

Seasonal Ice Booking Information 2024-2025 Season

The booking information enclosed is based on current information and is subject to change. A minimum of 7 business days is required for new or additional booking requests.

Sunday May 12, 2024

- Due date for user groups to confirm continued past use allocation, submit changes or new requests, and apply for tournaments/special events at guelph.ca/specialevents

Week of Monday, June 17, 2024

- Seasonal rental agreements to be distributed.

Tuesday, July 2, 2024

- Return signed rental agreements and organization form.
- Submit Liability insurance (naming the City of Guelph as additionally insured up to \$2,000,000 General Liability).

Monday, July 15, 2024

- Requests for occasional use of space accepted.

Thursday, August 1, 2024

- Payment for ice used in September due (all future payments are due on the first day of the month prior to use - October rentals due September 1, November rentals due October 1 etc.)

Tuesday, September 3, 2024

- First ice booking date at Exhibition Arena and Sleeman Arena.

Monday, September 9, 2024

- First booking date at West End Community Centre Arenas.

Monday, September 16, 2024

- First booking date at Victoria Road Recreation Centre Arena.

Friday, September 27, 2024

- First booking date at Centennial Arena.

Sunday, March 30, 2025

- Last booking date at Centennial Arena, Victoria Road Recreation Centre, and West End Community Centre.
- Last booking date at Sleeman Arena (dependent on Guelph Storm season).

Sunday, April 27, 2025

- Last booking date at Exhibition Arena

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Location Specific Information

Sleeman Centre

- When booking ice rentals at the Sleeman Centre, please note that all rentals are subject to special events and Guelph Storm scheduling needs.
- The Sleeman Centre will be hosting The Grand Slam of Curling in January 2025. Ice rentals between January 9 to January 21, 2025 will be unavailable.

Ice Regulations

- One hour of ice consists of 50 minutes ice time and 10 minutes ice resurfacing. Users must not access ice surface prior to hours specified on the contract and must be off the ice promptly.
- Minor/youth participants/players must not be on ice surface without being accompanied/supervised by a coach.
- No objects or individuals are to be on the ice when the Zamboni is resurfacing the ice. This rule will be strictly adhered to by facility operations staff.
- The use of sticks, pucks, or balls outside of the ice area is strictly prohibited.
- The City of Guelph strongly recommends that CSA approved ice helmets be used by all ice users.
- All amendments and cancellations must be submitted in writing.
- Requests for rentals must be submitted through your organization's designated scheduler or authorized signatory as indicated on the Organizational Information sheet.
- The City has the right to switch rink assignments.
- Minor Hockey groups must provide their own insurance certificate.

Warm Up Activities

- There is to be no running or disruption to other users in the facility for warm-ups.
- At the Sleeman Centre, the storage area of the facility on the 000 level is always off limits to teams.
- Community rooms can be rented for warm-ups.

Special events and tournaments

- A [Special Event or Tournament application](#) must be completed.
- Organizations hosting tournaments will post a site convener at each facility for the tournament's duration. Names and contact information for each convener will be provided to the City one (1) week before the tournament.
- At Recreation Services' discretion, the organization may be required to hire and pay for dedicated staff and security.
- Any tournament vendors must be identified and pre-approved through the special event process. Their quantity and placement of vendors will be vetted through your Booking and Event Coordinator. Additional charges will apply.
- Depending on the scope of your event, additional permits, charges, and conditions may be required.

Seasonal Ice Booking Information 2024-2025 Season

Dressing Rooms

Dressing room privileges may be revoked by management at any time if the policies and guidelines are not followed.

- Two (2) dressing rooms will be provided per ice rental.
- Additional rooms must be requested at the time of booking and will be charged additionally when available.
- Co-ed teams will be accommodated with additional dressing rooms at no charge where available.
- Dressing room access is permitted 30 minutes before a practice or game with adult supervision or coach present in the room.
- Ice users must vacate dressing rooms within 30 minutes following a practice or game.
- Dressing room assignments are subject to change. Staff reserve the right to relocate user groups from assigned rooms, with minimal disruption, in the event of unforeseen circumstances.
- Dressing room vandalism will not be tolerated. Permit holders will be held liable for the full cost of damages.
- City of Guelph is not responsible for lost or stolen articles.
- No alcohol or tobacco products including smokeless tobacco, chewing tobacco, electronic cigarettes or sunflower seeds are permitted in City facilities.

