



LAC LA BICHE COUNTY PROCEDURE

TITLE: ICE ALLOCATION

PROCEDURE NO: CM-71-017

SPECIAL NOTES/CROSS REFERENCE:
CM-71-017 Ice Allocation Policy

AMENDMENT DATE:

GUIDING PRINCIPLES

The following principles served as the framework for developing the Ice Allocation Procedure, and should continue to be considered when implementing and/or interpreting the various statements:

- a. **Access and Equity:** Promote fair and equitable access to ice in terms of allocation as well as in the application of fees and charges.
- b. **Efficient Use:** Promote efficient use of Arenas by maximizing usage, creating efficient booking procedures and ensuring that the County is receiving fair compensation for the usage of the arenas.
- c. **Diversity:** Promote a wide range of program opportunities.
- d. **Youth Support Development:** Promote the role that the arenas play in the development of minor sport.
- e. **Partnership:** Promote the importance of partnerships in the delivery of activities (minor sport and community associations).
- f. **Ease of Use:** The policy should be easy for user groups to understand, and for County Administration to implement.

DEFINITIONS

- a. **“Adult Sporting Organization:** means a sporting organization, that is set-up as a society, whose membership is with individuals eighteen (18) years of age and older.
- b. **“Additional Municipal Services”** shall refer to all facility services provided by Lac La Biche County, which are beyond those that would normally be provided to ensure the health and safety of the Public using the facility.
- c. **“Casual User”** means a User who has less than 3 rentals in a one month period.
- d. **“College Hockey”** means organized hockey teams with membership in the Alberta College of Athletic Conference (ACAC) Association hockey league.

- e. **“Contact Person or Alternate”** means an individual identified as the primary Contact Person or Alternate for the County and/or a user group/organization.
- f. **“County”** means within the boundaries of Lac La Biche County, and the Department(s) designated by the Chief Administrative Officer (CAO) to implement this procedure.
- g. **“County Programs, Co-Sponsored Programs and Special Events”** means any program or special event operated, co-sponsored or sanctioned by the Recreation department (i.e. Skate with Santa, Learn to Skate Programs).
- h. **“Damage Deposit”** means a refundable fee assessed to a User to cover the cost of damages that may occur due to actions on the part of the User, or in conjunction with an ice allocation or event hosted by the User.
- i. **“Non-Resident”** means a User who resides outside of the boundaries of Lac La Biche County.
- j. **“Non-prime Time”** means the period of operation open to the general public at a leisure facility which is judged by the County to be the lowest demand or least desirable period of regular use.
- k. **“Off Season”** means the period between April 1st and September 14th of each year;
- l. **“Prime Time”** means the period of operation for a given facility or program which is judged by the County to be the highest demand and most desirable period of regular use.
- m. **“Public Skating and Programs”** means programs and leisure opportunities provided by the County that are open to the public or targeted group.
- n. **“Recreation Department”** means the individuals who compose the department responsible for accepting, scheduling and administering the ice allocations;
- o. **“Regular Season Schedule”** means the period between September 15th and March 31st of each year.
- p. **“Regular User”** means a User that requests three (3) or more ice allocations per month.
- q. **“School Use”** means the bookings by schools within the Lac La Biche County boundaries that are included within the Northern Lights School Division Joint Use Agreement.
- r. **“Special Event”** means a public or private event that is not directly associated with the regular season schedules and bookings (i.e. Charity Hockey Game).
- s. **“Tournament”** means hockey, speed skating, broomball, or other similar competitions between three or more sports teams that gather together under the direction of an organization renting ice on an hourly basis where at least one ice sheet is occupied for one day or more for the purpose of determining an ultimate winner amongst the competing teams.
- t. **“Youth Group”** means a sporting organization that is setup as a society or association which includes minor sport activities and school programs organized primarily for youth residing

within Lac La Biche Region. User groups must have 80% of membership composed of individuals eighteen (18) years old and younger to qualify as a youth group.

- u. “**User Agreement**” means a document that clearly outlines the contractual agreements between the County and the User.

