



Ice Allocation Policy and Guidelines

Policy #	POL-67
Effective Date	July 11, 2023
Status	Approved
Final Approver	Council

1.0 Purpose

The purpose of this policy is to establish guidelines for the allocation and management of arenas owned and operated by the City.

2.0 Persons Affected

This policy affects all City Partner Groups and any person, organization, community member, and/or community group interested in renting space within an arena.

3.0 Policy Statement

3.1 Policy Goal

It is the goal of this policy to:

- i. Promote and encourage participation in ice sports to the overall benefit of the community;
- ii. Provide a fair and transparent means for service delivery.
- iii. Consider the needs of Kingston residents before residents of other communities;
- iv. Strive to provide fair access to Arenas and recreational amenities;
- v. Allow flexibility to meet the needs of sports associations and other users;
- vi. Establish uniform criteria and procedures for the reservation and use of arenas;
- vii. Facilitate scheduling that will support proper and sufficient maintenance and repair of ice surfaces;
- viii. Permit the planning and implementation of special sport events and programs in which a large number of people are expected to participate;
- ix. Ensure that the City's arenas are used for the benefit of the entire community; and

- x. Balance the needs of Permit Holders, casual participants and the City as a whole.

3.2 Ice Distribution Matrix (Master Schedule)

On an annual basis the Facility Booking Office (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 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.

3.2.1 Client Scheduling Priorities:

Ice will be allocated utilizing the following priority groups:

- i. City of Kingston Recreational Ice Programs
- ii. Tournaments & special events (primarily hosted by Partner Groups)
- iii. Partner Groups (as defined below)
- iv. Seasonal clients
- v. Boards of Education – high school hockey and school ice
- vi. Occasional and commercial users

3.3 City of Kingston Recreational Ice Programs

The City 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, parent and tot skate, senior skate as well as shinny or pick up hockey. Programs are provided in response to resident demand.

3.4 Tournaments and Special Events

The City supports special programs like tournaments and special events. These programs provide revenue generating opportunities to both the program organizers and the City, as well as provide an economic spin-off to the community at large. Generally, tournaments and special events are competitions hosted by recognized City 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.

3.5 Partner Groups

The City's Partner Group is defined as follows:

- i. A non-profit recreational group based within the City and dedicated primarily to minor sports (18 and under)

- ii. Will be established providers of quality recreational programs, primarily for youth.
- iii. Will be the main provider of its particular activity for youth in the City
- iv. Membership in the group will be dominated by residents of the City (Note: If item 3 is dominate, item 4 may be waived)

Organizations recognized as Partner Groups must:

- i. Have constitutions.
- ii. Be incorporated.
- iii. Have an auditable annual financial statement.
- iv. 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.

3.6 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 adult hockey leagues, pick-up hockey groups, etc. The City wishes to recognize long-term clients; these clients will have access to their 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 seasonal long-term 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 seasonal long-term permit holder disbands or fails to apply for ice in consecutive ice seasons, they will lose their status. If they reapply in a subsequent ice season, they will be treated as a new client as the seasonal long-term client designation is not transferable.

3.7 Boards of Education – High School Hockey and School Ice

School bookings are to be administered on a first-come, first-served basis through the FBO.

High School Hockey: A designated convener will be the point of contact for the high school hockey allocations (Practice & Game Allocation).

3.8 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.

3.9 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, 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 regard to permit allocation on a year-to-year basis. Non-resident use will be reviewed on a case-by-case basis.

3.10 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				
Category		Age LI	Skaters on Ice	Hours/Week
House League & C Rep	All	U9	16	1
		U11	16	1
		U13	16	1.5
		U15	16	1.5
		U18	16	2
		U21	16	2
Competitive	A, AA, B, BB	U11	17	2
		U13	17	2.5
		U15	17	2.5
		U18	17	3.5
		U21	17	3.5
	AAA, Girls AA	U11	17	3
		U13	17	3.5
		U15	17	4
		U18	17	5
		U21	17	5

Figure Skating				
Category		Age Level	Skaters on Ice	Hours/Week
Recreational		Can Skate	60	1
		Learn to Skate	60	1
		Special Olympics	60	1
Competitive		Junior A	24	5.25
		Preliminary B	24	5.25
		Intermediate C	24	5.25
		Pre-Junior	24	9
		Competitive	24	13.75

Synchronized Skating				
Category		Age Level	Skaters on Ice	Hours/Week
		Star 3 Elements	Team	2
		Star 4 Program	Team	2
		Juvenile Pre-Novice	Team	3
		Senior Open	Team	4

Speed Skating			
Category	Age Level	Skaters on Ice	Hours/Week
Recreational	Wee Blades Small Blades Development	24	1
		24	2
Competitive	Development Masters Advanced	24	1
		24	2

3.11 Regional Organizations

Regional sports organizations which do not draw all players from within the boundaries of the City of Kingston must include in their requests for ice time confirmation of all weekly hours of ice booked outside of City of Kingston owned and operated arenas. These hours may be subtracted from the ice allocation from the City of Kingston’s Ice Distribution Matrix to ensure that the residency requirements set out in section 3.9 are met.

