

“SCHEDULE A”  
TOWN OF INGERSOLL  
Policies and Procedures

**Policy:**                   **Ice Allocation Policy**

**Approval Date:**   **1998**  
**Revised:**           **Feb 4, 2019**  
                          **April 14, 2020**  
                          **July 22, 2021**  
                          **June 9, 2022**  
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                          **April 22, 2024**  
                          **February 18, 2025**  
                          **June 9, 2025**

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**Purpose**

The Town of Ingersoll Community Services Department wishes to promote maximum facility usage for the effective and efficient operations of the Ingersoll District Memorial Arena.

The purpose of this policy is to:

- a) Clearly define and communicate how ice will be managed, allocated and distributed
- b) Serve as a guide for the ice allocation process
- c) Promote and encourage participation in ice sports to the overall benefit of the community
- d) Guide user groups through the process of booking ice time

The policies identified in this document establish and clarify the Town’s responsibility for ice allocation, facility administration and its commitment to the management of:

- a) Fair and equitable ice allocation that maximizes use of the facility
- b) Fiscally responsible ice facility operations
- c) Processing of tournament, special event and season ice rentals
- d) Safe and accessible services for all
- e) Enhancement of the quality of life of all citizens.

**Ice Allocation**

Requests for ice time for the upcoming season must be received by the Supervisor in writing by the 1st Monday in June of each year. Such requests will include regular weekly use, tournaments and special events.

A notice, regarding allocation of ice time requests, will be sent to each **regular seasonal user group** at least two weeks prior to the deadline for submitting requests.

## **Priority**

### Residency Requirements:

The Town recognizes the tax-based contribution provided by its residents toward the development and operation of recreation and sport facilities and recognizes that residents will receive priority over non-residents in the allocation of facility time.

On an annual basis, registration data from the prior season of play shall accompany all ice allocation requests. Registration information must be supplied, in an approved format (age category and full address including postal code), by all Minor Sport Organizations and Contract Ice Users.

Failure to provide the registrant information in a timely manner may result in loss of preferred times or the allocation of less than desired times.

### Historical:

The Ice Provider wishes to recognize long-term clients. Historical precedence will provide existing clients (prior to the 2024-25 ice season) access to historical ice (same or similar date or time blocked) to all block users that have had the same hour(s) for two or more consecutive years from the current year.

The Ice Provider reserves the right to change the ice allocated to historical clients when facility closures or restrictions must be applied, when ice schedules negatively influence operational/program efficiencies and resident demands or to meet minor sport requirements. In these circumstances every attempt will be made to find an equitable ice time replacement.

If a designated "historical" permit holder disbands or fails to apply for ice in consecutive ice seasons, they will lose their "historical" status. If they reapply in a subsequent ice season, they will be treated as a new client. The 'historical' designation is not transferable.

Requests are reviewed in relationship to the availability to maximize group requests with priority given to:

1. Town of Ingersoll Public Skating, Special Events and Programs
2. Minor Sports Groups
3. Adult Sports Groups
4. Occasional Groups

Allocated ice can only be used for intended purpose-i.e. ice allocation for minor hockey can only be used for minor hockey games or practices. Ice time allocated to a user group must be returned if it is not going to be used by the user group. Switching of times, days, etc. with other users will be allowed upon Town of Ingersoll approval. Sub-contracting of ice will only be allowed per Town of Ingersoll approval. Written requests for sub-contracting of ice must be received by Town of Ingersoll staff prior to the start of the season. Staff will decide whether to approve or decline the request. Once a decision is made, staff will notify the user group.

Valid request for change from any regular user group may not always be accommodated as requested. It is recognized that it is advantageous to maintain a reasonable amount of consistency in ice time scheduled from year to year and therefore due consideration will be given to the allocation of ice according to previous years. With that said just because a regular user may have historically had particular ice times does not mean that they own that ice time. Changes to ice allocations shall be based on significant changes to registration levels and

composition or other emerging trends and needs.

Early versus later time slots will also be shared as evenly as possible, keeping in mind historical commitments, residency requirements and age-based parameters.

