



The Corporation of the City of Kingston  
Ice Allocation Policy and Guidelines

## **INTRODUCTION**

### **Mission**

The Corporation of the City of Kingston's mission is to enhance the quality of life for present and future generations by providing progressive, professional services and leadership that reflects the needs of all those who work, live, visit, and play in the City of Kingston.

### **Vision**

We are a progressive, innovative corporation with satisfied citizens and employees. Our fiscal health enables us to update our infrastructure and grow our business community. We support a high quality of life for all of our citizens and they value the service we provide.

### **Values**

Teamwork	We are equally responsible to work to achieve our common goals.
Respect	We treat others as we want to be treated.
Integrity	Through honesty and integrity we earn the trust of our peers and those we serve.
Pride	Our sense of accomplishment is achieved through our contribution to the community. We are recognized for the quality of our work.

### **Purpose**

The City of Kingston's arena facility portfolio will significantly change in 2008 as a result of Council's commitment to capital and operational investments in arena facilities. With the addition of a new four-pad arena complex to the existing arena system, it has become necessary to more clearly define and communicate how ice will be managed, allocated and distributed. This policy and guidelines contained within will serve as a guide for the ice allocation process. It will guide all ice allocation outside Council Sanctioned Agreements.

The goal of this policy is to promote and encourage participation in ice sports to the overall benefit of the community. This Ice Allocation Policy has been developed to address upcoming changes to the current arena facility portfolio, changing demographics and market supply of indoor ice.

The policies identified in this document establish and clarify the City's responsibility for ice allocation, facility administration, and its commitment to the management of:

- Fiscally responsible ice facility operations
- Fair and equitable ice allocation
- Processing of tournament, special event and seasonal ice permits
- Special event ice management
- General administration requirements

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- Enhancement of the quality of life for all citizens
- Safe and accessible services to all

#### **Ice Permit Terms & Conditions**

Permits issued to a permit holder may be revoked by the City, if, in the sole opinion of the City, the permit holder fails to comply with the terms and conditions of the permit or any provisions in this policy or for any other reason that the City deems appropriate.

Payment for all permits must be received in advance of the start of the bookings. If a permit has multiple bookings over several dates, payments are to be arranged on a monthly basis with post-dated payments being received at the Facility Booking office upon confirmation of the permit. Payment can be made by cash, cheque, debit, Mastercard, Visa or American Express with post-dated payments being accepted by cheque and credit cards only. Cheques should be made payable to the City of Kingston.

In the event any Partner Group; Seasonal Client; Resident; Occasional/Commercial User has an outstanding account from a previous permit, rental privileges will be suspended until the account(s) has been paid in full.

#### **1. ICE ALLOCATION RESPONSIBILITY**

The City of Kingston's Facility Booking Office (FBO) has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect population, registration, utilization and participation patterns, in addition to applying municipal, provincial and federal directives where required. The FBO is responsible for implementation of the policies as outlined.

#### **2. ICE FACILITY OPERATIONS**

The City of Kingston will responsibly manage its ice resources to ensure optimum usage and programming, to reflect municipal directives and to minimize risk and operational issues, as well enhance fiscal health to allow for timely and effective infrastructure updates.

On an annual basis, City staff will organize a meeting with ice facility provision partners (Arcturus SMG Canada – Kingston Regional Sports & Entertainment Centre) and users to review, define or confirm the City's ice seasons, hours of operation, ice pad uses and restrictions, facility closures, holiday operating hours, prime and non-prime time hour definitions and ice capacity calculations. The results of this meeting will enable City staff to update related portions of this document, the Annual Arena Operations Calendar, the Ice Management Schedule and Critical Dates, the Ice Allocation Matrix and the Five-Year Ice Planning Calendar.

#### **3. ICE ALLOCATION AND DISTRIBUTION**

On an annual basis the FBO will develop an Ice Distribution Matrix that best reflects the expressed needs of the users and application of this Policy's directives and guides. Any such Matrix will reflect

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the Council supported Multiplex guideline of a minimum of 70% youth ice within the usable winter ice allotment. The City of Kingston reserves the right to reassign ice annually as required.

