

Arenas ice allocation rules



Updated June 2025

City of Greater Sudbury (CGS) arena ice allocation rules

Definitions

1. Time

- a. Prime time: Monday to Friday from 5 p.m. until closing and Saturday and Sunday from 8 a.m. to closing
- b. Non-prime time: Monday to Friday from 7 a.m. (at certain arenas and days) to 5 p.m. and Saturday and Sunday from 7 a.m. to 8 a.m.
- c. Last minute bookings (five days or less) will be charged the applicable non-prime rate
- d. Countryside #2 booking start and end times are 15 minutes past and before the hour

2. Categories

- a. For ice allocation, the following categories will apply:

Youth – a person 18 years of age and under

Adult – a person 19 years of age and over

3. Seasons

- a. Fall and winter ice times and pricing are considered “regular season” and apply from Sept. 1 to April 30
- b. The fee for groups beyond April 30 will be at the “spring and summer” ice rates as detailed in the CGS user fee bylaw.
- c. Spring and summer rates are from May 1 to Aug. 31
- d. Spring and summer ice times will be booked based on the previous spring and summer season’s usage. Anchor bookings, hockey, ringette, and skating schools will take priority. All available ice will then be booked to other users (adult groups, private bookings).
- e. CGS reserves the right to amend bookings to maximize facility usage and to reduce operation costs.
- f. Facility permits for spring and summer will be sent out for verification by Jan. 15 of each year.
- g. Requested changes for spring and summer will be addressed by priority and availability and must be received in writing by Jan. 30 of each year.
- h. *signed facility agreements for spring and summer are due by Feb. 15 of each year to confirm your spring and summer season bookings.*

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4. Ice allocation committee (IA)

- a. The City of Greater Sudbury’s ice allocation committee is comprised of the following minor associations:

CapMH	Capreol Minor Hockey	SMHA	Sudbury Minor Hockey
ConMH	Coniston Minor Hockey	SPHL	Sudbury Playground Hockey League
CCMH	Copper Cliff Minor Hockey	GSRA	Greater Sudbury Ringette
CCSC	Copper Cliff Skating Club	SSC	Sudbury Skating Club
HSH	High School Hockey	VEMH	Valley-East Minor Hockey
NBSC	Nickel Blades Skating Club	RBMH	Rayside-Balfour Minor Hockey
NCMH	Nickel Centre Minor Hockey	VESC	Valley-East Skating Club
NCHA	Nickel City Hockey Association	WRA	Walden Ringette
WMHA	Walden Minor Hockey		
SGHA	Sudbury and District Girls Hockey		

- b. Each association is entitled to have two representatives attend committee meetings, however, only one spokesperson and one vote.

5. Home Arena

- a. Home arena for each association is based on the hours allocated. See addendum “home arenas” for the specifics.

Fall and winter (regular season)

1. Registration forms

- a. CGS registration forms will be sent to the IA committee members by the second Friday in August
- b. CGS completed registration forms from each association with their projected registration numbers broken down by division, are to be submitted to the CGS by noon on the second Monday following Labour Day.

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- c.** Any revisions to the projected numbers must be submitted by noon on the second Thursday following Labour Day.
- d.** Should the completed form/revisions not be received by noon on the second Thursday following Labour Day (without approval from the CGS), the associations' allocation for the current season will be calculated using the previous season's actual usage minus 20 per cent
- e.** The CGS will calculate the actual prime time hours used the previous season and advise each association the hours they are to return by the third Tuesday of September. (based on the registration numbers formulas)
- f.** The IA groups are to advise the CGS of which hours they will be returning, no later than the last third Thursday of September.
- g.** The CGS will advise the IA groups which hours are available for pick up by the third
- h.** Thursday of September regular season allocation meeting will be held on the fourth Wednesday of September.
- i.** Allocation of ice time will come into effect the fourth Saturday after Labour Day.
- j.** A second CGS registration form will be sent to the IA committee members the last week of September, after the IA allocation meeting.
- k.** The second CGS completed registration forms from each association with their verified registration numbers from their governing body, broken down by division, are to be submitted to the CGS by noon on the first Monday in October.
- l.** CGS will review the registration numbers and compare them with the projected registration number used for the IA process. If there are discrepancies that impact the number of hours allocated, CGS staff will contact the association for further review, and in collaboration with the association, make adjustments.

