



Municipal Policy Manual

NAME: Arena Ice Rental Policy

SECTION: 500 No: 509

COUNCIL MOTION NUMBER: 196 2306 26

UPDATED: June 2023

1. Purpose

1.1. To establish general guidelines for the rental and operation of the North County Recreation Complex.

2. Definitions

1. **Adult Group** means an organisation or individual that rents ice from the Town and has the majority of their Ice users over the age of 18.
2. **Arena** means the North County Recreation Complex.
3. **Arena Operator** means the individual or organisation that signs a contract with the Town to operate, clean, supervise and maintain the Ice Rink during the skating season.
4. **Concession Operator** means the individual or organisation that has a signed contract with the Town to operate the Concession in the Arena.
5. **Good Standing** means an Ice User that has paid any outstanding amounts prior to the 1st of May of every year and has no history of defaulting on any ice booking payments or having any ice booking cancelled due to late payments as per Section 6.2.
6. **Ice Rink** means the skating rink, change rooms, bleachers, foyer, bathrooms and any other area that is not considered the Curling Side of the North County Recreation Complex.
7. **Ice Season** means the six month period of time when ice is available to be booked. This is usually defined as the 1st of October until the last Sunday in March.
8. **Ice User(s)** means any group or individual that rents ice from the Town.
9. **Non Picture Butte Youth Group** means an organisation or individual that does not live within the municipal boundaries of the Town and rents ice from the Town that will be used by a majority of people that are under the age of 18.
10. **Non Reoccurring Ice User** means an Ice User that is not a Reoccurring Ice User.
11. **Picture Butte Youth Group** means an organisation or individual that has a mailing address in Picture Butte and provides programming to youth, under the age of 18, at the North County Recreation Complex.
12. **Reoccurring Ice User** means Reoccurring Adult Groups and Reoccurring Picture Butte Youth Groups.
13. **Reoccurring Adult Group** means an Adult Group that has been in Good Standing with the Town for five previous Ice Seasons.
14. **Reoccurring Picture Butte Youth Group** means a Picture Butte Youth Group that has been in Good Standing with the Town for five previous Ice Seasons.
15. **Town** means the Town of Picture Butte.
16. **Written** means by letter or by email.



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3. Management

- 3.1. The Facility shall be operated and maintained by the Town of Picture Butte and shall be operated according to the needs and interests of the community as outlined in this policy.
- 3.2. The Town will have ice available for rent from the 1st of October until the last Sunday of March.
 - 3.2.1. The Ice Season may be shortened or lengthened depending upon bookings and when the last Sunday of March falls each year. The decision to either lengthen or shorten the Ice Season will be made by the Director of Operations in consultation with the Chief Administrative Officer.
 - 3.2.2. The Ice Rink will be closed on Christmas Eve
- 3.3. The CAO, Director of Operations and Director of Corporate Services and/or their delegates, and the Arena Operator has the authority to refuse admission to any individual or group in accordance with this policy.
- 3.4. The Director of Operations or delegate is responsible for:
 - 3.4.1. Allocating ice times to Reoccurring Ice Users as per this policy.
 - 3.4.2. The operation and maintenance of the Arena.
 - 3.4.3. Coordinating with the Arena Operator regarding any maintenance issues related to the operation of the Arena.
 - 3.4.4. Meeting with the Reoccurring Ice Users prior to the beginning of the Ice Season to:
 - 3.4.4.1. Communicate any changes in policy or procedures
 - 3.4.4.2. Present a drafted schedule
 - 3.4.4.3. To listen to any concerns that the Reoccurring Ice Users may have
 - 3.4.5. Finalising an ice rental schedule and to make any adjustments after the Reoccurring Ice Users cancellation date.
 - 3.4.6. Coordinating with the Concession Operator regarding any maintenance issues related to the operation of the Concession.
- 3.5. The Director of Corporate Services or delegate is responsible for:
 - 3.5.1. Ensuring that all invoices are sent to Reoccurring Ice Users.
 - 3.5.2. Ensuring that all payments for ice rentals are received by the Town.
 - 3.5.3. Overseeing the process of selling ice to Non Reoccurring Ice Users as per this policy.
 - 3.5.4. Updating the ice schedule to include ice rental sales.
 - 3.5.5. To communicate confirmed ice rental sales to the Arena Operator and Concession Operator as per this policy.

