proper Manitoba Liquor Control Permit has been obtained. A copy of each permit must be submitted to the Recreation office for approval prior to each event. At no time is Alcohol allowed in the building on a casual basis. Users will be required to sign a Facility Renter Agreement prior to use. Failure to comply will result in the RCMP being called and/or suspension of rental privileges.

**Smoking**:
As per the City of Thompson By-Law 1691-2004 "The Smoking Regulation By-Law" smoking is not permitted in any area of the Recreation Centre. Failure to comply may result in the RCMP being called and/or suspension of rental privileges.

**Dressing Rooms:**
All users are asked to vacate the Dressing Room within 30 minutes of the conclusion of their rental period. Dressing rooms will be assigned by the Facility Manager or designate

**Recreation, Parks and Culture or designate.**
Dressing room keys will only be issued to team coaches and/or managers. The City of Thompson is not responsible for losses incurred while equipment is left in dressing rooms. Users are asked to ensure each dressing room is clean (no garbage on floor, etc) when leaving the room. It is the responsibility of each organization to ensure there is adequate supervision in dressing rooms at all times. Pucks & sticks are to be used on the ice surface only - please do not use in hallways, dressing rooms or lobby.

**Schedules**:
During evenings and weekends Arena staff shall have final authority over the schedule and shall grant access based on the posted schedule only. Arena staffs are unable to make changes to the schedule at any time. Any discrepancies should be brought to the attention of the Recreation Coordinator the next business day. Groups are expected to leave the ice surface immediately following the conclusion of their rental period.

**Maintenance:**
Recreation, Parks and Culture reserves the right to cancel or delay any ice booking(s) for the purpose of repairs, extended maintenance and/or when the condition of the ice causes concern for health and safety. At no time is anyone allowed on the ice surface during floods and/or other maintenance procedures.

**Fees:**
Fees and charges are established through the budget process and are approved by City Council. Immediately upon approval by Council, the Recreation Coordinator will communicate the rental prices to user groups. Any Federal or Provincial taxes charged, remain outside the City of Thompson approved fees. These taxes are added to the approved fees and will be

charged to the user where applicable. Requests for reductions or waiver of fees must be submitted in writing to the Recreation Director, Recreation, Parks and Culture to be forwarded to The Recreation Committee for approval (see waiving of the fees Policy for details) .

**Invoices:**

User groups will be invoiced monthly for ice used in the preceding month. When calculating usage, increments of 15 minutes will be used including flood time. The City of Thompson reserves the right to request groups pay for ice prior to use. All casual ice rentals must be prepaid. User groups have 30 days to dispute an invoice. After 30 days the invoice is considered correct and is due.

**Failure to Pay:**

Renters with outstanding accounts will be denied booking privileges until outstanding accounts are paid in full.

**City of Thompson**
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27 May, 2019

**RESOLUTION**

**Resolution #** 2019 088

**Moved by:** Kathy Valentine

**Seconded by:** Brian Smith

BE IT RESOLVED THAT Council approve the amended Ice Allocation and Cancellation Policy.

Colleen Smook

**Mayor**
**City of Thompson**