2. Ice allocation formulas

- a.** The ice allocation location(s) and time blocks will be based on the previous year's actual usage.
- b.** Non-prime time will be included in the calculation of your allotment.
- c.** Non-prime ice time used by an association will be offered to the same association the following season.
- d.** Where possible, home arena(s) ice will be taken into consideration for majority of ice allotment. See "home arenas" document attached for reference.
- e.** Formulas will be calculated as follows to determine the number of teams for hockey and ringette:

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- i. Registration numbers provided by associations and confirmed by their governing bodies for house league U7 and initiation will be divided by 14.
 - ii. Registration numbers provided by associations and confirmed by their governing bodies for house league, A, AA and/or equivalent, will be divided by 17 for U9 & up.
 - iii. Registration numbers provided by associations and confirmed by their governing bodies, for AAA and AA equivalent will be divided by 17.
 - iv. For associations where registrations are low within a division, CGS will review the verified registrations submitted and on a case-by-case basis, consult with the impacted association on the number of teams required. (i.e. U9 only 24 registrations, will need two (2) teams of 12 players created)
- f.** Weekly hours for house league and A, AA, and/or equivalent teams are established as:
- i. Initiation/U7/U9 and equivalent at one hour
 - ii. U9- U11 and equivalent at two hours
 - iii. U13 & equivalent at 2.5 hours
 - iv. U15-U18 and equivalent at three hours
- g.** Weekly hours for AAA and equivalent teams are established as:
- i. U12-U15 and equivalent at 6.5 hours
 - ii. U16, equivalent, and up at 7.5 hours
- h.** *See addendum attached for calculation examples based on the above*

3. Ice allocation process (IA meeting)

a. Returning ice time

- i. Ice time must be returned and picked up proportionate to weekday/weekend ice time whenever possible.
- ii. The return of prime, allocated ice time, will begin with the minor sport group that has the greatest decrease in hours from the previous season, continuing in ascending order. If two or more groups have the same decrease, the group with the lowest registration numbers will go first. When possible, 50 per cent of your ice time must be returned on weekends and 50 per cent on weekdays. The reason for this rule is to ensure fairness. Previously, associations were only returning weekend ice which is often preempted.
- iii. If an association is only required to return 30 minutes of allocated ice time according to the formula, these 30 minutes must be returned next to a block of available ice time to allow these 30 minutes to be sold in a one-hour block. If this is not possible, the association will be required to keep the ice time.

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- iv. There will be no restrictions placed on what ice time an association returns however, when ice is being returned, a 30-minute increment cannot remain alone.
- v. Associations will not be permitted to return their 5 p.m. or 5:30 p.m. weekday ice block as it will be difficult for the CGS to sell unless it is 60 consecutive minutes being returned.
- vi. Season ice times which users are bumped by events (concerts, Wolves games, Five games) at the Sudbury Community Arena will not be counted in the logs. (CCMHA, SDGHA and SMHA)

The CGS reserves the right to amend bookings to maximize facility usage and to reduce operation costs.

b. Adding ice time

- i. The selection of allocated ice time will begin with the minor sport group that has the highest increase in hours, continuing in descending order. If two or more groups have the same increase, the group with the highest registration numbers will go first. Each group, rotating in turn, will select a maximum of three hours of ice time if available.
- ii. After the above is completed, the selection of additional allocated ice time will begin with the minor sport group that requires the highest number of formula hours to support its programs. If two or more groups have the same increase, the group with the highest registration numbers will go first. Each group, rotating in turn, will select 1.5 hours of ice time.
- iii. Any time an ice user is requesting ice time when an arena is regularly closed (i.e. 2 p.m. on a Tuesday at a Class II arena or 8 a.m. at a Class I arena), this group shall pay the prime-time rate
- iv. When the formula allows your association to only pick up 30 minutes, it must be picked up before or after an existing block of your association's season ice. Furthermore, when adding ice, it cannot create a 30-minute block, as it cannot be sold.
- v. Once the adding of ice is completed, the CGS will review the logs and make any necessary changes to make the operation more efficient. The final logs will be sent to the associations within two days following the meeting.