#### 3.1. Client Scheduling Priorities

Ice will be allocated utilizing to the following priority groups:

1. City of Kingston Recreational Ice Programs
2. Tournaments & special events (primarily hosted by Partner Groups)
3. Partner Groups (as defined below and previously in the Partner Group Policy)
4. Seasonal clients
5. Boards of Education – high school hockey and school ice
6. Occasional and commercial users

#### 3.2. City of Kingston Recreational Ice Programs

The City of Kingston ensures resident access to recreational ice opportunities through municipal skating programs. Programs provide low cost access to recreational skating opportunities organized through the Recreation & Leisure Services Department. Opportunities include public skating, senior skates, parent and tot skate, shinny hockey and learn to skate. Programs are provided in response to resident demand.

#### 3.3. Tournaments and Special Events

The City of Kingston supports special programs like tournaments and special events. These programs provide revenue generating opportunities to both the program organizers and the Corporation of the City of Kingston as well as economic spin-off to the community at large. Generally, tournaments and special events are competitions hosted by recognized City of Kingston partner groups. They may include events of regional or provincial significance. Tournaments may also be hosted by seasonal clients such as men's hockey leagues. Special events may not be limited to competitions and may include events such as trade shows or exhibitions. Typically, tournament and special event ice time is allocated above and beyond group's regular seasonal allocation.

#### 3.4. Partner Groups

A City of Kingston Partner Group is defined as follows:

1. A non-profit recreational group based in The City of Kingston and dedicated primarily to minor sports (18 and under)
2. Will be established providers of quality recreational programs, primarily for youth
3. Will be the main provider of its particular activity for youth in the City of Kingston
4. Membership in the group will be dominated by residents of the City of Kingston.  
(Note: If item 3 is dominate, item 4 may be waived)
5. Organizations recognized as Partner Groups must:
  - a. Have constitutions

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- b. Be incorporated
- c. Have an auditable annual financial statement
- d. Be affiliated with a responsible regional, provincial or national organization. The choice of this organization can be entirely at the discretion of the partner group.

If the appropriateness of a partner group's status as a partner group comes into question, the group may be required to re-produce evidence that the conditions under which it was granted partner status still apply.

#### 3.5. Seasonal Clients

Groups in this category are defined as groups that use an ice facility(s) on a weekly basis for an entire season. Examples are men's/ ladies hockey leagues, pick-up hockey groups, etc. The City of Kingston wishes to recognize long-term clients. Grandfathered status will provide existing clients (clients prior to the 2008/2009 ice season) access to historical ice (same or similar date or time blocked) to all seasonal clients that have had the same hour(s) for two or more consecutive years from the current year.

The City reserves the right to change the ice allocated to grandfathered clients when facility closures or restrictions must be applied, when ice schedules negatively influence operational/program efficiencies and resident demands or to meet the 70% youth matrix requirement. In these circumstances every attempt will be made to find an equitable ice time replacement.

If a designated 'grandfathered' permit holder disbands or fails to apply for ice in consecutive ice seasons, they will lose their 'grandfathered' status. If they reapply in a subsequent ice season, they will be treated as a new client. The 'grandfathered' designation is not transferable.

#### 3.6. Boards of Education – High School Hockey, and School Ice

1. School bookings are to be administered on a first-come, first-served basis through the FBO.
2. High School Hockey- A designated convener will be the point of contact for the high school hockey allocations. (Practice & Game Allocation)

#### 3.7. Occasional or Commercial Users

Groups in this category are defined as organizations or individuals that use ice time with the intent of generating positive net income (profit). At the City's discretion, not-for-profit groups may be allowed to generate net income from the use of allocated ice time so long as the subjects use aligns with the "fundamental activities" of the group. In consultation with ice users, the FBO will establish a process to ensure that net income producing activities of not-for-profit groups remain consistent with the goals, objectives and guiding principles of the Allocation Policy as well as the best interests of Kingston residents.