GENERAL TERMS AND CONDITIONS

1. All users shall submit ice allocation requests to the County by completing An Ice Booking Request Form;
2. All Regular Users must provide a certificate of insurance for a minimum of \$2,000,000.00 comprehensive general liability insurance, naming the County as an additional insured – refer to User Agreements for details;
3. All users are subject to pay a damage deposit at the time of booking;
4. All users are required to follow the posted rules and conditions contained within their user agreement or rental contract or risk losing ice allocation and booking privileges; and
5. All ice bookings are booked in thirty (30) or sixty (60) minute increments. A fifteen (15) minute flood will be conducted between bookings. During games, floods will be performed between each period with the exception of Initiation through Pee Wee levels which occur every second period or as required. Requests for additional floods or services are considered Additional Municipal Services and are subject to additional fees for users who request such.

1. APPLICATION PROCESS

1.1. All Users:

- a. Ice Allocation is based on the total number of requests received, availability, priority ranking and cost efficiency;
- b. Users must provide the required documentation prior to bookings being confirmed. Bookings are *not considered confirmed* and Users will not be allowed to access their ice allocation until the County has received all relevant documentation.
- c. Allocated ice time cannot be subleased, or sold to other groups without prior approval from the County.
- d. All correspondence, bookings, and invoicing will be conducted between the County and the Contact Person or Alternate provided by the User. Decisions and actions of the Contact Person or Alternate are considered decisions and actions of the User. The Contact Person or Alternate is responsible for sharing information with their respective user group.

- e. The County reserves the right to provide alternative ice allocation to Users, to change, cancel, or add ice allocation as it deems necessary to adjust for unforeseen circumstances and/or to maximize the use of the facilities for the benefit of all users.
- f. A \$250 (one time/hourly) and \$500 (daily/ongoing) Damage Deposit must be provided at the time of booking. The County will return the Damage Deposit so long as no outstanding fees are owed to the County or damages are incurred during the ice allocation. The Damage Deposit will be returned:
 - Within thirty (30) days of the end of the season for Regular Users.
 - Within thirty (30) days of the ice allocation for Casual Users.

1.2. Priority Ranking:

The following priority ranking will be utilized during Prime Time bookings for the Regular Season Schedule.

First Priority: Community & Special Events

Second Priority: College Hockey League & Playoff Games

Third Priority: Youth Groups Games, Practices & Tournaments

Fourth Priority: College Hockey Practices

Fifth Priority: County Programs, Public Skating & Programs

Sixth Priority: School Use

Seventh Priority: Adult Sporting Organizations

Eighth Priority: Casual Users (Local, Non-Resident & other rentals/users)

During the Off Season, ice requests will be accepted on a ‘first come, first serve’ basis after Community & Special Events and County Programs, Public Skating & Programs have been scheduled.

1.3. Regular Users:

Regular Users can submit requests for the upcoming Regular Season Ice starting April 1st. Requests will be date stamped and kept on file until the User Ice Allocation meeting, held in mid to late June.

Should there be major changes to schedules or additions to any Regular User’s ice requests, whereby existing Regular Users’ requests cannot be accommodated within the Regular Season schedule, all Regular Users will be asked to attend an Ice Allocation meeting. If schedules or ice times cannot be resolved, the established Priority Ranking list will be used to determine ice allocation.

It is also recognized that other factors may influence the suitability of ice times for certain Youth Groups. The following factors may also be taken into consideration should the need arise, including;

- a. Age of participants;
- b. Game times versus practice times;
- c. Total registration for each Youth Group;
- d. Historical precedent; and
- e. Lac La Biche's goals with regards to development of youth and recreation.

Regular Users are asked to submit ice allocation requests based on the previous year's usage and forecasts for the upcoming season initially to reduce ice being turned back or other User's requests being denied. Minor Hockey shall provide confirmed ice requirements by the end October once teams are finalized.

Regular Users who wish to change their scheduling status by registering in an out of town league and/or bringing teams to the County must submit a written proposal with their Ice Allocation Request to the Recreation Department. The Manager of Parks & Recreation and/or their designate may consult with the other Regular Users who may be impacted by the change. The proposal may be considered depending on ice schedule and available ice time.

Regular Users are required to sign a User Agreement and provide all necessary documentation prior to their first scheduled ice allocation or are subject to a \$250 penalty and risk losing their ice allocation for the season.

1.4. Casual Users:

Requests from Casual Users will be considered after the Regular User's Season, Tournaments and Special Events and Public Skating and Programs schedule has been set, and will be considered on a 'first come, first served' basis.

A damage deposit of \$250.00 dollars must be provided at the time of booking. The damage deposit will be returned to the user within thirty (30) days of the booking, should there be no damages or additional costs incurred due to the booking.

