

1. Purpose

The purpose of this policy is to establish a clear, fair, and financially responsible system for the allocation, booking, and management of ice time at the AGT Centennial Arena. This policy is intended to ensure efficient use of the facility, equitable access for user groups, and protection of Town revenue from late cancellations.

2. Scope

This policy applies to all organizations, user groups, and individuals booking ice time at the AGT Centennial Arena, including minor sports associations, leagues, tournaments, and casual renters.

3. Definitions

- **Block Ice:** Recurring ice time allocated to an organization for the duration of the season.
 - **Regular User Group:** An organization that receives block ice allocations (e.g., minor hockey, skating clubs).
 - **Casual User:** Any individual or group booking one-time or non-recurring ice.
 - **Scheduler:** The designated Town representative responsible for scheduling ice, confirming bookings, and receiving all booking and cancellation requests.
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4. Ice Allocation Process

4.1 Annual User Meeting

The Town will host an annual ice allocation meeting during the first week of August.

- All Regular User Groups must attend
- Each group must provide:
 - Estimated registration numbers
 - Total projected ice requirements
 - Preferred days and times

Information provided at this stage is understood to be preliminary and will be used to develop a draft allocation framework.

4.2 Schedule Development

- The Scheduler will develop a draft ice schedule based on:
 - Historical usage
 - Registration numbers
 - Community needs
 - Fair and equitable distribution
 - The draft schedule will be circulated to all user groups.
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5. Adjustment Period

- A two (2) week adjustment period will begin upon release of the draft schedule.
 - During this period, user groups may:
 - Request changes to their allocated days or times
 - Increase or decrease total ice requirements
 - All change requests must be submitted in writing to the Scheduler.
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6. Season Commitment and Lock-In

6.1 Finalization of Ice Schedule

- At the conclusion of the adjustment period, the ice schedule is considered preliminary and subject to the Fall Adjustment Window (6.2).

6.2 Fall Adjustment Window (One-Time)

Recognizing that team formation and league scheduling occur in early fall, Regular User Groups are permitted a one-time adjustment request.

- Requests must be submitted in writing no later than October 15
- Adjustments are limited to:
 - Total quantity of allocated block ice
- Requests will be reviewed and accommodated where operationally feasible

After October 15, all allocations are considered final.

6.3 Commitment Period

All Block Ice allocations are fully committed from October 15 to February 1 of the ice season.

6.4 Financial Responsibility

Regular User Groups are financially responsible for all allocated ice during the commitment period, regardless of whether the ice is used, returned, or internally reassigned.

6.5 Cancellations During Commitment Period

Block ice cannot be reduced, released, or canceled during the commitment period.

- All allocated ice remains fully payable
- Unused ice may be used internally by the organization (e.g., development ice, shinny, team activities)
- Unused ice may not be sublet, assigned, or transferred to external users without Town approval

If unused ice is returned:

- It will revert to the Town for potential rebooking
 - No credit or refund will be provided
 - In exceptional circumstances only, the Town may consider a credit at its sole discretion
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6.6 Commitment Incentive Discount (Local User Groups)

To recognize the financial commitment of Regular User Groups, the Town will provide a 5% discount on approved ice rental rates.

This discount applies only to:

- Local organizations based within the Town or service area
- Block ice allocated during the commitment period (October 15 to February 1)

Conditions:

- Applies only to invoiced block ice during this period
- Does not apply to casual rentals, tournaments, or post-February 1 bookings
- Accounts must remain in good standing

The Town reserves the right to determine eligibility.

7. Post-February 1 Cancellation Policy

Effective February 1:

- Cancellations made 48 hours or more prior to the scheduled start time will not be charged
- Cancellations made less than 48 hours prior will be charged at the full rental rate

Additional conditions:

- The 48-hour period is based on the scheduled start time
 - Cancellations must be submitted in writing (email) and confirmed received by the Scheduler
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7.1 Conditional Bookings (Playoffs and Tournaments)

Ice times booked for conditional or “if-needed” games may be cancelled without penalty provided:

- Notice is given as soon as the game is confirmed unnecessary
- Notification is submitted in writing

Failure to provide timely notice may result in standard cancellation charges.

8. Casual Ice Rentals

- Casual users must pay in full at the time of booking
 - Cancellation terms:
 - More than 48 hours notice → no charge
 - Less than 48 hours notice → full charge
 - All cancellations must be submitted in writing (email) and confirmed received by the Scheduler
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9. Weather and Emergency Closures

9.1 Town-Initiated Closures

If the Town closes the facility due to:

- Severe weather
- Mechanical failure
- Emergency conditions

Then:

- The Town will first make reasonable efforts to reschedule the affected ice time within the same season
 - If rescheduling cannot be reasonably accommodated, a credit or refund may be provided at the discretion of the Town
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9.2 User-Initiated Weather Cancellations

User groups canceling due to weather must notify the Scheduler as soon as possible.

All weather-related cancellations will be reviewed on a case-by-case basis.

Where cancellation is accepted:

- The Town will first make reasonable efforts to reschedule the ice time
- If rescheduling cannot be reasonably accommodated, a credit or refund may be provided at the discretion of the Town

Where cancellation is not accepted:

- Standard cancellation or commitment rules will apply

All decisions regarding rescheduling, credits, or refunds are at the discretion of the Town and are final.

10. Payment Procedures

- Regular User Groups will be invoiced monthly
 - Payment is due within 30 days of invoice
 - Late payments may result in:
 - Administrative fees
 - Suspension of future bookings
 - Requirement for pre-payment
 - Casual rentals must be prepaid at time of booking
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11. Authority and Enforcement

The Town reserves the right to:

- Reallocate ice as needed for maintenance or events
 - Interpret and enforce this policy
 - Deny or suspend bookings for non-compliance
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12. Transition Provision (2026–2027 Season Only)

To support implementation of this policy:

- The October 15 adjustment window may allow for reasonable increases or decreases in ice allocation, subject to availability
- The Town may permit limited additional flexibility beyond October 15 where operationally feasible; however, regular or repeated release of assigned block ice with short notice will not be permitted
- All transition flexibility is temporary, at the sole discretion of the Town, and will not apply to future seasons

Beginning in the 2027–2028 season, this policy will apply in full.

Roles and Responsibilities

Chief Administrative Officer	<i>Review and update this policy annually</i>
Scheduler	<i>Liaise with user groups to coordinate ice times</i>

CERTIFICATION

I, Damon Werrell, Chief Administrative Officer for the Town of Delisle, hereby certify that this policy was duly approved by Council (Resolution # 135/26).



Seal



Damon Werrell
Chief Administrative Officer