The CGS reserves the right to amend bookings to maximize facility usage and to reduce operation costs.

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4) Cancellations

1. Regular season ice

- a) Cancellation of regular season ice time will not be permitted unless registration numbers decrease after the meeting and must be approved by the manager of arenas.
- b) Weather-related cancellations will be permitted if more than one group from the same arena cancels.
- c) After the ice allocation meeting, specific dates (blocks) within a season ice time (including stat holidays and Christmas school break, based on the school year calendar, upcoming tournaments) that will not be required will be permitted to be returned without penalty, but must be received by midnight, Oct. 31. A maximum of five dates per block will be accepted (excluding stat holidays and Christmas break).
- d) A minimum of seven days notice is required for cancellations from Oct. 1 to 31. All ice times will be re-added to the contract if insufficient time is given for cancellation.
- e) Ice time not required in April must be returned by Feb. 15. Any April ice not returned by this date is subject to cancellation fees.
- f) Ice time not required due to playdown, and playoff eliminations may be returned after March 1 without penalty.
- g) All requests for cancellations must be forwarded to icebookings@greatersudbury.ca. Cancellations will not be processed at any Citizen Service Centre.
- h) All unused ice time will be deemed a no show. If three (3) “no shows” or more occur in one season, that specific ice time will be lost the following season. All no-shows will be charged to the association at the appropriate rate.
- i) All allocated season ice time blocks not required by the association are to be returned to the CGS. The CGS will reallocate this ice time based on registration numbers.
- j) Subletting ice time (user group on the ice is different than the user group on the permit) or reselling ice time will not be permitted, nor will the renting of ice time for other user groups. User groups may trade allocated ice time, with permission from CGS. Consent for the transfer of ice time will not be provided unless:
 - (1) The permit holder submits a written request specifying the name and contact information of the proposed transferee and date and times of the proposed ice use.
 - (2) the proposed transferee provides to the CGS prior to the scheduled ice time, a signed facility use permit, the necessary certificate of insurance and payment of the applicable fees. The permit holder may not authorize other persons or organizations to use its ice time.
- k) With the approval of the CGS, substitution of ice is permitted for a later date if a minimum of 14 business days is available to market the returned ice. A maximum of three substitutions per block of ice will be permitted per season.

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- l) All season ice time trades are permanent unless both parties agree to a trial period and must be submitted to the CGS no later than the ice allocation meeting. Any trades submitted after that date will be suspended until all independent groups have been addressed.

5) Assigned ice time

a. NOJHL

- i. NOJHL team will be assigned their past game and practice times as follows:

Greater Sudbury Cubs at Gerry McCrory Countryside #1

- (1) Monday from 4:30 to 6 p.m.
- (2) Tuesday from 4 to 5 p.m.
- (3) Wednesday from 4 to 5 p.m.
- (4) Thursday from 6:30 to 9:30 p.m.

b. Sudbury Speed Skating Club

- i. The facilities and ice time is as follows:

Gerry McCrory Countryside #1

- (5) Tuesday from 5 to 7 p.m.
- (6) Saturday from 5 to 7 p.m.

c. AAA ice time

- i. All AAA practice times that run for two consecutive hours will have a mandatory flood after one hour of ice usage. This is required to maintain the integrity of the ice conditions.

6) Playoffs

- a. During playoff time, events will take precedence over AAA, HSH (Highschool hockey) and NOJHL game and practice times, provided the event does not exceed three days.
- b. Using the time-of-day clock, at the end of a booking time, the horn will sound, and ice resurfacing will begin immediately, regardless of how much playing time remains on the score clock. The only exceptions to this procedure will be:
 - ii. AAA, NOJHL and HSH (16 d) playoff games and they must have additional time booked.
 - iii. If an association has a block of ice which will only be used by his/her association teams, the above ice resurfacing procedure may be waived upon request by an authorized individual.