4. Ice Applications and Allocations of Ice

- 4.1. Reoccurring Ice Users must submit their applications for ice allocation(s) to the Town Office. Applications for ice in the Ice Season must be received in writing, by August 31st of the current year.
 - 4.1.1. Any ice request, in an application from a Reoccurring Ice User, that is not submitted before August 31st will only be considered after all other Reoccurring Ice User requests are considered.
 - 4.1.2. Any ice given up by a Reoccurring Ice User immediately reverts back to the Town of Picture Butte to be re-allocated as outlined in this policy.
- 4.2. The Director of Operations, or delegate will create a yearly ice schedule by allocating ice times to Reoccurring and Non Reoccurring Ice Users according to the following order of priority:
 - 1st priority – Town of Picture Butte
 - 2nd priority – Reoccurring Picture Butte Youth Group
 - 3rd priority – Picture Butte Youth Group
 - 4th priority – Reoccurring Adult Groups
 - 5th priority – Adult Groups



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6th priority – Non Picture Butte Groups

- 4.2.1. Requests for additional ice time from any Reoccurring Ice User will not be allocated until all Reoccurring Ice User requests have been considered.
- 4.2.2. Notwithstanding the priority listing found in this section, historical use of previous years ice time allocations, Good Standing, and conduct within the facility will also be considered when allocating ice times.
- 4.2.3. The order of priority will not be considered when ice is already booked or scheduled to be used by another Ice User.
- 4.3. If ice time becomes available at a time and /or date that may be more suitable to a Reoccurring Ice User then a written request to change to that time will be considered.
 - 4.3.1. In the event that more than one request is received from a Reoccurring Ice User to change to another ice time, then the Director of Operations will make a decision based upon Section 4.2 of this policy.
 - 4.3.2. In the event there are no outstanding requests for ice time, then additional requests from Reoccurring Ice Users will be considered as per the priorities outlined in this policy.
- 4.4. The Town may request Ice Users to provide a list of any person that will be using the ice under their booking.
 - 4.4.1. Information that can be requested may include: Name, age, email address, phone number and residential address of each person.
 - 4.4.2. When this information is requested the Ice User must provide this information at the time of the booking or for Reoccurring Ice Users within 30 days.
- 4.5. Any ice time, not allocated to Reoccurring Ice Users who submit applications prior to August 31st will be available for rent. The following procedure will be followed when renting ice to Non Reoccurring Ice Users:
 - 4.5.1. Available ice times will be made known to Non Reoccurring Ice Users in the following priority:
 - 4.5.1.1. Ice that is within the normal operating hours of the arena.
 - 4.5.1.2. Ice that is not within the normal operating hours of the arena but precedes or follows an already confirmed rental.
 - 4.5.1.3. Ice that does not precede or follow an already confirmed rental.
 - 4.5.2. A ten minute ice cleaning time frame must be left between two different Ice Users.
 - 4.5.3. A Non Reoccurring Ice User may tentatively book an open ice time.
 - 4.5.3.1. A tentative booking is not confirmed until an Ice User Agreement for Arena Bookings form is completed and the rental payment has been paid in full at least 24 hours prior to the booking.
 - 4.5.3.2. A tentative booking can be sold to another Ice User when the Ice User Agreement for Arena Bookings is completed and paid for before the other Ice User.
 - 4.5.4. Once a tentative booking has been confirmed then the Town office will notify the Arena Operator and Concession Operator of the confirmed booking at least 24 hours prior to the booking.
- 4.6. All Ice Users must sign an Ice User Agreement for Arena Bookings prior to their ice time.

5. Cancellations

- 5.1. For Reoccurring Ice Users, cancellations of scheduled ice times will be allowed up to October 31st. After this date, any ice that is cancelled by a Reoccurring Ice User shall not be refunded or credited unless the Town is able to resell the said allocation with no loss in revenue to the Town.
- 5.2. For Non Reoccurring Ice Users, once a booking has been confirmed and payment has been received a refund will not be given to the Ice User if they cancel their booking.



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- 5.2.1. At the discretion of the Director of Corporate Services or delegate a booking for a Non Reoccurring Ice User that is cancelled can be rescheduled any time between October 1st and the last Sunday of March in the same season that the ice was booked. A cancelled ice time can not be rescheduled after the Ice Season.
- 5.3. The Town reserves the right to cancel any ice booking for the purpose of emergency repairs to the building, mechanical plant and/or the ice surface. The Director of Operations or Arena Operator, with approval from the Director of Operations reserves the right to cancel any ice booking in what they consider extreme weather conditions.
- 5.4. In the event of such a cancellation, the groups affected will be notified by the Director of Operations, his delegate or the Arena Operator. If the Town cancels a Non Reoccurring Ice User time then the Town will refund the rental payment in full or if the Non Reoccurring Ice User agrees reschedule their ice time as per 5.2.1.

6. Fees and Charges

- 6.1. The rental of the Ice Rink shall be in accordance with the fees and charges approved by Picture Butte Town Council. All rental rates shall be subject to review on an annual basis by Council.
 - 6.1.1. This review will occur prior to a final annual budget being passed by Council.
 - 6.1.2. Any new ice rental rates will not take place until the Arena reopens on the 1st of October.
- 6.2. Reoccurring Ice Users will be invoiced monthly, payable within 30 days of the date upon which an invoice is mailed to the user.
 - 6.2.1. Any disputed billing amount will be considered as per the 30 Day Invoice Dispute Period Policy.
 - 6.2.2. The individual whose name appears on the contract shall be responsible for the rental payment to the Town.
 - 6.2.3. Outstanding amounts after the 30 days will accrue a late payment charge at the rate set by Council.
 - 6.2.4. If an outstanding amount extends beyond a two month period, the Town may cancel the Ice Users ice time until the outstanding amount is paid in full.
- 6.3. The Town will not rent ice at a youth rate to any Ice User with adult players that may operate under the umbrella of a youth organisation.
- 6.4. Rental rates for booking in excess of one (1) hour will include stoppages during the event for ice cleaning. One cleaning time shall be required after each hour of play.
- 6.5. Failure to comply to this policy may result in an Ice User's booking being cancelled by the Town.