3.12 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 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: 12 consecutive weeks permit schedule to be completed between June 1 and Labour Day weekend. Exceptions to the 12-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.

3.13 Time Period Entitlements and Restrictions

3.13.1 Prime and Non-Prime Ice

All Partner Groups will receive an equitable distribution of prime and non-prime hours, as well as morning 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. To maximize the use of the City’s arenas, Partner Groups will be issued approximately 10% of their allocation in morning ice.

If morning ice is returned, an equal percentage of prime-time ice must be released as well. Partner Groups may notify the FBO by June 1st to update how many hours of morning ice will be used, releasing their right to the additional allocation. Once the seasonal ice allocation has been finalized, for each hour of morning ice returned and hour of prime ice will be removed from their seasonal allocation at the discretion of the FBO.

3.13.2 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 Fees and Charges 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.

3.13.3 Fall – Winter – Spring Seasons (Labour Day Weekend to May 31)

Fall – Winter – Spring Seasons (Labour Day Weekend to May 31)		
Prime Time	Monday to Friday	4:30pm to Close
	Saturday and Sunday	8:00am to 12:00am
Non-Prime Time	Monday to Friday	Open to 4:30pm
	Saturday and Sunday	Open to 8:00am

3.13.4 Summer Season (June 1 to Labour Day Weekend)

Summer Season (June 1 to Labour Day Weekend)		
Prime Time	Sunday to Thursday	4:30pm to Close
Non-Prime Time	Monday to Thursday	Open to 4:30pm
	Friday and Saturday	Open to Close

3.13.5 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 And Weekend Ice	
Weekday	Monday to Friday
Weekend	Saturday and Sunday

3.13.6 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.

3.13.7 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
City of Kingston Recreational Ice Programs	April 1	January 1	October 1
Tournaments and Special Events/Camps	May 1	January 1	October 1
Partner Groups	May 1	January 1	N/A
Seasonal Clients	June 1	January 1	February 1
Board of Education	September 1	N/A	N/A
Occasional and Commercial Users	September 1	April 1	May 1

3.13.8 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:

- i. User group historical ice allocation.
- ii. The degrees in which the user groups ice time requests have been met, apart from the ice time request in conflict.
- iii. The age of the user group as it relates to the period of ice time in conflict.

- iv. Sport(s) requirements of the groups involved. This would include requirements of governing sport bodies and logistics involved in the sport(s).
- v. Other applicable City policies.

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

3.14 Processing and Management of Tournaments and Special Events

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, league play and try-out ice:

- **Fall-Winter (September to March)** will allow for 72 hours (2 ice pads) of ice weekly for additional ice for special events.
- **Spring (April to May)** will allow 108 hours (3 Ice pads) for special event and extra ice after spring ice allocation has been completed.
- **Summer (June to August)** will allow up to 75% of available ice to be initially booked for tournaments/special events of ice. Additional ice can be purchased once seasonal permits are issued.
- **Single Day Tournaments (Fridays)** will only be added after the master tournament schedule has been completed. This is to avoid impact on full weekend tournaments.
- **Single Day Tournaments (Monday to Thursday)** will be processed with regular season ice.

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

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 room use to enhance the quality of the event and assist with event logistics. Adult tournaments will receive one (1) free room 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.

In order to promote summer, PA Day and Holiday Camps, the organizer will receive as part of their camp's ice rental, complimentary room use to enhance the quality of the camp and assist with camp logistics. The organizer will also receive access to the CaraCo turf field (pending availability), in the amount of up to ½ the ice rental.

3.14.1 Leon's Centre – Special Events

Due to the multiple uses of the Leon's Centre, any weekly ice allocated at the Leon's Centre that conflicts with other bookings such as special events may be subject to cancellation. The FBO shall give groups with such bookings notice of cancellation as early as possible and will do their best to reallocate this ice time.