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- iv. Where required, CGS may pre-empt arena floor events in order to accommodate playoff games.

d. Playoff format for HSH:

- i. One five-minute sudden victory overtime period using a three-on-three system shall be played until a winner is declared.
- ii. In the event that one team is serving a penalty at the end of regulation time, it shall be four-on-three until the first whistle after the penalty has expired.
- iii. At the expiration of the penalty the penalized player shall return to the ice, and the teams shall play four-on-four until the first whistle at which time the teams shall revert to three-on-three.
- iv. If the game is still tied, a three (3) girl simultaneous shootout will take place. Shooters and one alternate must be declared on the game sheet prior to the start of the game. Substitution for an injured or penalized player is allowed. Penalized players may not participate in a shootout.
- v. if the game is still tied, a one (1) goal simultaneous sudden victory shootout shall take place using the same players in the same order as above.

7) Event ice time

a. New events

- i. All new applications for *events (i.e. showcases, tournaments) or contract ice time must be received in writing. Verbal requests will not be accepted.
- ii. Applications must be signed by the requesting representative before May 1 of each year for the upcoming season.
- iii. Requests to extend arena hours of operations beyond the regular season will only be considered if the requested time is consecutive with the existing opening or closing date and is based on a minimum of 40 hours per week.

b. Annual events

- i. An event is an arena activity that is hosted outside of a group's regular ice time for:
 - 1. minimum of 8 hours or more
 - 2. weekends only (Friday to Sunday). For major tournaments, Thursday's will be accepted as well.
 - 3. maximum of two events per month at any arena
 - 4. maximum number of tournaments doesn't exceed *operating months

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- ii. Events will be scheduled based on the previous year's usage.
- iii. If ice is given from an event host to another association (to help them) this ice time will be allocated to the original event host the following year.
- iv. Event permits with dates and times will be sent out in advance of the events meeting and are required to be signed and returned at the meeting,
- v. Modifications to event requests must be submitted in writing by noon on the first Friday in May for the upcoming season.
- vi. Event hosts must use their regular scheduled ice time as part of the event ice. This is to ensure that groups do not apply for event time without preempting their own ice time.
- vii. For arenas that have more than two (2) events per month due to large important community tournaments, CGS will offer ice to those associations impacted at other community arenas that have less than two events.

c. Cancellation of events, returning or changing time

- i. Event cancellations must be received 30 days in advance, and the event host association must pick up their allocated ice time made available by this cancellation.
- ii. Cancellations of bookings will be subject to administration fees.
Please reference the CGS user fee bylaw, pages 29 and 30, for specific fees associated with the cancellation of ice, halls and floor bookings. [CGS User Fee Bylaw](#)
- iii. Final event schedules must be received, in writing, no later than 14 days before the first booking for an event and must be on letter or legal-size paper.
- iv. There will be no penalty for returning non-prime ice time that is not traditionally booked, up to 48 hours in advance.
- v. Existing events can only add additional hours to their existing schedule.
- vi. Furthermore, the addition of tournament after the events meeting is not permitted unless the affected group agrees to a trade of ice times.
- vii. The addition of tournaments prior to season ice beginning is not permitted as this ice time is vital to most associations. However, a new tournament may be added if no group is being displaced (i.e. opening an arena early and booking a minimum of 40 hours).

- d. Trading of ice time between associations to create a tournament is permitted but must be communicated by request directly to assistant facility booking clerks at icebookings@greatersudbury.ca and must follow the established guidelines for booking tournaments.

icebookings@greatersudbury.ca

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e. Buffer time for events

- i. Event organizers must add an additional hour of ice time, clearly indicated in your schedule, to ensure there is sufficient ice time to allow for delays in the event (i.e. overtime, injuries etc.).
- ii. CGS will automatically add an hour of ice time each day if buffer time is not clearly indicated in the schedule.
- iii. Ice time delays or extensions that affect other bookings will be charged back to the event organizer. All events that exceed their booking time will be required to add that additional time the following year.
- iv. To ensure the same arenas and times are allocated on a yearly basis, the event weekend cannot change (i.e. Easter). If an event host is requesting a change of dates, the request will be reviewed after all existing events are approved.