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3.8. Residency

The City of Kingston recognizes the tax-based contribution provided by its residents toward the development and operation of recreation ice facilities and recognizes that residents will always receive priority over non-residents in the allocation of ice time. For the purpose of supporting the ongoing development of ice user groups (e.g. girls/women's hockey), the City of Kingston will accept the residency requirements defined by Sport Governing Bodies (S.G.B.'s – local, regional, provincial and/or federal)) which govern the actions of local affiliated ice user groups.

The City reserves the right to impose residency requirements or limitations on permit applicants at any point in time in the future when it is deemed necessary to do so (e.g. restricted ice capabilities).

The City will accommodate the regular use of ice by non-residents after resident demand is satisfied and under special circumstances such as reciprocal agreements. Non-residents will not achieve historical status in regards to permit allocation on a year to year basis. Non-resident use will be reviewed on a case by case basis.

3.9. Weekly Hours of Entitlement and Distribution for Partner Groups

The number of weekly hours allocated to any Partner Group will be based on justified need. On an annual basis, registration data must be supplied by the Partner Group in an approved format to the FBO. The FBO will then apply the data to a 'Standards of Play' (SOP) formula which will determine the total number of weekly hours each user is entitled to and the distribution of those hours to different age and skill level groupings.

Hockey / Ringette					Figure Skating			
		Age Level	Players/ Team	Hrs/ Week			Skaters on Ice	Hrs/ Week
<b>House League Roster Select &amp; C Rep</b>	All	IP/Bunny	16	1	<b>Recreational</b>	Can Skate	60	1
		Jr. Novice/Tyke	16	1		Learn to Skate	60	1
		Novice	16	1		Special Olympics		
		Atom/Petite	16	1		Star Skate		
		Pee Wee	16	1.5	<b>Competitive</b>	Junior	24	5.25
		Bantam	16	1.5		Preliminary	24	5.25
		Midget/Deb	16	2		Intermediate	24	5.25
		Intermediate	16	2		Senior	24	9
					Competitive	24	13.75	
<b>Competitive</b>	A,B	Atom	17	2	<b>Synchronized Skating</b>	Novice	Team	2
		Pee Wee	17	2.5		Pre-Juvenile	Team	2
		Bantam	17	2.5		Juvenile	Team	3
		Midget	17	3.5		Senior	Team	4
		Intermediate	17	3.5				

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	AAA	Atom	17	3	<b>Speed Skating</b>			
		Pee Wee	17	3.5	Recreational	Spec. Needs-Midget	24	1
		Bantam	17	4		Juvenile - Masters	24	2
		Midget	17	5	Competitive	Spec. Needs-Midget	24	2
						Juvenile - Masters	24	2

3.10. The Seasonal Minimum Commitment

All partner groups and seasonal users are required to commit to a minimum:

**Fall & Winter** – 24 of 26 consecutive weeks permit schedule to be completed between the October 1 and the end of winter session March 31. Exceptions to the 24-week commitment may be made when the City is unable to supply replacement ice for disruptions to regular ice time during weekends and emergency closures.

**Spring** - 8 consecutive weeks permit schedule to be completed between the April 1 and May 31. Exceptions to the 8-week commitment may be made when the City is unable to supply replacement ice for disruptions to regular ice time during weekends and emergency closures.

**Summer**- 7 consecutive weeks permit schedule to be completed between July and Labour Day weekend. Exceptions to the 7-week commitment may be made when the City is unable to supply replacement ice for disruptions to regular ice time during weekends and emergency closures. Preference will be given to users that book for the entire summer season June 1 to Labour Day weekend.

3.11. Time Period Entitlements and Restrictions

3.11.1. Prime and Non Prime Ice

All partner groups will receive an equitable distribution of prime and non-prime hours. All partner groups, regardless of gender orientation, level of competitiveness, and total hours of entitlement shall not receive relatively more or less prime time access than a similar client.

3.11.2. Youth and Adult Ice

Some partner groups may have adult membership (excluding coaches). Partner groups that have limited adult membership must adhere to the rates and fees established in the rates and fees by-law. Groups will be charged youth rates when ice is used for instructional purposes and there is a mix of adult and youth participants. All mixed ages competitive ice will be charged at adult ice rates.

