

## City of Melfort Policy Manual

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| <i>POLICY TITLE:</i><br><b>Arena Booking Policy</b>    | <i>POLICY NUMBER:</i><br><b>7.1.30</b>                | <i>EFFECTIVE DATE:</i><br><b>August 1, 2005</b>                   |
| <i>ORIGIN:</i><br><b>Community Services Department</b> | <i>ADOPTED BY COUNCIL ON:</i><br><b>March 7, 2005</b> | <i>DATE AMENDED:</i><br><b>November 16, 2015<br/>June 4, 2012</b> |

### 1. GENERAL USE GUIDELINES

- a) All persons entering the recreation facilities are obliged to govern themselves in accordance with the regulations posted therein. The staffs of the facilities are responsible for insuring that the regulations are adhered to by the patrons. A staff member is required to be on duty to ensure the safety of patrons, secure the facilities, and assist persons, groups or organizations during public functions.
- b) The management reserves the right to remove any person from the facility and/or suspend any person for a discretionary period of time with just cause. Rowdiness, horseplay, running, foul language, physical violence, and other such acts which disrupt the program or the enjoyment of the event, by our patrons, or compromises public safety, will not be tolerated. Persistence in these acts will result in eviction from the facility. Anyone found deliberately defacing or damaging the facilities will be responsible for making restitution for those damages. Depending on the extent of damages, suspension from the facilities and criminal prosecution of the individual(s) will be at the discretion of management.
- c) Any group, its members, or guests causing damages, whether accidental or malicious, to the facility and/or equipment will be held financially responsible for the repairs or replacement of such damage in addition to the established rental fee. Failure to pay for said damage will result in the termination of further rental reservations until such payment has been received and will be subject to the City accounts receivable collection policy.
- d) Alcoholic beverages are not allowed on the premises of any recreation facility, unless an Authorized Permit for such an event is secured and posted in accordance with the Saskatchewan Liquor & Gaming Authority. Smoking and smokeless tobacco are not permitted on the premises of any recreational facility.
- e) Management and staff will not be held responsible for loss or theft of articles within and on the recreation facility properties.
- f) Coaches, managers, supervisory, or authorized personnel hosting an event will be responsible for the conduct of all participants associated with their program.
- g) The use of equipment within the recreation facilities, such as time clocks, will be authorized provided those operators are fully trained in the proper use of the equipment prior to its use.

## **2. ARENA(S) OPERATING SEASON**

For the purposes of ice time rentals and assessing the rates for ice rental, the arena shall have two seasons: Winter and Summer. These seasons will be predetermined by the Department of Community Services dependent on the needs of regular users.

Priority of use will be based on, but not limited to, the following categories:

- 1) City Programs and City sponsored events.
- 2) Special and Annual Events.
- 3) Junior Hockey regular season games and playoff games.
- 4) Organized Senior – Games only.
- 5) Minor Sports Groups
- 6) Adult Programs (senior, intermediate, recreational, etc.).
- 7) Public Skating Events.
- 8) Casual ice rentals.

Summer ice will be made available only when there is enough continuous programming to warrant such use, unless the event organizer(s) is (are) prepared to negotiate fees for special use.

## **3. SCHEDULING**

- a) For the purpose of this policy, a regular user will be defined as an individual or group that rents a specific block of time on a contract basis for the duration of the season or concentrated time period. A casual user will be defined as an individual or group that rents ice at the arena, on a “walk-in” or “call-in” basis and not on a seasonal basis. A special event will be defined as an event which does not occur in Melfort on a regular basis. This may be annually or a one time event. This does not include tournaments hosted or held by regular users.
- b) It is the responsibility of management to convene a special meeting, no later than May of each year. At this time, the annual ice user groups, as well as the special event groups, will have an opportunity to assess the previous year’s activities. They should come prepared to make tentative application for ice time and reserve dates for their coming special events. Additional meetings may be called in order to resolve scheduling requests and confirm start dates for the arenas.
- c) Our arenas are available for rental from 7:00 am to 12:00 am each day during the winter season. Requests for bookings outside of these times will be considered as they are received.
- d) All groups are hereby advised that, in order to accommodate and develop new activities within our facilities, circumstances may require existing groups to relinquish or relocate time, to accommodate the new activity. These requests will be discussed during the annual scheduling meeting.
- e) Management will consider the requests in terms of the established priorities and past utilization of time in order to prepare, finalize, and promote the schedule of events for the season. Management reserves the right to make the final decision regarding facility rentals.

- f) All ice time will be sold in **block** times. Each group will be responsible for the use and payment of the ice from the start to the end of their block. Individual sessions within blocks are not considered to be block times.
- g) All groups will be required to enter into a formal agreement for seasonal and special event bookings.
- h) Any **exchanges** of ice time between groups will be made by written consent of the groups agreeing to the exchange and, finally, approved by management before implementation. It is the responsibility of all groups to provide the Community Services Department with at least one (1) copy of their schedule requirements, at least one week prior to the commencement of usage, and also to book ample time for their activity or revise the activity to meet the time available.
- i) During the playoff season, it is imperative that the organizations involved inform the Community Services Department of their ice requirements as soon as possible, in order that adequate scheduling may occur.
- j) Tournament draws must be submitted to the Community Services Department a minimum of 4 days prior to the start of the tournament.