1.5. New Users:

New Users who wish to enter into a User Agreement, must meet the following criteria:

- a. if there is an existing user group meeting similar needs in the County, the Recreation Department will direct the new group to the existing user group first;

- b. group must be composed of at least 80% of Lac La Biche County residents and provide Contact Person or Alternate;
- c. required to have 75% percent of their ice allocation request as non-prime time ice for the first season;
- d. submit request for ice for the Regular Season after July 1st;
- e. in the event ice is unavailable for time(s) requested a formal dated wait list will be established. Upon ice availability, the first New User on the wait list will be contacted and have the option of accepting or refusing the proposed ice slot after consultation with Regular Users who may wish to switch times.

1.6. Special Events, Tournaments & Playoffs:

Special Events, Tournaments & Playoff requests for the upcoming season must be submitted by June 15th. Should a Regular User request more than one (1) tournament in a season, the County will ensure each Regular User has first priority before considering additional requests made by other Regular Users.

To ensure tournaments and special events do not significantly impact other Users or programs and to control the size of tournaments, the following limitations will apply:

- a. Minor Hockey Tournaments will start no earlier than the regularly scheduled block ice time and end no later than 6:00 pm to allow regularly scheduled Users access to their ice slots. An exception can be made if Minor Hockey can make arrangements with other Users to switch ice slots in lieu. Any changes to ice slots must be submitted to the County in writing at least one (1) week prior to the tournament.
- b. Adult and Recreational Hockey Tournaments are required to work around the Regular Users ice slots during the Regular Season, however, Public Skating & Program times may be altered or cancelled to accommodate tournament requests.

1.7. Public Skating & Programs:

County Administration strives to provide consistent public skating and drop in schedules throughout the Regular Season, but will be based on availability and may be altered or cancelled during high use periods such as special events, tournaments, competitions, etc.

- a. Public Skating will be provided a minimum of four (4) ice slots per week, with at least one (1) being a weekend time slot;

- b. Shinny Hockey and Pick Up Hockey will be provided a minimum of two (2) ice slots per week each; and
- c. Family Hockey and/or other programs may be offered as required based on interest and demand but are not guaranteed.

2. FEES

Each User will be charged in accordance with the Recreation Facility User & Rental Fee Bylaw #14-029. Regular Users are invoiced monthly based on usage. All other Users must pay at the time of booking.

Accounts overdue by thirty (30) days net of receipt will be charged interest as determined by the County. Regular Users will be denied access to ice slots and may lose future bookings or priority standing, until outstanding fees are paid in full.

Any costs incurred by the County for set up prior to an event or clean up after an event may be charged to the User.

The Outdoor Rinks are for public use and no rental fee shall be assessed.

3. CANCELLATIONS AND REFUNDS

All cancellations must be provided in writing or electronic format at least forty-eight (48) hours in advance. A cancellation is not considered confirmed unless the Contact Person or Alternate has received confirmation that the County has received the cancellation request. The County may

During inclement weather when 48 hours notice is not possible, it is still the responsibility of the Contact Person or Alternate to contact the County either in person, by phone or electronically and cancel timings in order not be charged. This is the only time verbal cancellations will be accepted.

All Tournaments and Special Events booked must provide the County with ten (10) working days written notice of cancellation. All cancellations made less than ten (10) working days notice will be charged for the ice allocation.

Users who do not provide a cancellation request will be charged for each ice slot booked and not utilized.

The County will cancel a contract or booking should there be a breach of this Policy, its conditions, rules or regulations, or the County be of the opinion that the facilities are not being used for the purposes requested.

The County reserves the right to cancel or alter ice allocations for special County wide events and/or maintenance. In such instances the County will refund any fees paid for the cancelled ice allocation.

In the event of a County initiated cancellation the Contact Person or Alternate will be contacted via written or electronic format at least ten (10) working days prior to the event. In the event of power outage or maintenance issues, County staff will inform the Contact Person or Alternate of the cancellation by phone, email or any other means necessary to ensure they are notified and apply credits accordingly.

The County assumes no liability or responsibility for the general operations or management of special events, tournaments/carnivals or registrations for Users. Inquiries and issues will be directed to the Contact Person or Alternate of the respective user group.

4. FACILITY DAMAGES

Users shall bring any damages or safety concerns to the immediate attention of the County prior to their ice allocation to eliminate any charges to their respective group.

Any damages that may occur to the ice, boards, team benches, change rooms, etc. from misuse or anything more than regular wear and tear during ice rentals will be charged to the User through the Contact Person or Alternate on file. If the damage exceeds the amount collected for a Damage Deposit, the team or User will be invoiced for the repairs or replacement charges including staff/contract labour.