Definitions:

- 1) **Minor Sports Group**: are those groups such as skating clubs, minor hockey, etc. that are:
  - non-profit;
  - guided by a constitution and by-laws
  - governed by a board of directors
  - serve youth 21 years of age and younger; and
  - have a minimum of 40% of registrants who reside in the Town of Ingersoll
- 2) **Adult Sports Group**: members over the age of 19 years of age which participate in adult sport leagues
  - have a minimum of 40% of registrants who reside in the Town of Ingersoll.
- 3) **Regular User Group**: All groups/organizations/individuals renting ice on a weekly basis
  - these groups may have registrations less than 40% of residents of the Town of Ingersoll
  - these groups wouldn't typically be allocated ice time during regular Prime Time hours
- 4) **Occasional User Group**: Rental groups which book ice occasionally. I.e. not on a regular weekly schedule.
  - these groups may have registrations less than 40% of residents of the Town of Ingersoll
  - these groups wouldn't typically be allocated ice time during regular prime time hours
- 5) **Town** means the Corporation of the Town of Ingersoll
- 6) **Arena** means the Ingersoll District Memorial Centre
- 7) **Manager / Supervisor** means the person(s) in charge of Recreation either by contract or Town employee.

### **Ice Allocation Committee**

All regular season user groups are required to have a contact person, who will be deemed to be their Ice Convener. It is the responsibility of the convener to communicate schedule changes, cancellations, special requests or other pertinent information on behalf of their group to the Supervisor of Parks & Facilities. Information regarding name, address, email and phone number(s) of the group's convener must be submitted with ice requirements. Include the name, address, email and phone number(s) for billing contact if different. Ice Conveners and Organization Presidents (or assigned) will be the main contacts for all user groups. All communication will be done through the Convenor or President.

1. An Ice Allocation Committee will be formed for the upcoming ice season consisting of the following representatives:
  - i) One member from each regular minor sport and adult sports group (Ice Convener)
  - ii) Two Town Staff - Manager Parks & Facilities and Parks & Facilities Supervisor

The purpose of the Committee will be to review all ices time requests and prepare a draft Master Schedule based on the Ice Allocation Policy. The representatives on the Committee will be expected not only to represent the needs of their organization, but also to represent the needs and the best interests of the entire community.

2. Upon completion of the draft Ice Allocation Schedule, by the Committee the Community Services Department may hold a meeting of all regular user groups to review the schedule and to trade ice time if necessary.
3. A Master Schedule of ice allocation will be confirmed and approved by the first week of June each year, by the Manager / Supervisor. The Master Schedule will be sent to all Ice Conveners to share with their user groups. A copy will be left at the Arena and Victoria Park Community Centre.
4. It is recognized that changes to the Master Schedule may be required from time to time. Any changes will be submitted in writing or emailed to the Supervisor outlining the changes and the valid reason for the change. Approval of any changes will be at the sole discretion of the Supervisor. Temporary changes may also be necessary from time to time due to unforeseen circumstances. (I.e. Mechanical breakdown).

### **Facility Contracts**

All regular user groups will be issued facility contracts for all ice time booked. Read through the dates and times on your contract carefully- if ice time is not on your contract it is not booked. In the event changes are made, an amendment to the contract will be made. We require a signed contract / Ice Allocation Policy returned to the Town of Ingersoll at the start of each season.

### **Cancellation of Ice Time**

**Regular user groups** must provide at least one week (7 days) email written cancellation notice. Cancellation notice must be emailed to the Supervisor of Parks & Facilities ([patkinson@ingersoll.ca](mailto:patkinson@ingersoll.ca)) by each user group's ice convener. Notice of less than 7 days will result in charges being levied for ice not re-booked at its resale value.

### **Facility Cancellations:**

The Supervisor may cancel any contracts or portions of contracts where:

1. The contract was transferred without approval of the department
2. The facility is not being used for the purposes set out in the request
3. There has been a breach of the regulations posted in the facility or set out herein
4. If account for ice rental is in arrears more than thirty (30) days. Any user group or individual whose account with the Arena remains past due at the time the Master Ice Schedule is confirmed for the following season, will not receive any ice allocation time for the upcoming season.
5. The facility requires technical or emergency repairs which cannot be performed at any other time.