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3.11.3. Fall – Winter - Spring Seasons (Labour Day Weekend to May 31)

Prime Time	Monday - Friday	4:30 p.m. to Close
	Saturday and Sunday	8:00 a.m. to 12:00 a.m.
Non-Prime Time	Monday – Friday	Open to 4:30 p.m.
	Saturday and Sunday	Open to 8:00 a.m.

3.11.4. Summer Season (June 1 – Labour Day Weekend)

Prime Time	Sunday - Thursday	4:30 p.m. to Close
Non-Prime Time	Monday – Thursday	Open to 4:30 p.m.
	Friday and Saturday	Open to Close

3.11.5. Weekday and Weekend Ice

An ice distribution ratio of 50% weekday ice and 50% weekend ice will be used as a guideline by the FBO when allocating ice to seasonal and partner groups.

Weekday	Monday to Friday
Weekend	Saturday and Sunday

3.11.6. Block Bookings

Ice will be allocated in blocks of time (minimum of 2 hours). No organization will dominate a specific time block to the detriment of another organization. All organizations will share equally in the distribution of early and late prime time ice. If an organization can demonstrate, to the satisfaction of the FBO, that 'blocking of time' as outlined in this policy is not feasible, alternate methods of time distribution may be considered.

3.11.7. Allocation Time Frames

The following time frames will be compulsory when forwarding ice allocation requests into the FBO. All dates in the table below are prior to the beginning of each season. The FBO is committed to responding back to groups/clients within one month of each respective time frame.

Client	Season		
	Fall/Winter	Spring	Summer
COK Recreational Ice Programs	April 1	January 1	October 1
Tournaments and Special Events/ Camps	May 1	January 1	October
Partner Groups	May 1	N/A	N/A

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Seasonal Clients	June 1	January 1	February 1
Boards of Education	September 1	N/A	N/A
Occasional and Commercial Users	September 1	April 1	May 1

3.12. Conflict Resolution

Ice time request conflicts that arise from the development of the Ice Distribution Matrix will be highlighted by the FBO. These conflicts will be brought forward to the specific groups affected for discussion and resolution with an FBO representative acting as mediator. Should no resolution be reached with mediation addressing a specific ice time request conflict, the Supervisor of Administrative Services will act as Arbitrator. Each group involved in the ice request conflict will submit, in writing, to the Supervisor of Administrative Services, rationale for their requirement of the ice time in conflict. Along with this information, if required, consideration will be given to the following factors to guide a final decision. These factors would include:

- User group historical ice allocation.
- The degrees in which the user groups ice time requests have been met, apart from the ice time request in conflict.
- The age of the user group as it relates to the period of ice time in conflict.
- Sport(s) requirements of the groups involved. This would include requirements of governing sport bodies and logistics involved in the sport(s).
- Other applicable City of Kingston policies.

Should the groups not be able to resolve the conflict, the decision of the Supervisor of Administrative Services will be final.

**4. PROCESSING AND MANAGEMENT OF TOURNAMENTS AND SPECIAL EVENTS APPLICATIONS AND PERMITS**

The City of Kingston recognizes the significant positive impacts that tournaments, special events and championships can provide to the community. In order to accommodate these events and minimize disruptions to regular programs and league play, the City of Kingston will allocate seasonal ice and will allow for a about 72 hours to be allocated on a weekly basis for the purpose of running tournaments, special events and championships to a maximum of 26 weekends over the course of a fall/winter season. These tournament hours are in addition to regular seasonal ice allocation. User groups can combine these 72 hours with their regular seasonal hours to increase total tournament hours. The City is committed to achieving a balance between recreational and tournament/special event use during the regular winter ice season. The City recognizes that the INVISTA Centre and Catarauqui/Kinsmen Arena will be the main tournament locations and that groups can request to hold their tournaments any City of Kingston arena facilities.

Ice users requiring additional hours for their tournaments, will have to work with others users to release ice their regular allotted ice for these additional hours. City staff will help facilitate this process.