#### 4. DEPOSITS FOR RENTALS

- a) Casual rentals will require full payment in advance, to be paid at City Hall.
- b) Special event rentals will be required to provide a deposit prior to or at the signing of the Agreement. Deposits will be calculated at 50% of the total rental, along with any other fees that may apply at that time.

#### 5. CANCELLATION POLICY

- a) All cancelled rental times will revert to the Community Services Department for leasing purposes. **Subletting is not permitted by any facility user.**
- b) All cancellations are subject to a cancellation fee of (\$25.00) twenty-five dollars for each event, as outlined in Clause 5 (e) and (f).
- c) Should the facility staff assess that the facilities are not suitable for use, and are not used, no fee will be charged.
- d) Special events require a minimum of 15 days notice to cancel their activity. Cancellations made with less than 15 days notice will result in the forfeiture of the deposit, unless specified otherwise by the Agreement.
- e) Regular users with cancellations made forty-eight (48) hours or less before the start of the scheduled event will be responsible for the full rental price. Events cancelled between forty-eight (48) hours and seven (7) days prior to the event will be charged a twenty-five dollar (\$25.00) cancellation fee. There will be no charge for cancellations made prior to seven (7) days of the event. No shows by regular user groups will be treated as a less than 48 hour cancellation.
- f) Casual users are required to pay for the full rental upon booking of the ice time. Cancellations received at least seventy-two (72) hours prior to the use will be

subject to the cancellation fee. Cancellations received less than the (72) seventy-two hour minimum will be responsible for the full rental cost.

- g) The City of Melfort has the right to request the use of the recreational facilities and lands for its own purpose, provided that the City gives the prior written notice of its intention to use the recreational facilities, acting reasonably, on a specified date, and that the City's proposed use does not adversely impact the revenues and expenses.
- h) Unpredictable, unexpected or extreme situations will be taken into consideration for cancellation deadlines (i.e. weather); however, the cancellation fee cited in 5(3) will be charged back to the user.

## **6. ACCOUNTS**

- a) With the exception of casual users, all ice time will be invoiced at the end of each month. The invoice will have a deadline date for payment.
- b) Payments received after the deadline dates will be subject to penalties in accordance with the City accounts receivable policy.
- c) Groups that are in arrears with their account may be required to prepay their ice time fees, along with any outstanding balance, prior to any further use.

## **7. DRESSING ROOM REGULATIONS**

The following regulations apply to use of the change rooms within all arena facilities:

- a) Coaches, managers, and authorized supervisory personnel are responsible for the conduct of their program participants and are required to be the first to enter and the last to leave the change rooms.
- b) Authorized personnel only are allowed in the change room areas and will be allowed to secure those areas with a dressing room key from maintenance staff. Authorized personnel are responsible for the safe keeping of dressing room keys.
- c) Damages resulting from the use of the change room facilities will be the responsibility of the group, association or league. Inspections by staff will be carried out on a regular basis to identify damaged areas. It is the responsibility of the user to inspect the facilities prior to use and report any damage to the maintenance staff immediately.
- d) Each room is equipped with garbage receptacles. All users are requested to deposit all debris into the receptacles in order to help keep the rooms in a tidy condition for all users.
- e) Groups are requested to vacate the change rooms within forty-five (45) minutes of the completion of their event for the last group of the day and within thirty (30) minutes during the daily schedule for maintenance and continued use by the next designated group. Failure to vacate the dressing room within forty-five (45) minutes as the last group of the day will result in additional charges, incurred in 30-minute increments.
- f) Use of cellular phones, personal digital assistants, or video devices are prohibited in dressing rooms and washroom facilities.

## 8. CLOSURE DATES

In accordance with the current CUPE Agreement Local 777, the following days shall be observed as statutory holidays:

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|------------------------|------------------|
| New Year's Day         | Labour Day       |
| Good Friday            | Thanksgiving Day |
| Victoria Day           | Remembrance Day  |
| Canada Day             | Christmas Day    |
| First Monday in August | Boxing Day       |
| Family Day             |                  |

With the exception of City use, these dates are considered closure dates unless the user is prepared to pay for the additional costs of operation necessary to keep the facility open at these times.

The facilities will close early on Christmas Eve and will remain closed Christmas Day.

## 9. PROGRAM PROMOTION

The Community Services Department will promote the arena's activities through the following means:

- a) Post the weekly schedule. Updates will be made as required.
- b) The weekly schedule will be faxed or e-mailed to regular users.

## 10. NORTHERN LIGHTS PALACE SCHEDULING

Scheduling of the arena will be done by the administration office of the Community Services Department. A schedule of ice bookings will be forwarded to arena staff. Arena staff will be notified of changes to the schedule.

## 11. BOOKINGS

- a) In order to maintain the control and administration of rentals, all bookings must be made through the Community Services Department 306-752-7368 or [facilitybookings@cityofmelfort.ca](mailto:facilitybookings@cityofmelfort.ca) during regular office hours. Staff are advised to direct inquiries to the office. Under no circumstances is the facility to be used by staff because it is vacant. Casual rentals must be prepaid at the office; the renter will be advised to show Arena staff their receipt as confirmation of their booking.
- b) Bookings of the facility for use of a public nature require that at least one staff member be on duty and on site throughout the duration of the rental. The presence of a staff member is to ensure the safety of patrons, assist with janitorial and maintenance concerns, and secure the facilities following use. When working at the Northern Lights Palace Arena, employees are required to wear a uniform depicting they are on duty. This will enable patrons to easily identify workers should questions, concerns or request arise.