\* If the Supervisor uses the power to cancel any contracts or portion of contracts, they will give notice to the ice convener as soon as possible by whatever means may be available to them \*

### **Open Skating**

A minimum of two (2) public skating times of one or more hours will be scheduled each week of

ice in the arena. Public Skating times will be posted in the arena and circulated to the general public. Open Skates will be scheduled on Thursdays from 3:30pm – 5:00pm and Saturdays from 10:00am – 11:00am

### **Shinny**

Tuesday Mornings from 9am-10:30am is reserved for Shinny Hockey

### **Huff and Puff**

Wednesday Mornings from 9am-10am is reserved for Huff and Puff Hockey

### **Adult Skate**

Tuesday afternoon from 3:00pm-4:00pm and Thursday afternoon from 2:30pm – 3:30pm is reserved for Adult Skate

### **Parent & Tot Skate**

Tuesday & Wednesday morning from 10:30am-11:30am is reserved for Adult Skate. Strollers are allowed on the ice for Parent & Tot Skate only

### **Stick & Puck**

Tuesday from 4:00pm – 4:50pm and Friday from 4:00pm – 4:50pm will be reserved for Stick & Puck

### **Rotary Rink Mates**

Friday Mornings from 9:30am-10:30am is reserved for Rotary Rink Mates

### **School Groups**

Must negotiate ice contract prior to start of each season which will include scheduling of games and practices around master schedule.

### **Tournaments and Special Events**

Tournament/Event Schedules are required at least 1 week prior to the event. The deadline to cancellation of booked tournament/event ice is 1 week. The contract holder will be responsible for payment of ice which cannot be re booked. If times are not cancelled prior to the deadline charges will be levied for ice at its resale value. Cancelled ice will first be offered to the seasonal user of that time.

### **New Organization or Emerging Sport**

When reasonable, the town will recognize a new ice organization or emerging ice sport and will make reasonable effort to allocate ice time to enable it to establish its programs and services in the Town. Recognition and ice allocation will occur once the conditions and criteria outlined in this policy are met and if existing users will not be adversely impacted. New organizations/programs will be accommodated only to provide unmet community needs. Where

possible, the development of new programs or the expansion of groups should be encouraged to be extensions of organizations already established. (i.e creating umbrella organizations)

## **Rental Rates**

2025-2026 Season (**Proposed Rates**) Rates don't include HST

### 1) Ice Rental Rate

Prime Time hours are 4pm-11pm Monday to Friday. Weekends and Holidays are 7am-11pm

#### a) Adult Sports

Prime Time- \$176.09 per hour

Non-Prime Time- \$ 120.79 per hour

#### b) Minor Sports

Prime Time- \$134.74 per hour

Non-Prime Time- \$92.92 per hour

\*Each Rental Hour Includes (10) minutes for preparation and cleaning of ice\*

### 2) Auditorium Rental Rate

- \$49.45 per hour.
- \$472.03 per day Friday-Saturday
- \$247.25 per day Sunday-Thursday

\* Minor & Adult Nonprofit community groups- 50% discount of current rate.

### 3) Arena Floor(Summer)

- \$786.72 per day Friday to Saturday
- \$539.47 per day Sunday to Thursday
- \$53.94 per hour

## **Payment**

a) Regular Users- will be invoiced monthly for their scheduled ice time. Invoices are e-mailed after each month. I.E Invoice for September's Ice will be mailed out in October etc.

b) Occasional Users- bookings must be made in person, by phone or email. It is recommended that payment be made online through our Univerus public portal or by credit card over the phone to 519-425-1181 x 0 or in person at VPCC Reception (355 Wellington St) prior to going on the ice. If ice is not paid in full, permission to go on the ice will not be granted.

## **Standard Hours of Operation/Season**

a) Season – First week of September to the end of March. (subject to change based on usage)

b) Hours - 7 days a week from 6:30am to Midnight

The opening of the arena on statutory holidays when it is normally closed or opening beyond the established operating hours and season will only be considered if the applicant agrees to pay for the full operational costs for such an opening and pending the availability of staff. Application does not guarantee approval. All ice will be billed at the Adult Sports prime time rate.