7. Tournaments and/or Group Special Events

- 7.1. Applications for tournaments and/or group special events shall be received at the Town Office in writing, by August 31st of the current year.
- 7.2. The scheduling of tournaments and/or group special events shall be at the discretion of the Director of Operations and must take into account the impact of these events on other activities within the facility.
- 7.3. Rental rates for tournaments and/or group special events will include stoppages during the event for ice cleaning as per Section 6.4.
- 7.4. Cancellations for tournaments and/or group special events will be in accordance with Section 5 of this policy.

North County Recreation Complex



Seasonal User Guide



Seasonal Scheduling Dates

The deadline dates below are for users who want to book multiple ice times over a period of months. By adhering to the deadlines, you will increase your chances of securing ice.

Scheduled Season 2023-2024:

Winter 2023/24 (October 1 – Last Sunday in March)	
August 31, 2023	User request deadline
Mid September	Tentative schedules sent to users for review
Mid September	Ice user meeting to review schedule and policies
Mid September	Final contract issued and executed
October 1, 2023	Ice User Contracts due
October 31, 2023	Ice cancellation deadline

2023-2024 Arena Rental Fees:

Adult Groups	\$173.35 per hour
Youth Groups – In Town	\$99.40 per hour
Youth Groups – Out of Town	\$112.05 per hour
Sponsorships	\$99.40 per hour



Seasonal Booking Process

Step 1

Submit Ice User Application Form

Complete an Ice User Application Form and return to Town Office or email to admin@picturebutte.ca by the deadline of August 31.

Step 2

Tentative Schedule Issues

If you have successfully secured ice time, you will receive a tentative schedule to revise. You must communicate any changes to administration, who will work to accommodate them.

Director of Operations: 403-732-4881 operations@picturebutte.ca

If the schedule is satisfactory, the ice user will communicate with administration and proceed to Step 3.

If your time is unavailable, administration will work with you to find another suitable date and time. Please be aware that there may be no ice times available due to high demand.

Step 3

Contract is Issued

Administration will send you the Regular Ice User's Agreement Form for your bookings. An ice user meeting will be scheduled to discuss the arena schedule and any changes to arena policies for the current season.

Step 4

Contract is Executed

Return the signed contract before the scheduled season start date. If the user group requires additional time, please contact the Town office at 403-732-4555. Contracts can be returned to admin@picturebutte.ca along with any cancellations to the schedule.

The ice will be released if you do not return the contract by the October 1st deadline.

Step 5

Schedule Confirmed

Final schedule is confirmed.

Step 6

Cancellations

Submit any booking cancellations to administration by the October 31 deadline to prevent incurring any charges. Any cancellations after this date, the ice user will be charged for the booking unless the ice can be resold with no loss in revenue to the Town.



Returning Users

If you are a returning seasonal user to the North County Recreation Sports Complex from the previous year, the user group will be contacted to renew the terms and conditions with the Town.

Renewal Policy

The municipality cannot guarantee that the ice user will receive the same day and time as the previous year. However, the Town will attempt to obtain suitable times for the user to the best of our abilities.

Outstanding Balance

Invoices are due by the last day of the month or a 2% penalty is applied. Any user with an outstanding balance on their account beyond two months may have their ice times cancelled until the account is settled.

Arena User Information

Below highlights useful information regarding the facility and your rental.

Time Blocks

All bookings are made in 15-minute increments, and any amount of booking length is acceptable. The Town must approve block bookings.

Dressing Rooms

Ice users can access assigned dressing rooms 30 minutes before and after their allotted ice time. Rooms must be left in acceptable condition.

Nets

The standard two nets will be provided on the ice for any booking that has been distinguished as a practice or game.

Entering Ice Early

The user group shall only enter the ice at the time stated in the agreement. The Town's staff will have the right to ask you to leave the ice.

Cancellation

Any seasonal ice bookings must be cancelled by October 31st. Any cancellations made after this date will be billed accordingly.





Town of Picture Butte

120 – 4th Street North | Box 670
Picture Butte AB T0K 1V0

Phone: (403) 732-4555 | Fax: (403) 732-4334 | E-mail: info@picturebutte.ca

Ice Users Application Form

2023 – 2024 Season

**** Applications due August 31st ****

Contact Information

Organization/Team Name: _____

Mailing Address: _____

Town/City, Province: _____

Postal Code: _____

Contact Name: _____

Contact Phone Number: _____

Email Address: _____

Invoicing Contact Name: _____

Invoicing Email Address: _____

Ice Time Requested

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Start Time:							
End Time:							

Additional Notes:

Tournaments/Special Bookings

If more tournaments are requested, please attach another page.

Day Requested: _____

Start Time: _____ End Time: _____

Applicant Signature: _____