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In order to promote tournament play and assist with the development of the tournament centre allocation model, tournament organizers will receive as part of their tournament event ice rental, complimentary hall use to enhance the quality of the event and assist with event logistics. Adult tournaments will receive one (1) free hall rental per day, per minimum 8 daily hours of ice rental. Youth tournaments will receive two (2) rooms, one to be used as a tournament office and one to be used for other tournament needs. The minimum ice rental requirement for adult tournaments also applies for youth tournaments.

#### 4.11. Opportunities and Restrictions

Some user groups may have to re-locate to another City of Kingston arena if another user group holds a tournament. Regular seasonal ice time will **NOT** be lost. City of Kingston recreational ice programs will not be cancelled during tournament weekends. The FBO will be responsible for effectively managing client requests for tournaments and special events. This model will provide all users with an uninterrupted ice schedule.

A maximum of two tournaments or special events per organization per fall (September to December) and per winter (January to March) will be scheduled at the tournament facilities of their choice between the fall/winter season (September through March). If supply exceeds demand, the FBO will address further user needs on a case by case basis.

#### 4.12. Tournament Permit Amendments and Cancellations

The City will effectively manage any client requests for tournaments and special event permit amendments or cancellations with the goal of minimizing administrative, revenue and operational impacts. When changes or cancellations are requested, the guidelines outlined in the Ice Allocation Policy will be stringently applied.

## **5. PROCESSING AND MANAGEMENT OF SEASONAL AND LEAGUE ICE APPLICATIONS AND PERMITS**

#### 5.11. Permit Amendments and Cancellations

Allocated ice time turned back in to the FBO must be done utilizing the same ratio as the originally allocated ice (e.g. a proportionate number of prime and non-prime time ice, weekday and weekend ice). The FBO reserves the right to accept only hours that hold the greatest potential for rebooking.

The FBO has the right to control all ice distribution and use of City-owned and operated ice facilities for the duration of the ice permit. Controls must be in place to minimize the negative impacts that unused, returned, amended and cancelled ice can have on the arena system operation and its clients. As such, the FBO will apply all guidelines outlined in the Ice Allocation Policy to reasonably and responsibly manage unused ice or changing ice needs once permits have been issued.

#### 5.12. Added Ice (Temporary or Permanent)

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All ice hours added to an existing contract will be final on the date issued and accepted. No further changes will be considered.

5.13. Transferred Ice/ Ice Trades/Sub-Leased Ice

The City of Kingston is the sole permit authority for all ice times. The City must be aware of and be able to control the intended use of all ice permitted within its facilities at all times. The practice of occasionally transferring ice, trading ice or sub-leasing ice between permit holders is acceptable upon advance written notification and forwarding of related schedule updates to the FBO.

It is recognized that last-minute changes to the intended use of the ice may occur under rare, infrequent and unforeseen circumstances however the FBO must be notified by the permit holder, even after the occurrences. Failure to notify the FBO will result in termination of the permit and cancellation of future bookings.

5.14. Permit Cancellation

An administration fee of 10% will apply to cancellations made 30 days prior to the bookings and an administration fee of 25% will apply to cancellations made within 30 to 7 days of the events. All cancellations made less than 7 days prior to the event, full payment will be charged unless ice is re-sold.

To allow for league scheduling and unforeseen amendments, all Season users will be able to make one amendment to their confirmed Season permit(s) prior to October 15 without the administration charge being applied. (Minimum 30 days notice)

<p><b>Tournaments and Special Events</b>          (initiated by the permit holder and/or the permit holder's designated ice permitter/scheduler(s))</p>	<p>Require 60 days written notice to the FBO in order to receive a full permit refund. A partial 25% refund will be given upon 30 days written notice.</p>
<p><b>Partner Groups, Seasonal Clients and Boards of Education</b>          (initiated by the permit holder and/or the permit holder's designated ice permitter/scheduler(s))</p>	<p><u>An administration fee of 10% will apply to cancellations made 30 days prior to the bookings and an administration fee of 25% will apply to cancellations made within 30 to 7 days of the events. All cancellations made less than 7 days prior to the event, full payment will be charged unless ice is re-sold.</u></p>
<p><b>Occasional and Commercial Users</b>          (initiated by the permit holder and/or the permit holder's designated ice permitter/scheduler(s))</p>	<p><u>An administration fee of 10% will apply to cancellations made 30 days prior to the bookings and an administration fee of 25% will apply to cancellations made within 30 to 7 days of the events. All cancellations made less than 7 days prior to the event, full payment will be charged unless ice is re-</u></p>

