



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 formally allocated by the Town to a Regular User Group for specified dates and times during the ice season.
 - **Regular User Group:** An organization that receives an approved allocation of Block Ice from the Town for recurring use during the ice season and remains responsible for that allocation in accordance with this Policy.
 - **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.
 - **Sublet:** A Town-approved arrangement under which a Regular User Group permits an approved Sub-user to use specified Block Ice while the original Regular User Group retains the allocation and remains financially responsible to the Town.
 - **Sub-user:** An organization or individual approved by the Town to use specified Block Ice pursuant to an approved sublet arrangement.
 - **Commitment Period:** The period from October 15 to February 1 of the applicable ice season during which Block Ice allocations are final and financially committed, subject only to the exceptions expressly provided in this Policy.
 - **Designated Authority:** The Chief Administrative Officer, acting in consultation with the Leisure Services Coordinator.
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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.

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.

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, sublet, or internally reassigned, except where a credit is expressly provided under this Policy.

6.5 Cancellations During Commitment Period

Block Ice cannot be reduced, released, or cancelled during the Commitment Period.

- All allocated ice remains fully payable, except where a credit is expressly provided under this Policy.
- Unused ice may be used internally by the Regular User Group for activities consistent with its approved use of the facility (e.g., development ice, shinny, team activities).

Subletting of Block Ice:

A Regular User Group may request permission to sublet allocated Block ice to another organization or user. All subletting requires the prior written approval of the Designated Authority. No sublet is effective until written approval has been provided and all applicable Town requirements have been satisfied.

Where a sublet is approved:

- The original Regular User Group remains the holder of the ice allocation and remains fully responsible to the Town for payment of all applicable rental charges.
- Any payment associated with the sublet shall be made directly by the sub-user to the original Regular User Group. The Town will not invoice or collect payment from the sub-user in respect of the sublet.
- The amount charged by the original Regular User Group to the sub-user shall not exceed the amount payable to the Town for the applicable ice time unless otherwise approved in writing by the Designated Authority.
- The sub-user must comply with all applicable Town bylaws, policies, facility rules, agreements and requirements.
- The sub-user is subject to the same facility-use, insurance and risk-management requirements, if any, that would apply if the sub-user booked the ice directly through the Town. The original Regular User Group is not responsible for obtaining or paying for insurance on behalf of the sub-user.
- Approval of a sublet does not constitute a cancellation, assignment, transfer or release of the original Regular User Group's ice allocation or financial obligations to the Town.
- A sub-user may not further sublet, assign or transfer the approved ice time to another party.
- Approval of one sublet does not constitute approval of any future sublet.
- The Designated Authority may refuse or revoke approval of a proposed sublet where the proposed user, activity or arrangement does not satisfy Town requirements.

All approved sublets must be documented using the Town's prescribed sublet agreement prior to the sub-user accessing the ice.

Return of Unused Ice

A Regular User Group may return unused block ice to the Town; however, the Regular User Group remains financially responsible for the ice unless it is successfully rebooked.

Once returned, the ice will revert to the Town and may only be rebooked by the Town. Where the ice is rebooked, the replacement user will be billed directly by the Town, and the Regular User Group will not be charged for the amount recovered through the replacement booking.

If the replacement booking generates less revenue than the original charge, the Regular User Group remains responsible for the difference. If the ice is not rebooked, the Regular User Group remains responsible for the full applicable charge.

The Town does not guarantee that returned ice will be rebooked.

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 Designated Authority.
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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 Designated Authority.

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 Designated Authority 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 and where approved in writing by the Designated Authority; however, such flexibility does not create an entitlement, precedent, or ongoing right to release assigned Block Ice.
 - All transition flexibility is temporary, at the discretion of the Designated Authority, and will not apply to future seasons.
 - Beginning in the 2027–2028 season, this policy will apply in full. Administration will monitor its implementation and may bring forward any operational concerns or provisions requiring clarification or reconsideration for Council's review.
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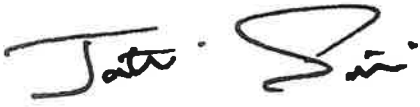
Roles and Responsibilities

Chief Administrative Officer	<i>Administer and review this Policy annually; approve or deny requests for subletting of Block Ice in consultation with the Leisure Services Coordinator.</i>
Leisure Services Coordinator/Scheduler	<i>Liaise with user groups to coordinate ice times; administer scheduling and provide recommendations to the Chief Administrative Officer regarding proposed sublets.</i>

CERTIFICATION

I, Jatin Saini, Chief Administrative Officer for the Town of Delisle, hereby certify that this policy was duly approved by Council (Resolution # 157-26).





Jatin Saini
Chief Administrative Officer