

The Corporation of the City of Clarence-Rockland

Ice Allocation Policy			
Code	POL5005.1-2608		
Jurisdiction	Operations Services		
Approved by	RES2026-65	Date	2026-08-12

1. Policy Statement

The City of Clarence-Rockland is providing the community with recreational facilities to encourage residents to be active and adopt a healthy lifestyle. This Ice Allocation Policy has been developed to permit ice use at indoor arenas in an equitable and transparent manner that prioritizes residents.

The City of Clarence-Rockland reserves the right to allocate ice time based on the application of the Standard of Play, assessment of the staff of the City of Clarence-Rockland's Operations Services with due consideration for the City's program needs and the best interest of the users.

2. Purpose/Objective

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

3. Definitions

- 3.1. **Adult Partner Group** means organizations renting municipal indoor ice arenas to provide adult activities, are not-for-profit, and at least 70% of participants are Resident. Adult groups are defined as groups where the majority of participants are 18 years or older.
- 3.2. **Business Day** means any weekday (Monday through Friday) between 8:30 am and 4:30 pm excluding statutory holidays recognized by the City of Clarence-Rockland.
- 3.3. **Good Standing** means any organization or person that is not involved in any legal proceeding (litigation or prosecution) with the City of Clarence-Rockland or does not have any outstanding debts or payments owed to the City of Clarence-Rockland.

- 3.4. **Local Schools** means elementary or secondary schools located within the City of Clarence-Rockland and operating under a publicly funded school board. For clarity, Local Schools do not include specialized academies.
- 3.5. **Non-Prime-Time Ice** means ice time scheduled outside Prime-Time Ice hours, namely Monday to Friday from 6:00 am to 5:00 pm and from 11:00 pm to 12:00 am, and Saturday and Sunday from 6:00 am to 7:00 am and from 10:00 pm to 12:00 am. Non-Prime-Time Ice applies only between September 1st and April 30th.
- 3.6. **Occasional Users** means a group renting the municipal sports facilities on an occasional basis without any consistency.
- 3.7. **Prime-Time Ice** means ice time scheduled Monday to Friday from 5:00 pm to 11:00 pm and Saturday and Sunday from 7:00 am to 10:00 pm between September 1st and April 30th. Between May 1st and August 31st, all ice time is considered Prime-Time Ice.
- 3.8. **Resident** means a person whose principal residence is located within the legal boundaries of the City of Clarence-Rockland.
- 3.9. **Special Event** means any occasional activity that falls outside of regular ice time requests. Special events could include sports tournaments, skating demonstrations or shows, boxing events, hockey summer camps, large-scale multi-function event (e.g., expo), etc. and support economic development in the City of Clarence-Rockland. Special Events may result in a Partner Group's allocated ice time not being available during the Special Event.
- 3.10. **Weekdays** means Monday to Friday.
- 3.11. **Weekends** means Saturday and Sunday.
- 3.12. **Youth Partner Group** means organizations renting municipal indoor ice arenas to provide youth activities that are incorporated as not for profit organization and may be required to provide financial statements. Youth Groups are defined as having participants younger than 21 years of age.

4. Scope

This policy applies to all users of indoor ice rinks managed by the City of Clarence-Rockland.

5. Policy/Procedure

5.1. Priority Levels

- Allotment of prime-time ice will be prioritized as follows:
 1. Ice time committed under existing agreements with user groups
 2. City of Clarence-Rockland Programming
 3. Special Events
 4. Youth Partner Group
 5. Adult Partner Group
 6. All Other Requests
- The City of Clarence-Rockland reserves the right to prioritize Adult Partner Groups over Youth Partner Groups after 9:00 pm to ensure a fair allotment of Prime-Time Ice.
- The City of Clarence-Rockland reserves the right to amend the above priority order in the event a change is deemed essential to the effective management of the facilities.

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

- The City of Clarence-Rockland will accommodate Non-Resident Applications for use of ice facilities during the Non-Prime-Time Ice hours or at other times when the availability exists and Youth and Adult Partner Group demand has been satisfied. Non-Resident applications will be considered only on an "as available" basis, and any accommodation will not form a historical precedent.

5.3. Partner Groups

- The City of Clarence-Rockland will grant Youth Partner Group status to any organization meeting the following requirements on an annual basis:
 - A member of a Regional, Provincial or National sports organization.
 - Be in Good Standing with the City of Clarence-Rockland.