When damage is caused by visiting teams or player(s), the County will;

- a. Advise the Contact Person or Alternate and League President of the date and details of the damages. It is their responsibility to provide the County with the visiting team contact information;
- b. An invoice for the damages will be forwarded to the visiting team contact;
- c. The visiting team will not be permitted to play within the facility until the damages are paid for; and
- d. If not paid within 30 days of receiving the invoice, a second invoice will be sent directly to the Association and/or League President to cover the costs of the damage.

5. DISPUTE / CONFLICT RESOLUTION

If there is a dispute or conflict that cannot be resolved by Users, a letter indicating the issues or dispute should be submitted to the Manager, Parks & Recreation. If the response provided is not satisfactory, a letter of appeal to the Chief Administrative Officer (CAO) should follow. The final step would be a letter of appeal or delegation to County Council who will have the final decision.

6. USE OF MEETING SPACE, STORAGE ROOMS, LOCKERS OR OTHER SPACE

Regular Users may request the use of meeting space to hold Annual General Meetings or Executive meetings throughout the Regular Season.

Regular Users may also request the use other spaces, storage rooms or lockers on a ‘first come, first served basis. The County reserves the right to accept or deny such requests and charge admission or rental fees for the use of these spaces.

Further details are outlined within individual User Agreements as per requests received.

7. ADVERTISING & PROMOTIONAL ITEMS

The County reserves the right to permit or refuse requests for signage, billboards and other types of advertising or promotional structures within the Bold Center and, more specifically, within the arenas as it deems fit.

“Original Signed”
Chief Administrative Officer

October 7, 2014
Date



LAC LA BICHE COUNTY Ice Use Booking Request Form



ORGANIZATION / USER GROUP INFORMATION

Team Name/Organization: _____

Primary Contact Name: _____ Mailing Address: _____

Town/City: _____ Postal Code: _____ Use this address for billing information

Primary Phone: _____ Alternate Phone: _____ Email: _____

Alternate Contact Name: _____

Primary Phone: _____ Alternate Phone: _____ Email: _____

REGULAR SEASON DATES: Start Date: _____ Finish Date: _____

Breaks (if applicable): From: _____ To: _____

From: _____ To: _____

***Playoff Season (if applicable):** From: _____ To: _____

REGULAR SEASON REQUIREMENTS:

DAY(S) OF WEEK (in order of preference)	TIME(S) (in order of preference)	GAME / PRACTICE (please indicate)	LOCATION Swamp Cats / Performance

TOURNAMENTS/SPECIAL EVENTS:

DESCRIPTION:	DATES:	TIMES:	LOCATION(S) Swamp Cats / Performance

Special Considerations: Please list any special requests or items that you would like considered as part of your allocation.

Your personal information is being collected under the authority of and pursuant to section 33(c) of the Freedom of Information and Protection of Privacy Act. If you have any questions about the collection and use of this information, please contact the Manager, Legislative Services for Lac La Biche County at 780-623-6806.

Applicant's signature: _____ **Date:** _____

To be completed by Lac La Biche County Recreation Staff

Ice Booking Request Form received: in-person email fax Date Rec'd _____ Staff Initial _____

Ice Booking Practices Processed By: _____ Permit # _____

Ice Booking Games Processed By: _____ Permit # _____

Playoffs Processed By: _____ Permit # _____

Tournaments/Special Events Processed By: _____ Permit # _____

Special Request/Meetings Processed By: _____ Permit # _____

FINANCIALS:

Damage Deposit received Yes No Amount _____ Date received _____
└─┬─▶ Staff Initial _____

Paid by: Cash Cheque # _____ Debit VISA MasterCard AMEX

Full Damage Deposit refund Yes No Amount _____ Date processed _____
 Staff Initial _____

Partial Damage Deposit refund Yes No Amount _____ Date processed _____
 Staff Initial _____

* if partial refund indicate reason(s): _____

Full payment received Yes No Amount _____ Date received _____
└─┬─▶ Staff Initial _____

Paid by: Cash Cheque # _____ Debit VISA MasterCard AMEX

Monthly Invoices Billed Yes

└─┬─▶

REQUIRED DOCUMENTATION:

Insurance Certificate Yes No Date received _____ Staff Initial _____

User Agreement signed Yes No Date received _____ Staff Initial _____