

CITY OF WELLAND

POLICY

Policy Title: Arena Ice Allocation	
Date of Approval: June 20, 2017	Policy Number: SER-001-0003
Lead Role: Manager, Recreation & Culture	Support Role:
Cross Reference: Terms & Conditions Alcohol in the Arenas	Next Review Date:
Council File Number: 17-19	Revision Date:

POLICY STATEMENT:

The City of Welland is committed to fairly and effectively balance the needs of the community, organized groups, and user requests to access ice facilities. This policy will clearly define and communicate how the ice surfaces will be managed, allocated, and distributed.

PURPOSE:

The purpose of this policy is to establish procedures for the allocation of ice time in the City of Welland Arena Complex that achieve:

- Fiscally responsible ice facility operations
- Fair and equitable ice allocation
- Promote and encourage participation in ice sports to the overall benefit of the community.

SCOPE:

This policy applies to the Welland Main Arena and the Jack Ballantyne Memorial Arena and is administered by the City of Welland Recreation & Culture Division, Corporate Services Department.

POLICY DETAILS:

SCHEDULING PRIORITIES

Priority scheduling as defined below will be used for prime time ice during allocation and to resolve conflicts of interest during the season. However, the Recreation & Culture Division is committed to upholding “spirit of cooperation” among the many ice user groups’ specific needs. Ice user groups are strongly encouraged to resolve ice usage issues in a collaborative manner.

HISTORICAL PRECEDENT

Historical precedent is identified as a principle of the allocation system, however; significant changes to previous years' ice purchase will be taken into consideration, such as: changes to registration levels, unavoidable ice cancellations, or emerging needs.

CATEGORY A	
1.	High Profile Events
2.	City of Welland Program Schedule
3.	Special Events and Tournaments <ul style="list-style-type: none"> • Junior 'B' Hockey • Resident Minor Sport Groups & Skating Clubs • Non-Resident Minor Sport Groups • Regular User Groups • Casual Users
CATEGORY B	
1.	Junior 'B' Hockey
2.	Resident Minor Sport Groups & Skating Clubs
3.	Non-Resident Minor Sport Groups
4.	Regular User Groups
5.	Casual Users

DEFINITIONS	
High Profile	High performance events considered to have an important, notable or momentous impact on our community.
City of Welland	Community programs that encourage people of all ages and abilities to engage in active and healthy lifestyles, such as Public Skating, Shinny Hockey, etc.
Special Events & Tournaments	Special Events and Tournament goals are to promote hockey/skating, healthy lifestyles and stimulate the local economy.
Junior 'B' Hockey	Competitive hockey leagues for players between 16 and 21 years of age.
Resident Minor Sport Groups & Skating Clubs	An organization where 70% or more of its members reside in the City of Welland.
Non-Resident Minor Sport Groups	An organization where 30% or more of its members reside or are based outside of the City of Welland.

Regular Users Groups	Resident or non-resident sport organisations that rent ice for the majority of the ice season.
Casual User	An individual that rents ice infrequently, for example, for a birthday skate party.

HOURS OF OPERATION

HOURS OF OPERATION	
Monday-Friday	6:30am – 12:30am
Saturday, Sunday	6:30am – 12:30am

SEASONS	
Pre-Season	
Main Arena ONLY	Mid-August to 2 nd Saturday in September
Regular Season	
Main Arena	2 nd Sunday in September to 2 nd Sunday in April
Youth	2 nd Sunday in September to 4 th Sunday in April

- Main Arena ice rentals are booked on the hour
- Jack Ballantyne Arena ice rentals are booked on the ½ hour
- The permit holder agrees that each hour of rental shall consist of not more than 50 minutes of ice time, the balance of each hour being devoted to ice maintenance.
- The City of Welland reserves the right curfew games to maintain ice schedule.

ARENA CLOSURE DATES

Holiday
New Years Day
Good Friday
Easter Sunday
Victoria Day
Canada Day
In lieu of Canada Day
Civic Holiday
Labour Day
Thanksgiving Day
Christmas Day
Boxing Day

RENTAL FEES

Rental fees are subject to City Council review on an annual basis. Rate changes will commence at the start of each season.