### **Dressing Rooms**

Dressing rooms will be assigned by the operator on duty and will be posted on the monitor as you enter rink. Keys for each room are given out by the operator and must be returned promptly after use. Dressing rooms may be accessed 30 minutes prior to your ice time and they must be vacated 30 mins after your ice time. In the event dressing rooms are left in an unacceptable state, charges may be applied to the contract.

Repair or replacement for any and all damages will be the responsibility of the contract holder.

The Town of Ingersoll is not responsible for any lost or stolen items whether from a dressing room or elsewhere in the facility. It is the responsibility of the groups/organizations/individuals to get a key for their assigned room and ensure that the dressing room door is locked or supervised while they are on the ice.

### **Ice Flood Schedules**

All ice booked consists of a 50 minute hour with the remaining 10 minutes for ice resurfacing. The Town requires that all regular user groups supply ice use and flood requirements to the Supervisor before the start of each season.

### **Curfew Ice**

It is the responsibility of the time keeper to buzz off curfew games as listed on the game sheet. Failure to buzz off curfew games will not be tolerated and will result in contract holder being charged for extra ice. If curfew games are not buzzed off accordingly, the operator on duty will blow the game dead to maintain effective and efficient operations of the ice schedule. For example, if your ice time ends at 8:50pm and there is another group renting the ice at 9:00pm your time will be curfewed

### **Warm-ups and Training Room**

To ensure the safety of patrons, warm-ups and off-ice training must not be performed in hallways, stairwells or corridors. Minor Sports groups will be given the option of renting the auditorium on a regular basis at a price set in the Fees and Rates Bylaw. This rate will be solely used for warm up time, and not for team meetings, meals, parties etc.

### **Alcohol and Smoking**

Alcoholic beverages are not permitted on the premises without a special occasion permit. The Town of Ingersoll has a Municipal Alcohol Policy with a zero tolerance for alcohol consumption

without proper permits. Non-compliance will result in police being notified, ice time being suspended and immediate loss of the dressing room.

Effective May 31<sup>st</sup> 2006, The Smoke Free Ontario Act was enacted. Smoking is prohibited within 20 metres of all arena entrances.

### **Insurance**

All user groups must provide proof of insurance (minimum \$5 million dollar Commercial General Liability or Homeowners Liability) listing the Town as an additional insured or pay for Facility User Group Insurance provided and administered through DUUO Insurance. This Facility User Group Insurance is an added cost in addition to the ice rental fee. Please note that the Facility User Group Insurance would not be available to any organized sports teams or leagues or for any contact sports.

### **Safety**

- Contract holder shall be responsible for the conduct and supervision of all persons using the facility while occupied in the designated dates/times
- All exits, fire extinguishers, and pull stations shall be kept free from obstruction at all times
- Regulations posted through the facility are in addition to the conditions set out herein and shall be complied with in the same manner
- The operators of this recreation facility strongly recommend that CSA approved safety equipment including head, eye and face protection are worn by all participants
- No objects or individuals are to be on the ice when the Olympia is resurfacing the ice. Individuals are not allowed on the ice until all doors are closed by the operator.
- User groups/organizations/ or individuals participating in illegal activities or behavior not permitted in the facility shall receive a warning letter for the first infraction; have their ice time suspended for 2 weeks for the second infraction and have their ice time suspended for one year for a third infraction. All levels of discipline will be kept on file for one year from the date of the infraction. Continuing infractions will lead to the refusal of further contract applications.

### **Conduct with Staff**

The Town of Ingersoll has a zero tolerance policy for any mistreatment of Town of Ingersoll staff through our R-Zone policy. Any person that refuses to listen to staff directions, or abuses staff in any way will receive an automatic suspension from the facility for a period of two weeks, minimum.

Failure to comply with directives may jeopardize future ice privileges. Compliance of these terms and conditions is expected of all persons using the facility.

### **Conclusion**

1. This policy will be reviewed annually by the Manager, Supervisor and the Ice Allocation Committee.  
Any changes will be forwarded to user groups and to Town Council for approval.



2. Any user groups may request changes to the policy which will be discussed at a user group meeting, then forwarded onto council for amendment.
3. Any items unresolved will be brought forward to the Town Council for final decision.