



Policy No. 51/2014

- POLICY TITLE:** **Arena Operations and Rental Guidelines**
- DATE ADOPTED:** **October 14, 2014**
- SCOPE:** The Town of Bentley is responsible for ensuring the arena facility is operated and maintained in a safe & efficient manner.
- PURPOSE:** This guideline sets out the minimum criteria and rules required to address the effective, efficient and safe operation of the Bentley Arena for the enjoyment and protection of the skaters, the protection of arena staff and protection of the significant investment in arena infrastructure

1. Operational Procedures – General

- 1,1 All Arena bookings will be made through the Town of Bentley Municipal Office and must be paid at the time of booking.
- 1,2 Arena Staff members are responsible for the maintenance, equipment, ice making, start up and shut down procedures. They will be responsible for the security, control and safety at all events unless delegated to a group renting all or a portion of the facility.

2. Operational Procedures – Maintenance

- 2.1 Fifteen minutes is to be allowed between bookings for ice maintenance. To ensure the quality of ice is maintained to an acceptable standard for all users, ice slots of 1.5 hours or more will receive a scrape or flood.
- 2.2 All special arrangements or requirements for special arena use or maintenance are to be made with the Municipal Office one week in advance.


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3. Operational Procedures – Arena Use

- 3.1 No one under the age of 18 will be permitted to play, practice or skate with sticks and pucks/rings in an organized or non-organized manner without a helmet on.
- 3.2 Figure Skating, Ringette and Minor Hockey players will not be permitted on the ice surface for a practice session unless there is a registered coach of that Association on the ice wearing skates. For the Figure Skating Association, an executive board member registered with the Canadian Figure Skating Association (C.F.S.A.) will be permitted to serve the role of coach providing he/she is supervising at ice level.
- 3.3 All games and activities should be completed by 12 midnight unless otherwise authorized.
- 3.4 The participants shall be given a maximum of thirty (30) minutes after their scheduled ice time to vacate the arena dressing room and in the event of the last user of the day, the facility. If participants stay beyond this time limit, they will be charged a minimum of one hour's additional ice time.
- 3.5 Only arena staff will be allowed on the ice surface while ice surfacing equipment is on the ice and, in the case of hockey, while nets are being pegged.
- 3.6 No one under the age of 18 years will be allowed in the dressing rooms until a supervisor, coach or the designated adult in attendance and takes the responsibility of supervising the group.
- 3.8 No person shall go onto the ice surface without skates on unless authorized by arena staff.
- 3.9 No food or beverages will be permitted on the ice surface or on the rink boards
- 3.10 The Bentley Arena has been designated as a non-smoking facility. No chewing tobacco is allowed within the facility.
- 3.11 The consumption of alcoholic beverages will not be permitted within the arena without proper Alberta Liquor Control Board licensing.
- 3.12 The Town of Bentley will not assume responsibility for the loss or theft of any personal property.


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- 3.13 There will be no pets allowed in the arena facility.
- 3.14 All casual and special event bookings must have their equipment removed from the arena facility within 48 hours. Failure to comply will result in a cleaning charge unless otherwise negotiated by the Arena Caretaker.
- 3.15 Participants, or their supervisor, are required to inform the arena staff of all accidents immediately so proper documentation can be completed.
- 3.16 Fire Exits will be used only in the case of fire.

4 Administrative Procedures

- 4.1 Groups renting ice on a regular basis throughout the normal ice season (set bookings each week/month) will be billed in advance with payment to be received in full by October 31st. Any balance owing after 30 days of the date of the invoice will be subject to interest charges as set by the Town. Where an account remains unpaid after 60 days from the date of the invoice, the renter may lose future bookings. There shall be no refunds after October 31st.
- 4.2 Groups renting ice infrequently, or for one-time usage will be required to pre-pay at the time the booking is made. All bookings are made through the Town of Bentley Municipal Office.
- 4.3 From the opening date to the end of the season, groups will be billed according to the schedule. Groups not able to use specific ice slots may contact the Town of Bentley Municipal Office a minimum of ten full days in advance of the date booked and the Ice Coordinator will attempt to re-book the time in question. Should an alternate group not be found, the original group will be billed for the unused ice slot.
- 4.4 Adult groups renting ice on a regular basis must obtain insurance with the Canadian Adult Recreational Hockey Association (CARHA). All other groups must provide confirmation of insurance coverage.
- 4.4 For off season activities (cabarets, flea markets etc.) using the ice surface and lobby, the lessee will be responsible for: acquiring the necessary tables and chairs, stage, set-up, sweeping of the facility, etc. Arena staff will ensure the facility is clean prior to the function, garbage cans, bags, brooms, mops, etc. are available, and washroom facilities are


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cleaned and stocked. Mopping of floors and cleaning of washrooms will be handled by the Arena staff after each event. Arena staff will open and close the facility at times arranged with the Lessee.

- 4.5 The Town of Bentley retains the right, when necessary, to cancel a group's or individual's ice time. Parties will be notified in advance of the cancellation and, where possible, alternate ice time will be made available.
- 4.6 Ice time commences at the user's scheduled time, not when the participants actually begin their activity on the ice. The arena staff is responsible for notifying officials at the end of their scheduled time. All participants must then leave the ice.

5. User Responsibility – General

- 5.1 Coaches, managers or supervisory personnel will be held responsible for the conduct and control of participants involved in their program before, during and after their scheduled time.
- 5.2 Groups, organizations or individuals will be held financially responsible, on a collective or individual basis, for damages to the arena and facilities within.
- 5.3 Facilities within the Bentley Arena will be maintained and returned to a condition which is the same or better than its original state by the users.
- 5.4 Coaches, managers or supervisory personnel will be held responsible for the safety of the participants by ensuring they are properly equipped before going onto the ice.
- 5.5 Groups, organizations or individuals will be responsible for reporting any damages to the arena staff.
- 5.6 The facilities within the arena will not be used for storage of personal equipment unless authorized by the Chief Administrative Officer. The Town will not be responsible for the theft or damage of any personal equipment.
- 5.7 Facilities within the arena which are not open to the public are the maintenance rooms, equipment rooms and office. Facilities within the arena which are accessible with permission include the dressing rooms.


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- 5.8 Schools will be responsible for the supervision and control of its participants using the arena facilities. All safety regulations must be adhered to.
- 5.9 All skaters under eighteen years of age must wear a helmet. During stick time it is recommended that helmets be worn by all participants over the age of eighteen years.

6. Disciplinary Procedures

- 6.1 Failure of an individual or group to abide by the Arena Rules, damage Arena property or otherwise act in a manner that is disruptive or unsafe for staff and others, the Arena Staff member has the authority to remove an individual's or group's privileges to use the arena and its facilities for a 24 hour period. The Arena Staff member must complete a Incident Report and submit it to the Chief Administrative Officer. If an Arena Staff member believes a suspension for a period longer than a 24 hour period is appropriate, the recommendation must be presented to the Chief Administrative Officer for approval. This recommendation will be in the form of a written report.
- 6.2 Removal of the privilege to use the arena and its facilities means the individual or group will not be allowed to enter the arena facility at any time during the suspension period when privileges are revoked.
- 6.3 Suspension beyond 72 hours may be appealed to a committee, consisting of Bentley Town Councillors. The appeal hearing should take place no more than five (5) working days after official notification.

This policy shall come into effect on the date of passing by Town Council.



Mayor



Chief Administrative Officer