

Corporation of the City of Clarence-Rockland

Policy –Indoor Ice Rinks and Concrete Surfaces

MF2023-02 - Operations Services

This policy comes into effect on September 1st, 2023

Adopted by (Regulation no)

1.0 Policy Statement

The City of Clarence-Rockland is providing the community with recreational facilities to encourage residents to be active and to adopt a healthy lifestyle.

2.0. Purpose

The purpose of this policy is to define the principles and to establish the guidelines for managing the rental of indoor ice rinks and concrete surfaces that fall under the responsibility of the City of Clarence-Rockland's Operations Services.

3.0 Definitions

"Service" refers to the City of Clarence-Rockland's Operations Services.

"Contractual Users" refers to a group renting the municipal sports facilities on a regular and ongoing basis throughout an entire season.

"Occasional Users" refers to a group renting the municipal sports facilities on an occasional basis without any consistency.

"Special Event" refers to any occasional activity that falls outside of regular season requests (i.e. tournaments).

4.0 Scope

This policy applies to all Users of indoor ice rinks or concrete surfaces managed by the Service.

5.0 Principles and Guidelines

5.1 Installation

The Service is responsible for managing the following sports facilities (indoor ice rinks and concrete surfaces):

- Clarence Creek Arena , 418 Lemay Street, Clarence Creek
- Clarence-Rockland Arena, 60 Canadian Lane, Rockland

The facilities listed above will be closed on the following days:

- December 25th
- January 1st

No rental is allowed on those days.

5.2 Seasons

The rental seasons for indoor ice rinks are defined as follows:

- Fall/Winter: September 1st to April 30th
- Spring/Summer: May 1st to August 30th

The rental season for concrete surfaces are defined as follows:

- Spring/Summer: May 1st to August 15th (Clarence Creek Arena)
- May 1st to July 15th (Clarence-Rockland Arena)

The City reserves the right to amend the dates mentioned above at any time.

5.3 Rental Requests

Users have various options to submit their rental requests. For more information, they must inquire with the Service.

5.4 Allotment of Hours

Allotment of regular hours and Special Event hours to Contractual Users will be prioritized as follows:

- 1- City of Clarence-Rockland programming
- 2- Local minor sports association
- 3- Local adult league (according to seniority)
- 4- External minor sports association
- 5- External adult league
- 6- All other requests

The Service also reserves the right to prioritize local adult leagues over local minor sports associations after 9pm to ensure fair allotment of available hours.

The Service reserves the right to amend the above priority order in the event a change is deemed essential to effective management of the facilities.

For Occasional Users, rental requests will be handled on a "first come, first served" basis.

5.5 Rental Fees

5.5.1 Rental Fees Principles

All rental hours are billed according to effective rates. Allocated hours cannot be sublet or sold to a third party.

Indoor skating rinks – the last ten (10) minutes of a one (1) hour rental will be used to clean the ice surface.

Concrete surfaces – a one (1) hour rental allows for a full hour of activities.

5.5.2 Peak Hour & Off-Peak Hour Rates

The peak hour & off-peak hour rates shall apply to all reservations:

Peak Hours	Off-Peak Hours
Monday to Friday 5 pm to 11 pm	Monday to Friday 6 am to 5 pm 11 pm to 12 am
Saturday and Sunday 7 am to 10 pm	Saturday and Sunday 6 am to 7 am 10 pm to 12 am

5.5.3 Administrative Costs - Late Departure

In the event the locker room has not been emptied within 25 minutes following the end of the ice rental period, Contractual Users or Occasional Users will receive a maximum of 3 written warnings issued by the administration. If the issue persists, additional fees equivalent to 50% of the hourly rental rate will be invoiced, as set in the user guidelines.

5.5.4 Preferred Rate

To support minor sports associations within the municipality, the City offers a preferred rental rate. Minor sports associations that meet the following criteria can benefit from the preferred rate:

- The activities organized by the association must be sporting activities on ice or concrete surfaces.
- Users must be 21-years old or less.
- The association must be a not-for-profit.
- The association must be able to submit its annual financial statement, upon request.

For indoor rinks, this rate is applicable only during the fall/winter season (see section 5.2 of this policy). To ensure the preferred rate benefits the taxpayers of the municipality, the total number of preferred rate hours that each association is entitled to will be proportional to the number of participants living in the municipality (for example, if 80% of an association's participants are from Clarence-Rockland, the association is entitled to 80% of its hours billed at the preferred rate. The remaining 20% of its hours is billed at the regular rate).

5.5.5 Exception – Preferred Rate

Junior hockey teams will be granted the number of hours mentioned below at the preferred rate. The balance of hours will be at the regular rate according to the User rates in force:

TEAM	ALLOCATION
Junior A	140 hours
Junior B	110 hours
Junior C	80 hours

All tournaments meeting the following criteria will be billed at the preferred rate:

- Tournament taking place between March 1st and April 30th
- Tournaments open to all Clarence-Rockland citizens
- All tournament proceeds are reinvested in the community

5.5.6 Daily Rates

Indoor ice rinks – no daily rates available.

Concrete surfaces – daily rates for Special Events include one day of installation before the activity and one day of dismantling after the activity. Any additional hours for set-up or tear-down will be billed according to User rates. The Service reserves the right to bill additional fees for cleaning or employees, if required.

5.5.7 Last Minute Rental Rate

The last minute rental rate applies to indoor rinks only.

The last minute rental rate applies to all rental requests made within less than ten (10) business days of the requested rental date for as long as this type of request is not made on a regular basis.

The last minute rental rate always applies during March break and during the holiday period as per the school calendar.

5.6 Refunds/Rental Hour Cancellations

Indoor ice rinks – Contractual Users for the Fall/Winter season have until September 20th to cancel any allocated hours. Contractual Users for the Spring/Summer season have until April 15th to cancel any previously allocated hours. No cancellations will be permitted after the dates mentioned above.

Indoor ice rinks – Occasional Users: No cancellations will be accepted once a reservation has been made.

Indoor rinks (Special Events) and concrete surfaces: reservations for Special Events on indoor rinks or concrete surfaces can be cancelled according to the following conditions:

- A full refund will be provided if the hours are cancelled at least 30 working days (6 weeks) before the scheduled event.
- A 50% refund will be provided if the hours are cancelled more than 20 working days (4 weeks) before the scheduled event.
- No refund will be provided if the hours are cancelled less than 10 working days (2 weeks) before the scheduled event.

The City reserves the right to provide a refund under exceptional circumstances.

5.7 Payment

Contractual Users will receive an invoice at the end of each month. They will have 30 days to submit their payment.

Occasional Users will receive an invoice before the rental date. Payment must be received prior to this

date, **otherwise** the Service reserves the right to cancel the rental.

All outstanding invoices must be paid before a new rental agreement is issued. Late payments will be handled according to municipal policies.

5.8 Repair Costs

The Service reserves the right to invoice Users for any repairs needed after excessive or abnormal use.

5.7 Liability Insurance

The Users agree to obtain liability insurance before the rental period. A valid \$2,000,000.00 liability insurance certificate designating the City of Clarence-Rockland as additional insured must be submitted to the administration prior to the rental date.

Review and Amendments

<i>Date:</i>	<i>Reviewed by:</i>	<i>Staff Report No.</i>