- Provide a complete list of participants in the format prescribed by the City of Clarence-Rockland. For Youth Partner Groups, participant lists must include age, address with postal code and level(s) of play or program(s) participated in.
- Provide a list of organization executives to the City of Clarence-Rockland.
- Commercial General Liability insurance as prescribed in this document.
- The City of Clarence-Rockland will grant Adult Partner Group status to any client meeting the following requirements on an annual basis:
 - Be in Good Standing with the City of Clarence-Rockland.
 - Provide a complete list of participants in the format prescribed by the City of Clarence-Rockland. For Adult Partner Groups, the participant list must include addresses with postal code.
 - Provide a list of organization executives or key contact to the City of Clarence-Rockland.
 - Commercial General Liability insurance as prescribed in this document.
- If the Partner Group fails to meet the annual requirements in Section 5.3 the Partner Group will lose their status and must reapply for Partner Group status.

5.4. New Partner Groups

- The City of Clarence-Rockland will recognize a new Partner Group once the requirements in Section 5.3 are met. Documentation must be provided to the City of Clarence-Rockland four weeks in advance of the required date to submit ice allocation requests.

5.5. Application of the Standard of Play

- The City of Clarence-Rockland's Operation Services will apply registration data to the Standard of Play formula which will determine the total number of weekly hours each Partner Group is entitled and agrees to assume each season.
- Additional needs will be satisfied pending ice availability and demand. If, after the Standard of Play has been applied for all Youth Partner Groups and Adult Partner Groups, Prime-Time Ice is available, additional needs will follow the priority levels outlined in Section 5.1. In such cases, if sufficient Prime-Time Ice is not available to accommodate

additional needs for all groups at a priority level, available Prime-Time Ice will be allocated to all groups on a prorated basis based on the number of Resident participants the previous season.

- Application of the Standard of Play is not applicable from May 1st to August 31st.
- During seasons when the total demand for facilities exceeds supply, a Partner Group's entitlement will be prorated so that all Partner Groups experience equitable deficit adjustments to their entitlements.
- Only the City of Clarence-Rockland Resident participants will be counted towards the application of the Standard of Play for Youth Partner Groups. For example, if 30% of a Youth Partner Group's participants are Resident, the Youth Partner Group would receive 30% of the Prime-Time Ice hours that would be typically allocated under the Standard of Play.
- Prime-Time Ice allocation for Youth Partner Groups will be divided between Weekdays and Weekends. Where possible operationally, Youth Partner Groups will be assigned at least 40% of their allocated Prime-Time Ice on weekdays and at least 40% of their allocated Prime-Time Ice on weekends. This allocation requirement doesn't apply to Junior Hockey teams.
- The City of Clarence-Rockland will endeavour to distribute early and late Prime-Time Ice to Youth Partner Groups in a fair manner considering organizational limitations.
- By definition, Adult Partner Groups participants are at least 70% Resident. For Adult Partner Groups, the Application of Standard of Play will be based on all participants.
- Adult Partner Groups will be scheduled ice times later than Youth Partner Groups. For further clarity, Adult Partner Groups will typically be scheduled to begin at 9:00 pm or later. To ensure a fair allotment of Prime-Time Ice, The City of Clarence-Rockland reserves the right to prioritize Adult Partner Groups after 9:00 pm as per Section 5.1.
- The City of Clarence-Rockland will endeavour to schedule Adult Partner Groups on the same evening each year with priority based on the seniority of the Adult Partner Group (seniority based on years of rental). Adult Partner Groups are not able to request changes to the day of the week or time assigned based on tenure of renting ice from the City of Clarence-Rockland.

5.6. Standard of Play

- The table below shows the Standard of Play. The Standard of Play was developed using ice time requirements from sport governing bodies and the number of hours of Prime-Time Ice available at the City of Clarence-Rockland's arenas.