	<u>sold.</u>
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5.15. Permit Cancellations by the City of Kingston

The City reserves the right to reasonably postpone, reschedule or cancel any permitted activity due to justified circumstances. The City reserves the right to cancel a permit or portion of the permit without notice should there be a breach of the condition or regulations or should the City be of the opinion that the facilities are not being used for the purpose contained in the application. Where postponement or rescheduling cannot be mutually coordinated, the permit holder affected will receive a full refund/credit for the time owing.

5.16. Unused Ice

Affiliated users are not permitted to book ice that will go unused except for the purpose of ensuring that sufficient ice time is available, as a contingency, to prevent a curfew situation for tournaments or league games. Unused ice (no shows) reflects badly on the permit holder and on the City's administration of ice and is not acceptable. The guidelines detailed in Ice Allocation Policy for managing unused ice will be strictly applied.

**6. GENERAL ICE MANAGEMENT**

6.11. Ice Use and Ice Flood Schedules

In order to maintain the efficient scheduling of maintenance staff, ice floods, and to ensure the accurate communication of pad and room assignments to participants, the City requires that all groups supply ice use schedules and flood requirements to the FBO one month prior to the commencement of the season. Failure to comply could result in the cancellation of all or some of the permit contract for the remainder of the ice season.

The City reserves the right to accept or modify ice flood requests to ensure the achievement of operational efficiencies and pad coordination. Special floods for any ice use time of less than two hours will not be considered (e.g. a 90-minute game does not qualify to receive an extra mid-game flood).

6.12. Group Representation

In order for FBO representatives to effectively serve their customers, all groups are asked to elect no more than two representatives to serve as liaison between the FBO and their group. All communications between the group and the FBO should, at all times, be channeled through each group's representatives.

6.13. Curfew Ice

The City reserves the right to curfew any games, including tournament games, to maintain the schedule submitted and will consider the cancellation of any or all permits if the user does not cooperate in the implementation of this Ice Allocation Policy directive. It is the responsibility of user groups to inform the FBO of any special requirements regarding curfews at the time the schedules are submitted. It is the responsibility of the user to ensure all ice required is booked prior to on ice activities.

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6.14. Ice that is not booked (“unused Ice”) (Programs, Public Skates and Reduced Rates)

The City of Kingston, through the FBO, may set up and advertise skating programs when there is “unused ice”. Programs will vary and will be charged the same ticket rate as shinny hockey or the current by-law fee. The FBO will determine the type of programs and schedules of programs and public skates.

The City of Kingston, through the FBO, will offer last minute ice at a reduced rate. The available ice can be viewed on-line. This reduced rate will be the next lower by-law rate (see below chart). The FBO will be able to offer these rates affective the Monday of every week. The last minute ice will be sold on a first come, first serve basis.

The following table provides an example of reduced rates based on the 2010-2011 rates.

<b>Last minute rates:</b>	<b>Adult prime time</b> <b>\$232.50</b>	<b>Youth prime time \$174.00</b>
	Youth prime time \$174.00	Non-prime rate \$132.00
	Non prime ice \$132.00	Am ice rate \$100.00

6.15 Instructional Program and Leisure Skate Management

The City of Kingston reserves the right to offer instructional programs and leisure skate services at its arenas for the benefit of the general public. Instructional programs and leisure skate services proposed to be offered by any permit applicant is subject to the City's review and approval. Through application of the guidelines outlined in the Ice Allocation Policy, duplication of programs and services will be managed effectively and coordinated to limit or remove any negative impact(s).

