

# BOOKING INFORMATION

## 2025 Arena Floor Season Booking Information



The booking information enclosed is based on current information and is subject to change.

### Schedule of Dates

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#### Monday, November 25, 2024

- Deadline to confirm past use for 2025 floor season.
- Apply for special events [guelph.ca/specialevents](https://guelph.ca/specialevents)

#### Week of January 13, 2025

- Rental agreements for 2025 season sent to users.

#### Monday, February 3, 2025

- Return signed rental agreements, organization form and insurance.

#### Saturday, March 1, 2025

- First payment due for April bookings

#### Monday, April 7, 2025

- First floor booking date for Centennial arena floor, Victoria Road Recreation Centre and West End Arena 1 and 2.

#### Monday, May 5, 2025

- First floor booking date for Exhibition Floor

#### Friday, August 22, 2025

- Final floor booking date for Exhibition Floor

#### Friday, August 29, 2025

- Final floor booking date for West End Community Centre 1 and 2, Victoria Road Recreation Centre and Centennial Arena.

### Booking Specific Information

- All amendments and cancellations must be submitted in writing.
- A minimum of three business days is required for processing new or additional requests.
- Requests for rentals must be submitted by the organization's designated scheduler/authorized signatory as indicated on the Organizational Information form.



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- The City has the right to switch floor assignments.
- One hour of floor time consists of 55 minutes on the floor and 5 minutes maintenance.
- Users must not access the arena floor prior to the hours specified on the contract.
- Minor/youth participants/players must not be on the arena floor without being accompanied/supervised by a coach.
- Teams may not run in facilities for “warm ups” to protect the safety of all facility patrons. The use of sticks, pucks or balls in the hallways or bench area is strictly prohibited.

### 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 floor 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 rental time with adult supervision or coach present in the room.
- Users must vacate dressing rooms within 30 minutes following rental time.
- Dressing room assignments are subject to change. The management and/or staff reserve the right to request user groups to relocate 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.
- Coaches and bench staff are responsible for ensuring that any music played in the dressing room or ice surface is of a positive nature for the enjoyment of both adults and children. Foul, offensive or discriminatory language, or any form of profanity will not be tolerated.
- Music in the dressing room must be contained in the dressing room. Facility Staff may direct you to cease or reduce sound if it can be heard outside of the room.

### 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

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of any kind.

- The 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.
- No players, coaches, parents, or spectators are allowed on any facility/playing surface when staff perform maintenance. Staff will cease operations and will not resume until the facility/playing surface is vacated.
- Music is not permitted in the hallways or public areas.

### Special events and tournaments

- Meeting rooms within the facility are available to rent as part of your event.
- Organizations hosting tournaments will post a site convener at each facility for the tournament's duration. Names and contact information for each convenor 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.
- Depending on the details of your event, additional permits and conditions may be required.

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### Facility Allocation

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 before 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 before 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 the 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



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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/>

### 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 the location are to carry copies of the signed rental contracts as they must be produced 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 seasonal 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 a time as they fall into arrears.

### Contact information

Facility Booking and Special Events  
Recreation Support Services  
City of Guelph  
T 519.837-5678  
E [facilitybooking@guelph.ca](mailto:facilitybooking@guelph.ca)