Level of Participation	Age Category	Participants	Entitlement (hours per week)
Hockey and Ringette		Maximum # per Team	
House League	U9 and Under (half ice)	Team	1.00
	U10 - U21	Team	2.00
	Ringette Fun	Team	1.00
Boys Select	U9 and Under (half ice)	Team	1.00
Girls C	U10 - U21	Team	3.00
A, B, BB Hockey	U9 and Under (half ice)	Team	1.00
	U10 - U21	Team	3.00
AA, AAA Hockey	U12 - U21	Team	3.00
Junior Hockey		Team	4.00
Figure Skating		Number of Skaters	
Can Skate		50	1.00
Pre Can Skate		50	1.00
Adult Learn to Skate		50	1.00
Junior Star and Star 1 to 4		20	4.00
Star 5 to Gold		14	6.50
Power Skating/Hockey Skills		40	1.00
Synchronized Skating		Team	
		per team	2.00
Adult Ice Sports		Maximum # per Team	
Adult Ice Sports (various)		per team (minimum 11 players)	0.50

- Any association requesting less prime time ice than it would receive under the standard of play will be allocated the amount of prime time ice requested.
- After the standard of play has been applied to Youth and Adult Partner Groups, additional available Prime-Time Ice with start times before 10:00 pm will be allocated to Youth Partner Groups whose ice time allocated under the standard of play is less than the amount of ice requested. Any such ice time will be allocated on a prorated basis based on Youth Resident Participants (Youth Partner Group Resident participants divided by total Youth Partner Group Resident participants from Youth Partner Groups requesting more ice time than allocated multiplied by the number of unallocated Prime-Time Hours rounded to the nearest hour).

- Any additional Prime-Time Ice will be available on a first come, first-served basis using the priorities outlined in Section 5.1.

5.7. Spring/Summer Ice Allocation

- Ice will be allocated using the priorities outlined in Section 5.1.
- After Prime-Time Ice committed under existing agreements with user groups, City of Clarence-Rockland Programming and Special Events, the remaining Prime-Time Ice will be allocated to Youth Partner Groups on a prorated basis based on Resident participants from the Spring/Summer season the previous year.
- Should any Prime-Time Ice be available after Youth Partner Groups requests have been satisfied, the remaining Prime-Time Ice will be allocated to Adult Partner Groups on a prorated basis based on Resident participants from the Spring/Summer season the previous year.
- Should any Prime-Time Ice be available after Adult Partner Groups requests have been satisfied, it will be made available to Occasional Users on a first come, first serve basis.

5.8. Non-Prime-Time Ice Allocation

- Ice will be allocated using the priorities outlined in Section 5.1.
- Non-Prime-Time Ice will be allocated to Youth Partner Groups on a prorated basis based on Resident participants from the same season the previous year.
- Should any Non- Prime-Time Ice be available after Youth Partner Groups requests have been satisfied, the remaining Non- Prime-Time Ice will be allocated to Adult Partner Groups on a prorated basis based on Resident participants from the same season the previous year.
- Should any Non- Prime-Time Ice be available after Adult Partner Groups requests have been satisfied, it will be made available to Occasional Users on a first come, first serve basis.

5.9. Participation and Residency

- On an annual basis, registration data from the previous season of play must be supplied, in an approved format, by all Youth and Adult Partner Groups to the City of Clarence-Rockland's Operation Services on or before April 15 each year (Fall/Winter) and on or before January 15 each year (Spring/Summer).
- Registration data must include Registrant's full name, complete address including postal code, age category and level(s) of play and/or

program(s) in which the registrant participated. Prime-Time Ice requests must include the total number of Prime-Time Ice hours requested. Information collected by the City of Clarence-Rockland shall be in accordance with the Municipal Freedom of Information and Protection of Privacy Act and shall be used for the sole purpose of determining and assigning ice time to clients.

5.10. Appeal Process

- If a Youth or Adult Partner Group believes the ice allocation policy was not applied correctly, the Partner Group may appeal their allocation. Requests for appeal must be made in writing within ten (10) business days of receiving the ice allocation notification from the City of Clarence-Rockland's Operation Services. Requests for appeal must state how the ice allocation policy was applied incorrectly and the amount of prime-time ice the Partner Group believes it should have received.
- Appeals will be considered by the Manager of Municipal Buildings and Parks and will consider the following:
 - compliance with the ice allocation policy
 - main group(s) the Partner Group serves
 - impact on other Partner Groups and other community groups
 - Partner Group Resident participant growth/decline
 - other applicable City policies
- The outcome of the Appeal will be communicated in writing to the appealing Partner Group by the Manager of Municipal Buildings and Parks.
- For clarity, Youth and Adult Partner Groups may appeal the number of Prime-Time Ice hours allocated. Youth and Adult Partner Groups cannot appeal the day of the week or times the allocated Prime-Time Ice is scheduled by the City of Clarence-Rockland.