8) Tryout ice time

- a. Tryout ice time is to be issued based on the previous year.
- b. Any additional time is to be obtained through a request from the association to the CGS.
- c. The CGS reserves the right to amend bookings to maximize facility usage and to reduce operation costs. Ice time will be granted based on availability and date in which the request was received.
- d. A maximum of 40 skaters, plus coaching staff, will be permitted on the ice at one time during tryouts.

9) Per skater ice time

- a. The per skater rate for ice time will only be available from:
 - i. Monday to Friday from 7 a.m. to 5 p.m.
 - ii. Saturday and Sunday 7 to 8 a.m.
 - iii. Summer per-skater ice will be permitted.
 - iv. Per-skater rentals will not be available at the Sudbury Arena on Wolves game days.
 - v. Refer to the CGS user fee bylaw for current pricing.
 - vi. Per-skater ice time can only be booked 48 hours or less in advance of the booking, must be paid at time of booking.
 - vii. Liability insurance is required for all per skater ice time

10) Hall and meeting room rentals

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- a. All hall and meeting room times must be booked in advance of the usage.
- b. A signed facility agreement must be received prior to the usage
- c. **Per 2025-2026 user fee bylaw:**

Not-for-profit organizations (NPOs)* and *registered* charity groups have permission to book periodic meetings at no cost and are responsible for the cleaning of the facility immediately after the meeting, to an acceptable level as outlined in the facility rental agreement.

Leisure staff have the responsibility to manage the schedule for free meetings in *order* to meet the needs of all not-for-profit/charity groups equitably.

Not-for-profit organization (NPO) is defined as a 'recognized non-profit organization'. NPOs are associations, and/or societies that are not charities and are organized and operated exclusively for social welfare, civic improvement, pleasure, recreation, or any other purpose except profit.

Below are a few types of NPOs and an example of each:

- social, recreational, or hobby groups (i.e. CANS, bridge clubs, curling clubs, golf clubs, knitting clubs, etc...)
- amateur sports organizations (i.e. hockey associations, baseball leagues, soccer leagues)
- registered charitable organizations (i.e. food banks, soup kitchens, missionary organizations).

Meeting is defined as a gathering for the purpose of the organization's business' i.e. annual general meetings, monthly executive meetings, with the intention of a lecture style set up to include light refreshments only. Meetings are not intended for fundraising events, holidays or team celebrations, elaborate gatherings, or large-scale leisure activities.

Non-profit groups *are* entitled to one free rental per year for a maximum of two days for an event that is outside of the definition of a meeting, as explained above. For example, fundraisers, fairs, dinners, dances, holiday events. The free rental does not include ancillary costs such as insurance or any additional amenities other than what is available on site at the facility. After the annual 'free rental usage', the not-for-profit group would be subject to fees as outlined in the user fee bylaw.

As per resolution 0:20113 to 147, the City of Greater Sudbury will waive all facility rental costs at its large facilities/arenas,

Including arena floors, for a period of up to three days for major milestone anniversary celebrations of the host communities (every 25 years). This includes the former towns and cities of Sudbury, Capreol, Nickel Centre, Rayside-Balfour, Valley East and Walden.

fees will apply for renting halls and meeting rooms in all instances, except the following:

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- If a group is hosting an event and requires a hall or meeting room to be used administratively by the event committee.
- Fees for the rental room will apply if there are revenues generated from the usage of such area;
- Associations involved with the ice allocation committee may rent the hall or meeting room facilities for meeting space.
- The exemption for fees will only occur if the usage is during regular arena operating hours.

