



Municipal Policy Manual

NAME: Arena Ice Rental Policy

SECTION: 500 No: 509

COUNCIL MOTION NUMBER: 196 2306 26

UPDATED: August 2024

1. Purpose

1.1. To establish general guidelines for the rental and operation of the North County Recreation Complex.

2. Definitions

1. **Adult Group** means an organisation or individual that rents ice from the Town and has the majority of their Ice users over the age of 18.
2. **Arena** means the North County Recreation Complex.
3. **Arena Operator** means the individual or organisation that is employed to operate, clean, supervise and maintain the Ice Rink during the skating season.
4. **Concession Operator** means the individual or organisation that has a signed contract with the Town to operate the Concession in the Arena.
5. **Good Standing** means an Ice User that has paid any outstanding amounts prior to the 1st of May of every year and has no history of defaulting on any ice booking payments or having any ice booking cancelled due to late payments for a period of five years as per Section 5.2.
6. **Ice Rink** means the skating rink, change rooms, bleachers, foyer, bathrooms and any other area that is not considered the Curling Side of the North County Recreation Complex.
7. **Ice Season** means the six month period of time when ice is available to be booked. This is usually defined as the 1st of October until the last Sunday in March.
8. **Ice User(s)** means any group or individual that rents ice from the Town.
9. **Non Picture Butte Youth Group** means an organisation or individual that does not live within the municipal boundaries of the Town and rents ice from the Town that will be used by a majority of people that are under the age of 18.
10. **Non Reoccurring Ice User** means an Ice User that is not a Reoccurring Ice User.
11. **Picture Butte Youth Group** means an organisation or individual that has a mailing address in Picture Butte and provides programming to youth, under the age of 18, at the North County Recreation Complex.
12. **Reoccurring Ice User** means Reoccurring Adult Groups and Reoccurring Picture Butte Youth Groups.
13. **Reoccurring Adult Group** means an Adult Group that has been in Good Standing with the Town for five previous Ice Seasons.
14. **Reoccurring Picture Butte Youth Group** means a Picture Butte Youth Group that has been in Good Standing with the Town for five previous Ice Seasons.
15. **Town** means the Town of Picture Butte.
16. **Written** means by letter or by email.



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3. Management

- 3.1. The Facility shall be operated and maintained by the Town of Picture Butte and shall be operated according to the needs and interests of the community as outlined in this policy.
- 3.2. The Town will have ice available for rent from the 1st of October until the last Sunday of March.
 - 3.2.1. The Ice Season may be shortened or lengthened depending upon bookings and when the last Sunday of March falls each year. The decision to either lengthen or shorten the Ice Season will be made by the Director of Parks and Recreation in consultation with the Chief Administrative Officer.
 - 3.2.2. The Ice Rink will be closed on Christmas Eve
- 3.3. The CAO, Director of Parks and Recreation and Director of Corporate Services and/or their delegates, and the Arena Operator has the authority to refuse admission to any individual or group in accordance with this policy.
- 3.4. The Director of Parks and Recreation or delegate is responsible for:
 - 3.4.1. Allocating ice times to Reoccurring Ice Users as per this policy.
 - 3.4.2. The operation and maintenance of the Arena.
 - 3.4.3. Coordinating with the Arena Operator regarding any maintenance issues related to the operation of the Arena.
 - 3.4.4. Meeting with the Reoccurring Ice Users prior to the beginning of the Ice Season to:
 - 3.4.4.1. Communicate any changes in policy or procedures
 - 3.4.4.2. Present a drafted schedule
 - 3.4.4.3. To listen to any concerns that the Reoccurring Ice Users may have
 - 3.4.5. Finalising an ice rental schedule and to make any adjustments after the Reoccurring Ice Users cancellation date.
 - 3.4.6. Coordinating with the Concession Operator regarding any maintenance issues related to the operation of the Concession.
- 3.5. The Director of Corporate Services or delegate is responsible for:
 - 3.5.1. Ensuring that all invoices are sent to Reoccurring Ice Users.
 - 3.5.2. Ensuring that all payments for ice rentals are received by the Town.
 - 3.5.3. Overseeing the process of selling ice to Non Reoccurring Ice Users as per this policy.
 - 3.5.4. Updating the ice schedule to include ice rental sales.
 - 3.5.5. To communicate confirmed ice rental sales to the Arena Operator and Concession Operator as per this policy.

4. Ice Applications and Allocations of Ice

- 4.1. Reoccurring Ice Users must submit their applications for ice allocation(s) to the Town Office. Applications for ice in the Ice Season must be received in writing, by August 31st of the current year.
 - 4.1.1. Any ice request, in an application from a Reoccurring Ice User, that is not submitted before August 31st will only be considered after all other Reoccurring Ice User requests are considered.
 - 4.1.2. Any ice given up by a Reoccurring Ice User immediately reverts back to the Town of Picture Butte to be re-allocated as outlined in this policy.
- 4.2. The Director of Parks and Recreation, or delegate will create a yearly ice schedule by allocating ice times to Reoccurring and Non Reoccurring Ice Users according to the following order of priority:
 - 1st priority – Town of Picture Butte
 - 2nd priority – Reoccurring Picture Butte Youth Group
 - 3rd priority – Picture Butte Youth Group
 - 4th priority – Reoccurring Adult Groups
 - 5th priority – Adult Groups



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6th priority – Non Picture Butte Groups