5.11. School Board Partnership

- The Municipality will provide free ice time to local school boards equivalent to 2% of the total student population annually. Each eligible school board will receive two hours of complimentary ice time per 100 registered students. (Example: A school board with 1,000 students will receive 20 hours of free ice time per year.)
- The total number of potential ice time hours will be calculated annually based on official enrolment data as of September 15th of each year.

- Rental Requests and Allocation of Hours:
 - Ice time will be allocated during Non-Prime-Time Ice hours, subject to availability.
 - School boards must submit their preferred time slots and intended use (e.g., physical education classes, team practices, tournaments) by September 30 of each year.
 - Administration will work collaboratively with school board representatives to finalize the schedule.
- Conditions of Use
 - Ice time must be used exclusively for school-related activities. Supervision by school staff is required at all times during use.
 - Any damage or misuse of the facilities may result in suspension of access.
- Section 5.11 does not apply to sport-study programmes or specialized sports academies.

6. Principles and Guidelines

6.1. Installation

- The City of Clarence-Rockland is responsible for managing the following indoor ice rinks:
 - Clarence Creek Arena, 418 Lemay Street, Clarence Creek; and
 - Clarence-Rockland Arena, 60 Canadian Lane, Rockland
- The facilities listed above will be closed on the following days (no ice rentals will occur):
 - December 25
 - January 1

6.2. Seasons—The rental seasons for indoor ice are defined as follows:

- Fall/Winter: September 1 to April 30
- Spring/Summer: May 1 to August 31
- The City of Clarence-Rockland reserves the right to amend the dates mentioned above at any time.

6.3. Ice Allocation Timing

- Ice allocation requests must be received by April 15 for the following Fall/Winter season and January 15 for the following Spring/Summer season.
- The City of Clarence-Rockland will provide Partner Groups with the preliminary number of allocated Prime-Time Ice hours by May 1 for the Fall/Winter season and February 1 for the Spring/Summer Season.
- The City of Clarence-Rockland will provide Partner Groups with the final number of allocated Prime-Time Ice hours and the scheduled times by May 15 for the Fall/Winter Season and February 15 for the Spring/Summer Season.

6.4. Partner Group Scheduling

- The City of Clarence-Rockland does not guarantee that a Youth or Adult Partner Group will receive the same time slots as the same season the previous year.
- Allocated Ice Time may be used only for the intended purpose by the Youth or Adult Partner Group. The sublet of ice is strictly prohibited and may result in the cancellation of the allocation and future ice allocation consideration.
- Youth Partner Groups may exchange allocated ice time with other Youth Partner Groups. In such cases, the City of Clarence-Rockland must be notified in writing five Business Days in advance.
- Annually, the City of Clarence-Rockland will review the Ice Allocation Policy and make changes if required.

6.5. Rental Rates

- All rental hours are billed according to the City of Clarence-Rockland's User Fee By-law, as amended.
- The last ten (10) minutes of a one (1) hour rental will be used to clean the ice surface.
- Administrative Costs—Late Departure
 - In the event the dressing room has not been emptied within 25 minutes following the end of the ice rental period, Youth or Adult Partner Groups or Occasional Users will receive a maximum of three (3) written warnings issued by the Operation Services. If the issue persists, additional fees equivalent to 50% of the hourly rental rate will be invoiced, as set in the User Fee By-law.

- Preferred and Subsidized Rates
 - To support minor sports associations within the municipality, the City of Clarence-Rockland offers Youth Partner Groups both a preferred rental rate and a subsidized rental rate. For indoor ice rinks, these rates apply only during the Fall/Winter season.
 - To ensure that the subsidized rate benefits municipal taxpayers, the number of hours each Youth Partner Group is eligible to receive at the subsidized rate will be proportional to the percentage of its participants who reside within the municipality. For example, if 80% of an association's participants reside in Clarence-Rockland, the association is eligible to have 80% of its allocated ice hours billed at the subsidized rate. The remaining 20% of its hours will be billed at the preferred rate.
 - There is no limit on the number of hours that may be billed at the preferred rate.
- Exceptions—Preferred and Subsidized Rate
 - Junior hockey teams will be granted the number of hours mentioned below at the subsidized rate. The balance of hours will be at the preferred rate according to the User Fee By-law.

Team	# of subsidized hours
Junior A	140 hours + Playoff
Junior B	110 hours + Playoff
Junior C	80 hours + Playoff

- All tournaments meeting the following criteria will be billed at the Subsidized rate:
 - Tournament taking place between March 1st and April 30th that respects the following:
 - Tournaments open to all Clarence-Rockland citizens
 - All tournament proceeds are reinvested in the community

6.6. Last-Minute Rental Rates

- 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.
- No last-minute rental return is permitted.