3.14.2 Opportunities and Restrictions

Some user groups may have to re-locate to another City's 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.

13.14.3 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.

3.15 Processing and Management of Seasonal and League Ice Applications and Permits

3.15.1 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.

3.15.2 Added Ice (Temporary or Permanent)

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

3.15.3 Transferred Ice/Ice Trades/Sub-Leased Ice

The City 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.

3.15.4 Permit Cancellation (Seasonal)

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).

3.15.5 Permit Cancellation (Monthly Contracts)

To maximize the potential of re-allocation of cancelled ice and firming of contracts, all ice on monthly permits, must be returned to the FBO by 12:00pm (noon) on the last business day of the month prior to contract. The FBO will update the revised permit and firm the permit. Payment will be due immediately. All additional ice will be added to a separate contract.

Permit Cancellations

Tournaments and Special Events

Initiated by the permit holder and/or the permit holder's designated ice permitter/scheduler(s).

Require 60 days written notice to the FBO to cancel full permit. Up to 25% of the permit can be modified without admin fee more than 30 days out. An administration fee of 25% will apply to cancellations made between 7-60 days prior the booking. Full payment is required less than 7 days out.

Partner Groups, Seasonal Clients, and Boards of Education

Initiated by the permit holder and/or the permit holder's designated ice permitter/scheduler(s).

An Administration fee of 10% will be apply to cancellations /amendments made from confirmed permit to 30 days prior to the booking and an administration fee of 25% will apply to cancellations/amendments made within 30 days prior the booking. All cancellations made less than 7 days prior to the event, Full payment will be charged unless ice is re-sold then the 25% fee applies. Section 3.15.5 supersedes these cancellations.

All monthly contract cancellations/amendments must be submitted to the FBO no later than the last Friday of the month prior to the contract; percentage administration/cancellation fees remain and will be applied based on when received prior to the last Friday of the month prior to the contract.

Occasional and Commercial Users

Initiated by the permit holder and/or the permit holder's designated ice permitter/scheduler(s).

Requires 30 days written notice to the FBO. Payment of \$25 cancellation fee per permit affected by the cancellation request.

3.15.6 Inclement Weather

In the event the Police or Mayor deems the roads unsafe for travel, the permit holder has the right to reschedule the ice with no fee. High School hockey ice rentals may be re-scheduled if the Tri-Board transportation cancels buses.

3.15.7 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.

3.15.8 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.

3.16 General Ice Management

3.16.1 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 week prior to the commencement of the ice booking.

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).

3.16.2 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.

3.16.3 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.

3.16.4 Ice that is not booked – “unused ice” (Programs, Public Skates and Reduced Rates)

The City, 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.

3.16.5 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).

3.16.6 Program or Leisure Skate Cancellations

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

- i. Significant and high-profile special events as directed by Council.
- ii. Low registration in instructional programs.
- iii. Emergency shut down situations and ice maintenance issues.

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

3.16.8 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.

3.16.9 New Organization/Emerging Sport

When reasonable and feasible, the City 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.

3.16.10 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.

3.17 General Administration

3.17.1 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.

3.17.2 Insurance Requirements for All Facility Users

The organization shall, at all times during its allocated ice time in the City's 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 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's facilities.

Such policy shall be written with inclusive limits of not less than Five Million Dollars (\$5,000,000), 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 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 endeavor 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.

3.17.3 Insurance Requirements for Casual and Commercial Users

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

4.0 Responsibilities

4.1 Ice Allocation Responsibility

The City'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 the implementation of the policies as outlined.

4.2 Ice Facility Operations

The City 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 as enhance fiscal health to allow for timely and effective infrastructure updates.

On an annual basis, City staff will 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.

5.0 Approval Authority

Role	Position	Date Approved
Subject Matter Expert	Facility Booking Office	
Legal Review	Senior Legal Counsel	
Management Review	Supervisor, Rec & Com Dev Supervisor, Rec Facilities Manager, Rec Services Manager, Rec Facilities Director, Recreation & Leisure Services	
Final Approval	Council	

6.0 Revision History

Effective Date	Revision #	Description of Change
September 1, 2018	1	
September 1, 2023	2	3.0 Policy Statement 3.1 Title Change 3.2 Title Change 3.3. Language Change 3.10 Age Level Language Change 3.11 New – Regional Organizations 3.12 Minor Date Changes 3.13 Minor Date Changes 3.14 New – Updated Tournament 3.15.5 New – Permit Cancellation 3.16 Minor Date Changes 3.17 Insurance Increase to 5M