



Policy Title Sports Center Ice User Policy & Rates	Adopted By Council Date: Sept 13, 2022	Policy Number 2022-009
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1.0 PURPOSE

The Town deems it beneficial to make a policy governing the management, maintenance, improvement, operation, control, and use of the Dundurn Sports Centre to ensure equal opportunity for organizations and community members to utilize the facility.

2.0 GENERAL POLICY

- 2.1 Users will be responsible for all damages to building structures and grounds.
- 2.2 All Facility Rules and Regulations are to be adhered to.
- 2.3 If maintenance is required, requests for service can be made by phone, e-mail, or in person to the Maintenance Supervisor.
- 2.4 The Town reserves the right to evict or refuse further bookings or usage to person(s)/group(s) causing willful damage or breaching the Facility Regulations and will be billed accordingly.
- 2.5 Dressing rooms and/or storage areas that are occupied by a user group are to be cleaned and kept in an orderly fashion by the user group.

3.0 RATES, FEES & BOOKING POLICIES

- 3.1 The Ice User fees for usage of the Town of Dundurn Sports Centre are detailed in Schedule “A” of this Policy.
- 3.2 Hours of Operation will be defined as follows:
 - Transitional Ice
 - April – September
 - Prime Hours – October to March
 - Mon-Fri 3:00pm-10:30pm
 - Sat & Sun 8:00am-10:30pm
 - Non-Prime Hours – October to March
 - Mon-Fri Open-8:00am & 3:30pm
- 3.3 All regular, master schedule and special event bookings must be made to the Ice Scheduler.
- 3.4 A representative or an alternate must do all bookings of ice for each minor group. The names addresses and telephone numbers of the representatives must be submitted to the Ice Scheduler in writing.



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- 3.5 All groups understand that in order to accommodate and develop new activities within our facilities, circumstances may require existing groups to surrender or reallocate time, to accommodate the new activity.
- 3.6 All cancelled rental times will revert back to the Recreation department for renting purposes. Subletting is not permitted by any facility user, unless permission is granted by the department
- 3.7 All bookings can be refunded 60% up to 7 days prior to rental. If cancelled within 7 days of rental no refund will be applicable.
- 3.8 Bookings cancelled after the cancellation deadline has past will be charged full rate for the booking regardless of whether the space is booked out to another user group.
- 3.9 Ice time made available through cancellations will be booked on a first come first serve basis.
- 3.10 The user group cancelling an ice time will not have priority over other groups to get the time slot back if they change their mind later. If it is still available, they may re-book it, but cannot bump another booking to get their ice time back.
- 3.11 Cancellation due to extreme weather conditions will not be charged to the User Group. Government issued travel advisories and highway conditions will be used to make the determinations.
- 3.12 In order to maintain the control and administration of rentals, all bookings must be made through the Ice Scheduler (dundurnicescheduler@gmail.com) Staff are advised to direct inquiries to the Ice Scheduler. Under no circumstances is the facility to be used without a booking.
- 3.13 The Town of Dundurn reserves the right, due to emergencies or weather conditions, to postpone or reschedule any activity, with notice being given to the user group as soon as it is possible.
- 3.14 The Town of Dundurn Sports Centre Staff have the discretion to determine when ice cleans are needed in order to prevent permanent damage to the ice surface and to ensure safe usage by participants.

4.0 PAYMENT

- 4.1 User groups will be given a detailed ice users billing at the end of each month for actual ice used. If account in not paid in full within thirty (30) days, The Town of Dundurn will be applying two percent (2%) per month interest on all accounts. If accounts are not cleared up within sixty (60) days, the Town of Dundurn reserves the right to cancel future bookings until the account is paid.



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- 4.2 The User Group has the right to dispute charges within 30 days of the invoicing date. Any disputes need to be made in writing and addressed to the Ice Scheduler.
- 4.3 Tournaments will require a \$150 deposit; a credit card number must be provided to be kept on file for a damage deposit until after the event

5.0 FACILITY REGULATION & DISCIPLINE

- 5.1 Anyone found on the premises with liquor or legal drugs in his/her possession, without proper authorization, will be removed from the premises. Anyone found on the premises with illegal drugs in his/her possessions will be reported to the proper authorities.
- 5.2 One dressing room will be assigned to each user group. Female players will have access to separate dressing room when required. Coaches’ access to a separate room, including the referee room, will be based on availability and subsequent bookings.
- 5.3 Occupants are required to vacate the dressing rooms as quickly as possible and not more than 45min after the conclusion of their ice time. This includes the last group booked for the day, who shall also vacate the building. Failure to so do will result in additional charges and/or suspension of future ice times.
- 5.4 Coaches, managers, supervisory, or authorized personnel hosting an event will be responsible for the conduct of all participants associated with their program.
- 5.5 Sticks, pucks, balls, etc. are to be utilized only on the ice surface. They are not to be used in any other location of the facility without permission from the Recreation Department.
- 5.6 There will be one dressing room per user group that is scheduled for ice time. There will also be access to the referee/coaches’ room if required. These rooms are available to the user groups one-half hour prior to each ice booking and one-half hour following the booking to vacate their dressing room and/or facility after their ice time is finished.
- 5.7 Each room is equipped with garbage receptacles. All users are requested to deposit all debris into the receptacles in order to help keep the rooms in a tidy condition for all users.
- 5.8 Coaches, managers, and authorized supervisory personnel are responsible for the conduct of their program participants and are required to be the first to enter and the last to leave the change room.
- 5.9 Washroom areas within dressing rooms and the facility are to be kept in an orderly fashion. This includes, but is not limited to, keeping food debris and garbage out of shower areas and flushing toilets.



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Schedule A

TOWN OF DUNDURN ICE RATES

<u>ICE RATES</u>	<u>2022/2023</u>
Dundurn Minor Hockey	\$ 140.00 (per hour)
Local Tournament Fee (including Dundurn Minor Hockey)	\$ 600 (per 10 hour slot)
Local Senior Teams	\$ 165.00 (per hour)
Local Prime Time	\$ 165.00 (per hour)
Non-Local Prime Time	\$ 190.00 (per hour)
Non-prime time rental for anyone	\$ 155.00 (per hour)
Non-Local Tournament Fee	\$ 900.00 (per 10 hour slot)
Public Skating / Shiny per person drop in	\$ 5.00
Single Skating Fee	\$ 35.00 (per person)
Family Skating	\$ 85.00 (immediate family only – must be prepaid)
NEW	
Admin Fee per approved event to serve alcohol for team fundraising during tournament & game ice rentals	\$ 50.00