6.7. Special Events – Fall/Winter season

- In order to minimize the lost of prime-time hours for Partner Groups during the Fall/Winter season, the City will allow a maximum of 10% of the total season amount of prime-time hours to special events.
 - Special events will follow priority as stated in Section 5.1.
 - Recurring special events will be prioritized over new events unless the amount of hours requested is significantly greater for the new event compared to the recurring event. In such cases, the City reserves the right to accommodate the new event.
- Ice Cover System (Clarence-Rockland Area Only)
 - This system allows users, organizations, and event promoters to reserve this space during the seasonal operating period of the indoor ice rinks.
 - The rental of the covered ice surface is subject to fixed fees for the installation and removal of the ice cover system. The time required for installation and removal must be included as part of the reservation. All reserved hours, including preparation and set-up time, will be billed in accordance with the applicable rates.
- Deposits for New Special Events Requests
 - The administration reserves the right to require a deposit for any event deemed to be at risk of cancellation.
 - Any new request to hold a special event on indoor ice rinks with the ice cover system shall be subject to a non-refundable deposit of \$1,000.00 or 50% of the total rental value, whichever is lower.
 - If the event proceeds, the deposit will be applied to the final invoice.
 - In the event of cancellation, the deposit will not be refunded.
 - Recurring events held on an annual basis are exempt from this requirement.
 - The City reserves the right to issue a refund of the deposit under circumstances deemed exceptional.

6.8. Return of Allocated Ice

- The City does not permit the return of allocated ice except as follows:
 - Youth and Adult Partner Groups may return Prime-Time Ice for the Fall/Winter season until September 30 each year, and

Spring/Summer Ice until May 1, without penalty. In these cases, the City of Clarence-Rockland will determine which hours are returned.

- The following cancellation procedure applies to all special events:
 - When notice of intent to cancel is received by City of Clarence-Rockland staff with thirty (30) Business Days or more, no financial responsibilities shall exist.
 - When notice of intent to cancel is received by the City of Clarence-Rockland with twenty-nine (29) Business Days or less notice, 50% financial responsibility shall exist, unless the cancelled ice is rented to another user by or through the City of Clarence-Rockland.
 - When notice of intent to cancel is received by the City of Clarence-Rockland with fifteen (15) Business Days or less notice, 100% financial responsibility shall exist, unless the cancelled ice is rented to another user by or through the City of Clarence-Rockland.
 - Youth Partner Groups and Junior hockey teams eliminated from playoff contention are not subject to the Ice Allocation Cancellation Policy.
- The City of Clarence-Rockland reserves the right to provide a refund under exceptional circumstances.
- Non-Attendance (No Show) and Inefficient Use of Ice Time
 - The City of Clarence-Rockland expects that all allocated ice time is used efficiently and effectively. Any absence will be considered an Inefficient Use of Municipal Resources. As a result:
 - The full rental rate will be charged
 - A usage record will be maintained for each Youth Partner Group and Adult Partner Group; repeated absences may result in:
 - A reduction in allocated Prime-Time Ice.
 - Adjustments to assigned ice times
 - Revocation of Youth Partner Group or Adult Partner Group status

6.9. Payment

- Contractual Users, including Youth and Adult Partner Group, will receive an invoice at the end of each month and will have 30 days to submit their payment.

- Occasional Users will receive an invoice before the rental date. Payment must be received prior to the rental date, otherwise the City of Clarence-Rockland 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.

6.10. Repair Costs

- The City of Clarence-Rockland reserves the right to invoice Youth and Adult Partner Groups and Occasional Users for any repairs needed after excessive or abnormal use.

6.11. Insurance

- Youth and Adult Partner Groups and Occasional Users must obtain liability insurance before the rental period. A valid \$2,000,000 liability insurance certificate designating the City of Clarence-Rockland as additional insured must be submitted to the administration prior to the rental date.

7. Review and Amendments

The policy needs to be reviewed every 1 year by the Operations Services.

Previous Code	Reviewed /Modified	Date (YYYY-MM-DD)	Updated by (employee name and title)	Authority (by-law, resolution or signature)
MF2023-02	Modified	2026-08-12	Jean-Luc Jubinville, Director of Operations Services	RES2026-65