11) Payments

- a. Payment methods are EFT or postdated cheques, Visa and MasterCard.
- b. Payment policies for ice time are as follows:
 - i. **General booking – (includes managers and coaches for one-time booking)**
 - a. Fees are payable in full at the time of the reservation unless the arena's administration office has credit card info on file for monthly payments (including events)
 - ii. **Season ice booking – (adult user groups and individual team season bookings)**
 - a. Fees are payable in equal installments the first payment is due on the first day of the current month in which the first use occurs (including events). i.e. October bookings must be paid on Oct. 1, postdated cheques or pre-authorized monthly billing against credit cards or bank accounts must be provided before the use of the ice.
 - b. All outstanding balances will accumulate interest at a monthly rate of 1.25 per cent after 60 days.
 - iii. **Ice allocation association bookings – (hockey, ringette, skating) associations**
 - a. Fees will be invoiced monthly based on use.
 - b. Fees are payable within 30 days after the statement date (including events).
 - c. All outstanding balances will accumulate interest at a monthly rate of 1.25 per cent after 60 days.

12) Non-member allocation of ice

- a. Requests for ice time must be received in writing to icebookings@greatersudbury.ca
- b. Requests will be taken throughout spring and summer months for the Fall, however they will all be dated Oct. 1.
- c. In the event a similar request is received before this date, previous year's user will be given priority.
 - i. All requests received after Oct. 1 will be granted based on availability and date and time received.

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- ii. Ice-time applications and replacement ice requirements for non-association customers will not be addressed before Oct. 15 of each season.
- iii. School skating requests will not be addressed before Oct. 30 of each season.

13) Issuing permits

- a. Facility permits for the regular season will be issued within 10 days after the ice allocation meeting.
- b. Signed facility permits are to be returned to the CGS before Oct. 15 of each year, or your permit(s) and ice may be forfeited.
- c. Permit holders and designate(s) must comply with the fire regulations. Failing to comply may result in a fine and/or event cancellation. The permit holder or designate is responsible to ensure all his/her group members evacuate the arena immediately when an alarm sounds. The permit holder and designate(s) should be familiar with the fire evacuation plan for all applicable arenas.

14) Liability insurance

- a. The permit holder shall maintain general liability insurance to the inclusive limit of not less than \$2 million per occurrence insuring all claims for damage to property, personal injury or death, or any other losses or damages, both direct or indirect; and this policy must name the City of Greater Sudbury as additional insured.
 - i. A certificate of insurance in the CGS's standard form, confirming these coverages shall be provided to the CGS prior to using the facility.
 - ii. Neither the permit holder nor the insurer shall cancel, materially change or allow the policy to lapse without 30 days prior written notice to the CGS.
 - iii. Associations must provide the CGS with a list of people (i.e. coaches, managers, other association volunteers) approved to book ice time under the association's name. This is for insurance purposes. Customers whose names do not appear on this list must obtain their own liability insurance.
 - iv. Liability insurance cannot be purchased through the CGS, however, the CGS can provide contact information for a reasonable insurer.

15) Observance of facility rules

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- a. The permit holder is responsible for the conduct and supervision of all persons attending or participating in the permitted use and is to ensure that all regulations set out in the permit are observed.
- b. The permit holder agrees to comply with any bylaws, policies, codes of behaviour and regulations imposed by the CGS governing the use of the facility.
 - i. Vandalism, littering, abusive language or behaviour, loitering or use of unlicensed alcohol in CGS facilities will not be tolerated.
 - ii. Smoking and vaping are not permitted in any part of a CGS facility or within nine metres (30 feet) of public entrances.
 - iii. The permit holder is responsible for any damage to CGS facilities that has been caused by any person attending or participating in the permitted use. Any such damage to the CGS's property will be the financial responsibility of the permit holder and all costs and expenses required to repair such damage to the facility will be paid to the CGS on demand.
 - iv. Any charges for extra clean up and/or damages during the use of a CGS facility, in the sole view of the CGS, are payable by the permit holder.
 - v. The permit holder agrees to use the facility only for the uses set out in the permit. Any breach of the terms of conditions of this Permit and provision of false or incorrect information by the permit holder to the CGS in seeking the permit will result in the immediate cancellation of the permit.
 - vi. **Use of changing rooms is 30 minutes prior to rental and 30 minutes post rental.**
 - vii. Dry-land training is not permitted within the CGS arenas.
 - viii. Warmups - public and open portions of the facility - are not to be used for physical activities. Absolutely no stairs or bleachers. Speak to facility staff for directions on acceptable use of the facility.
 - ix. For arenas that have a hall attached, it is permitted (if hall is available) to rent the hall for an hour. A small fee (under \$20) will be charged and must be booked in advance by sending in your request to icebookings@greatersudbury.ca. Non-scuff shoes are to be worn, no soccer balls / hacky sack, and proper supervision is required (i.e., coach, assistant coach, trainer). For arenas that do not have a hall, or associations that do not rent the hall for pre-competition stretching. The following guidelines are as follows:

Pre-Competition Stretching Guidelines for Community Arenas

In response to inquiries from user groups, the City of Greater Sudbury is permitting supervised pre-competition stretching in designated areas of community arenas on a trial basis.

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All teams must follow the guidelines below.

General Guidelines

- A coach or team trainer must supervise the activity at all times.
- Participants must walk to and from the designated stretching area.
- Participants must wear proper attire, such as gym shorts and a T-shirt. Team apparel is preferred.
- Stairs, bleachers and stairwells are not permitted to be used as part of any pre-competition warm-up.
- Throwing or kicking soccer balls, footballs or other equipment is not permitted.
- Running is not permitted as part of the pre-competition stretching routine.
- Participants must not count out loud as a group, out of consideration for other facility users and spectators.
- Pre-competition stretching is limited to 10 minutes per team.
- All stretching must take place in the designated stretching area.

Permitted Stretching Activities

The following activities are permitted in designated areas:

- Running on the spot
- Stride jumps
- High knees
- Ankle rotations
- Quadricep stretches
- Heel kicks
- Hamstring stretches/toe touches
- Groin stretches
- Trunk rotations
- Hip swings
- Spot lunges
- Shoulder rotations
- Neck rotations
- Arm circles

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Designated Areas

Coaches and team trainers must consult facility staff for direction on acceptable use of the building.

Where space is available, pre-competition stretching may take place in halls, viewing galleries or open areas of the arena away from spectators and the general public.

At facilities where these spaces are not available, pre-competition stretching must take place in designated change rooms. Users are reminded that change rooms are only available 30 minutes before the rental time.

Respectful Use of Facilities

All teams must ensure that pre-competition stretching is conducted in a respectful manner and does not disturb participants using the ice surface or spectators in attendance.

Failure to follow these guidelines may result in a loss of privileges. If repeated infractions occur, the City may return to the previous policy of not permitting pre-competition activities in its facilities.

We appreciate the cooperation of all user groups in following these guidelines. Please share this information with coaches, managers and participants, and ensure appropriate supervision is provided.

- x. Any breach of the above rules may result in the suspension, or the cancellation of the permit and all monies paid by the permit holder to the CGS may be retained by the CGS. Future permit applications may be rejected.

16) Payment, withdrawal, cancellation and refund policy

a. Ice sports - events and tournaments

- i. Event final times (schedule) must be received in writing no less than 14 days prior to the first booking.
- ii. If the event/tournament is cancelled, the request for cancellation must be received in writing no less than 30 days prior to the event and the event host must pick up their allocated time made available by this cancellation.
- iii. Requests to cancel and refund requests must be approved in writing by the manager of arenas or the assistant manager that oversees that facility.
- iv. There is no penalty for returning time that is not traditionally booked, up to 48 hours in advance.
- v. Payments are due at the time of receiving the schedule confirmation (two weeks prior).

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b. Ice sports

- i.** General bookings: Fees are payable at the time of reservation.
- ii.** Season bookings (adult groups and Individual Teams): fees are payable in equal monthly installments, the first payment due on the one day of the month in which the first use occurs.
- iii.** Electronic Fund Transfers against credit cards or bank accounts must be provided before use.
- iv.** Ice allocation associations: fees will be invoiced monthly based on usage. Fees are payable 30 days after the invoice date. Electronic
- v.** Fund transfers against credit cards or bank accounts must be provided before use.
- vi.** Amendments are subject to an hourly administration fee.
- vii.** Spring and summer cancellations/changes are subject to an hourly cancellation fee.
- viii.** Declined payments will be subject to an administrative fee.
- ix.** Interest will be charged on all outstanding accounts at the rate of 1.25 per cent per year.