Rate Definition

Prime Time rates

The prime time rate is applied to ice bookings scheduled weekdays from 4pm to close and all hours on the weekends. Prime time rate is also applied to ice bookings scheduled on a holiday.

Non-prime rates

The non-prime time rate is applied to ice bookings scheduled weekdays from open to 4pm.

Pre-season rates

The pre-season rate is applied mid August and until 2nd Saturday in September. During this period, ice is only available in the Main Arena.

Minor Hockey/Skating Club rates

This hourly rate is only applied to Minor Hockey and the Skating Club during prime hours.

Elementary School rates

Elementary school rate applies to Junior K up to and including grade 8. This fee can only be used during non-prime hours.

AAA / Jr. A/B rates

This hourly rate is only applied to Welland Jr B & AAA

Walk-in Rate

The walk-in rate only applies when renting the day of the booking.

Ice Resurfacer Reserve Fund Fee

The ice resurfacing fee is calculated per hour, not per booking.

PRIME TIME / NON PRIME TIME

Prime Time	Monday-Friday 4pm-Close Saturday, Sunday & Holidays
Non-Prime Time	Monday-Friday Open-4pm

ICE BOOKING PROCEDURE

To view ice availability, go to: https://ca.apm.activecommunities.com/welland/Reserve_Options

Affiliate users will receive an ice allocation package mid-summer.

For private rentals, contact:

Welland Community Wellness Complex
145 Lincoln Street
Welland, Ontario L3B 6E1

Telephone: 905-735-1700 ext. 4000

Email: bookings@welland.ca

ICE RETURN PROCEDURE

Ice time is reserved, not guaranteed, and the City retains the right to adjust, cancel, withdraw, or reschedule any and all allocated ice time. This will be necessary only in the event of tournaments, special hockey games, or skating events, or in the case of an emergency or unforeseen circumstance. All reasonable efforts will be made to advise affected groups as early as possible.

Permits must be firmed by October 1st of each year. Permit changes after October 1 are to be considered on a 'case by case' basis, and approval is not guaranteed.

Organizations that do not comply with other City of Welland policies, procedures & bylaws are subject to permit cancellation.

Ice Return Procedure	
Tournaments & Special Events	<p><u>60 days written notice</u> must be provided to the Recreation & Culture Division to receive a full refund, for just cause and at the discretion of management.</p> <p><u>30 days written notice</u> must be provided to the Recreation & Culture Division to receive a partial refund of 25% for just cause and at the discretion of management.</p>
All Other Ice Rentals	<p><u>20 days written notice</u> must be provided to the Recreation & Culture Division to receive a full refund, for just cause and at the discretion of management.</p> <p>Less than 20 days written notice: the Recreation & Culture Division will issue a refund less a \$40 administration fee only if the Recreation & Culture Division is able to rebook the ice.</p>

Inclement Weather	Upon receiving immediate notification of inclement weather, the City will refund, credit or reschedule the rentals at the discretion of management. Permit Holder are responsible for notifying their participants if the facility is closed.
--------------------------	---

SCHEDULING CONFLICT RESOLUTIONS

Ice-time conflicts that arise will be addressed by the Recreation & Culture Division which will attempt to resolve the conflict in a manner consistent with terms outlined within this policy. Should a conflict remain, the groups involved in the conflict will be invited to attend a meeting chaired by the Welland Arena Advisory Committee. Each group will be asked to submit in writing the rationale for their requirement of the ice time in conflict. The following factors will guide the final decision:

- User group historical ice allocation
- The degree in which the user group ice time requests have been met, apart from the ice time request in conflict and number of participants affected.
- The age and residency of user group as it relates to the ice time in conflict.

The Welland Arena Advisory Committee shall make a recommendation to Recreation & Culture Division regarding the conflict. The decision of Recreation & Culture Division shall be final.

PUBLIC LIABILITY INSURANCE REQUIREMENTS

- a) **Affiliate Users** – Public Liability Insurance naming the City of Welland as Additional Insured in the amount of \$5 million must be received before facility access is granted.
- b) **Casual Users** – No insurance requirements (pending approval of full Arenas Business Plan)