General Facility Guidelines

- Rental customers and their users must maintain and uphold the values identified in the City's Community Plan and the Strategic Plan.
- The rental time can only be used by the organization listed on the rental agreement, except for a pre-approved special event.
- The City will not approve requests to rent or book facilities for individuals or organization groups that promote hatred, violence, racism, or discrimination of any kind.
- Use of facilities adheres to the principle of public access and provides a safe and welcoming environment for all while ensuring event participants, patrons and city assets are safeguarded.
- The applicant shall be responsible for the conduct and supervision of those affiliated with the group.
- Any user not in compliance with provincial or federal legislation or any City of Guelph policies or bylaws will forfeit their rental time.
- All City facilities are designated smoke free facilities. This refers to ALL tobacco and smoking products, including smokeless tobacco, electronic cigarettes, cannabis and chewing tobacco.
- Alcoholic beverages and illicit drugs are NOT permitted in any City Facility without the appropriate permits. Groups not complying will forfeit their rental times and the time will be re-allocated.
- All facilities shall be left in an acceptable condition or extra charges for damage or excessive clean-up shall be charged to the permit holder. Permit holders will be notified of additional charges.

Seasonal Ice Booking Information 2024-2025 Season

- No players, coaches, parents, or spectators are permitted to be on any facility/playing surface when staff perform maintenance. Staff will cease operations and will not resume until the facility/playing surface is vacated.

Facility Allocation

The following scheduling sequence is based on the process principles and will be used to allocate new or newly available facility space:

- City of Guelph Recreation Programs and Services
- Youth Resident Users - Seasonal
- Senior Resident Users - Seasonal
- Adult Resident Users - Seasonal
- Commercial Resident Users - Seasonal
- Recurring Resident Users – Annual
- New Requests from Resident Users
- Non-Resident Users

The City will take every measure to accommodate all user needs and requests. However, the City does not guarantee the automatic renewal of rental time.

Our complete allocation process can be found online at

<https://guelph.ca/living/recreation/facility-rentals/#facility-allocation-process>

Cancellation Policy

- Refunds are given to users that provide written notice at least **30** calendar days advance of the booked date.
- Within **30** days, no refunds will be issued, and no amendments will be refunded.
- Cancellations between 15 and 30 days of booking date will be permitted to reschedule to a mutually agreed upon available date within the current season. No refunds will be permitted on the amendment.
- Groups receiving the youth facility discount will be charged at the regular non-discounted rate for all unused time.
- Bookings that are consistently cancelled or not used will be removed from the following year's allocation.

Special Event Cancellations:

- Refunds are given to users that provide written notice at least 30 calendar days advance of the booked date.
- If notice is given in writing 15 calendar days prior to the booking, the event can be rescheduled to a mutually agreed upon available date, within the current month, and not to exceed 6 months from date of original booking. If an alternative date cannot be identified, refunds will not be issued.
- Special Event and Road Closure Applications fees associated with Special Event applications (where applicable) are non-refundable.

Our complete cancellation policy can be found online at

<https://guelph.ca/living/recreation/facility-rentals/cancellation-policy/>

Seasonal Ice Booking Information 2024-2025 Season

Rental Agreements

- Signed rental agreements and insurance forms must be received by the date specified by your Booking and Events Coordinator to secure your rentals.
- All coaches or people in charge at a location are to carry copies of the signed rental contracts as they must be produced onsite upon request.
- The person/officer signing the rental contract warrants that they have the authority to book facilities, sign contracts, and legally bind the organization or group.

Liability Insurance

- All groups must have Liability Insurance coverage. Your coverage must be a minimum of \$2,000,000 Commercial General Liability (\$5 million for special events) with the City of Guelph named as additionally insured and must remain in force throughout the duration of your rental contracts.

Payment terms and schedule

- Tournaments & Special Events: Payment must be received in full at least two weeks prior to the start date.
- Regular season bookings – payment is due on the first day of the month prior to use. Groups not in good standing will be required to pay in full at the time of booking or at such time as they fall into arrears.