- 4.2.1. Requests for additional ice time from any Reoccurring Ice User will not be allocated until all Reoccurring Ice User requests have been considered.
- 4.2.2. Notwithstanding the priority listing found in this section, historical use of previous years ice time allocations, Good Standing, and conduct within the facility will also be considered when allocating ice times.
- 4.2.3. The order of priority will not be considered when ice is already booked or scheduled to be used by another Ice User.
- 4.3. If ice time becomes available at a time and /or date that may be more suitable to a Reoccurring Ice User then a written request to change to that time will be considered.
 - 4.3.1. In the event that more than one request is received from a Reoccurring Ice User to change to another ice time, then the Director of Parks and Recreation will make a decision based upon Section 4.2 of this policy.
 - 4.3.2. In the event there are no outstanding requests for ice time, then additional requests from Reoccurring Ice Users will be considered as per the priorities outlined in this policy.
- 4.4. The Town may request Ice Users to provide a list of any person that will be using the ice under their booking.
 - 4.4.1. Information that can be requested may include: Name, age, email address, phone number and residential address of each person.
 - 4.4.2. When this information is requested the Ice User must provide this information at the time of the booking or for Reoccurring Ice Users within 30 days.
- 4.5. Any ice time, not allocated to Reoccurring Ice Users who submit applications prior to August 31st will be available for rent. The following procedure will be followed when renting ice to Non Reoccurring Ice Users:
 - 4.5.1. Available ice times will be made known to Non Reoccurring Ice Users in the following priority:
 - 4.5.1.1. Ice that is within the normal operating hours of the arena.
 - 4.5.1.2. Ice that is not within the normal operating hours of the arena but precedes or follows an already confirmed rental.
 - 4.5.1.3. Ice that does not precede or follow an already confirmed rental.
 - 4.5.2. A Fifteen minute ice cleaning time frame must be left between two different Ice Users.
 - 4.5.3. A Non Reoccurring Ice User must prepay to confirm an ice booking.
 - 4.5.4. Once a booking has been confirmed then the Town office will notify the Arena Operator and Concession Operator of the confirmed booking.
- 4.6. All Ice Users must sign an Ice User Agreement for Arena Bookings prior to their ice time.

Cancellations

- 4.7. Picture Butte Minor Hockey will be allowed up to October 31st to cancel ice bookings without penalty. All other Reoccurring Ice Users shall have up to seven days after the opening of the arena to cancel ice without penalty. After this date, any ice that is cancelled by a Reoccurring Ice User shall not be refunded or credited unless the Town is able to resell the said allocation with no loss in revenue to the Town. The Town will try to fill cancelled ice at full price until 3 business days before said cancelled ice, which if the Town is unsuccessful the Town will reduce rental rate by 50% and the Reoccurring Ice User will still be responsible for the remaining 50%.
- 4.8. For Non Reoccurring Ice Users, once a booking has been confirmed and payment has been received a refund will not be given to the Ice User if they cancel their booking.
 - 4.8.1. At the discretion of the Director of Corporate Services or delegate a booking for a Non Reoccurring Ice User that is cancelled can be rescheduled any time between October 1st and the last Sunday of



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March in the same season that the ice was booked. A cancelled ice time can not be rescheduled after the Ice Season.

- 4.9. The Town reserves the right to cancel any ice booking for the purpose of emergency repairs to the building, mechanical plant and/or the ice surface. The Director of Parks and Recreation or Arena Operator, with approval from the Director of Parks and Recreation reserves the right to cancel any ice booking in what they consider extreme weather conditions.
- 4.10. In the event of such a cancellation, the groups affected will be notified by the Director of Parks and Recreation, his delegate or the Arena Operator. If the Town cancels a Non Reoccurring Ice User time then the Town will refund the rental payment in full or if the Non Reoccurring Ice User agrees reschedule their ice time as per 5.2.1.

5. Fees and Charges

- 5.1. The rental of the Ice Rink shall be in accordance with the fees and charges approved by Picture Butte Town Council. All rental rates shall be subject to review on an annual basis by Council.
 - 5.1.1. This review will occur prior to a final annual budget being passed by Council.
 - 5.1.2. Any new ice rental rates will not take place until the Arena reopens. ~~on the 1st of October.~~
- 5.2. Reoccurring Ice Users will be invoiced monthly, payable within 30 days of the date upon which an invoice is mailed to the user.
 - 5.2.1. Any disputed billing amount will be considered as per the 30 Day Invoice Dispute Period Policy.
 - 5.2.2. The individual whose name appears on the contract shall be responsible for the rental payment to the Town.
 - 5.2.3. Outstanding amounts after the 30 days will accrue a late payment charge at the rate set by Council.
 - 5.2.4. If an outstanding amount extends beyond a two-month period, the Town may cancel the Ice Users ice time until the outstanding amount is paid in full and the User will become Non Reoccurring Ice User.
- 5.3. The Town will not rent ice at a youth rate to any Ice User with adult players that may operate under the umbrella of a youth organisation.
- 5.4. Rental rates for booking in excess of one (1) hour will include stoppages during the event for ice cleaning. One cleaning time shall be required after each hour of play.
- 5.5. Failure to comply to this policy may result in an Ice User's booking being cancelled by the Town.
- 5.6. Teams are required to vacate dressing rooms 30 minutes after the end of the booking. Users that fail to follow this and results in employees working overtime will be charged an additional \$100 on their next invoice.

6. Tournaments and/or Group Special Events

- 6.1. Applications for tournaments and/or group special events shall be received at the Town Office in writing, by August 31st of the current year.
- 6.2. The scheduling of tournaments and/or group special events shall be at the discretion of the Director of Parks and Recreation and must take into account the impact of these events on other activities within the facility.



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- 6.3. Rental rates for tournaments and/or group special events will include stoppages during the event for ice cleaning as per Section 6.4.
- 6.4. Cancellations for tournaments and/or group special events will be in accordance with Section 5 of this policy.