6.16 Program or Leisure Skate Cancellations

In order to minimize user frustration, dissatisfaction and related negative impacts, the City of Kingston will not cancel advertised instructional programs and leisure skate times, with the exception of the following:

1. Significant and high profile special events as directed by Council.
2. Low registration in instructional programs.
3. Emergency shut down situations and ice maintenance issues.

6.17 Temporary Ice Cancellations and Redistribution

In the event of an unplanned multi-day facility closure, the FBO will act to redistribute ice permits so that all ice users are universally impacted while certain types of ice use are protected from cancellation over others. The City will apply predetermined ice priorities and procedures

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identified in this Ice Allocation Policy. The City reserves the right to make all final decisions regarding emergency ice cancellations and redistribution.

#### 6.18 Introduction of New Community Ice Programs and Services

New programs/services and sponsoring organizations/associations will be accommodated only to provide for unmet community needs. Existing or new groups must demonstrate/justify the need for a new program or service while also meeting other criteria outlined in this Ice Allocation Policy.

#### 6.19 New Organization/Emerging Sport

When reasonable and feasible, the City of Kingston will recognize a new ice organization or emerging ice sport and will allocate ice time to enable it to establish its programs and services in the City. Recognition and ice allocation will occur once the conditions and criteria outlined in this Ice Allocation Policy is met and if existing users will not be adversely affected. The City will use unallocated ice first to meet the needs of a new applicant but reserves the right to reasonably reallocate hours from existing users, if warranted.

#### 6.20 Opening Arenas Outside of Standards Hours of Operation

The opening of arena facilities on statutory holidays, when they are normally closed, or beyond established operating hours (as defined by this Ice Allocation Policy), will be considered only if the applicant agrees to pay for the full operational costs for such an opening and pending the availability of staff. All reasonable requests will be reviewed and responded to. Application does not guarantee approval.

## **7 GENERAL ADMINISTRATION**

#### 7.15 Forms

All applicants and users must submit all requests for permit applications, processing, amendments and cancellations on City – approved forms. Packages and forms are available from the FBO. The City reserves the right to reject applications and requests from clients who submit forms which are not complete or contain falsified information.

#### 7.16 Insurance Requirements For All Facility Users

The organization shall, at all times during which it is allocated ice time in City of Kingston Recreational Facilities, arrange, pay for and keep in force and in effect Comprehensive General Liability Insurance on an “occurrence” basis including personal injury, bodily injury and property damage protecting the Corporation of the City of Kingston, its elected Members of Council, its employees, agents and contractors (hereinafter “Released Persons”) and the organization against all claims for damage or injury including death to any person or persons, and for damage to any property of the Released Persons or any public or private property, howsoever caused including damage or loss by theft, breaking or malicious damage, or any other loss for which the Released Persons or the organization may become liable resulting from the organization’s use of ice time in City of Kingston Recreational Facilities. Such policy shall be written with inclusive limits of not

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less than Two Million Dollars (\$2,000,000), shall contain a cross liability clause, a severability of interest clause, shall be primary without calling into contribution any other insurance available to the Released Persons as additional insured parties. THE CORPORATION OF THE CITY OF KINGSTON MUST BE NAMED AS ADDITIONAL INSURED.

The organization (for itself and its insurers) shall release each of the Released Persons and waives any rights, including rights of subrogation, it may have against them for compensation for any loss or damage occasioned by organization or loss of use of property of the Purchaser.

The organization shall provide certificates of insurance evidencing the coverage as required above to the FBO upon ice time confirmation by the FBO, which certificates shall include the obligation on the part of the issuer of the certificates to endeavour to provide thirty (30) days written notice of cancellation to the certificate holders. Upon expiry, documents of renewed coverage are again to be provided and the organization will make policies available to the City for review from time to time and in the event of a claim.

#### **7.17 Insurance Requirements for Casual and Commercial Users**

All casual users must purchase insurance through the City for each arena rental hour.

#### **7.18 Ice Allocation and Management Policy and Procedures Review and Update**

The Ice Allocation Policy will be reviewed on an annual basis, initiated by the FBO. The FBO has the authority to adjust procedural items related to timing, process, etc., as appropriate and to respond to overarching Council directions related to revenue achievement and strategic business approaches.