

2014 - 2019

# Ice Allocation Policy



Paul Nopper

Township of Madawaska Valley

2014 - 2019

## Table of Contents

<b>Introduction</b>	<b>2</b>
Mission	2
Values	2
Purpose	2
<b>Description</b>	<b>3</b>
<b>Ice Permit Terms and Conditions</b>	<b>3</b>
<b>Key Principles</b>	<b>3</b>
<b>Ice Provider Operations</b>	<b>4</b>
<b>Rates and Fees</b>	<b>4</b>
<b>General Information</b>	<b>5</b>
Forms	5
Insurance Required for all Ice Users	5
<b>Ice Allocation and Distribution</b>	<b>5</b>
Township of Madawaska Valley Recreation Ice Programs	6
Tournaments and Special Events	6
Minor Sporting Groups	6
Seasonal Clients	7
Board of Education	7
Occasional or Commercial Users	7
<b>Residency</b>	<b>8</b>
<b>Seasonal Minimum Commitment</b>	<b>8</b>
Fall, Winter and Spring	8
Block Bookings	8
Allocation Time Frames	8
<b>Conflict Resolution</b>	<b>9</b>
<b>Permit Amendments</b>	<b>9</b>
Cancellations	9
Transferred Ice/Ice Trades/Sub-Leased Ice	9
Inclement Weather	10
Permit Cancellations	10
Permit Cancellations and Rescheduling by the Ice Provider	11
Unused Ice	11
<b>Administration Management</b>	<b>11</b>
Group Representation	11
Opening Facilities Outside of Standard Hours	11
<b>Processing and Management of Tournaments and Special Events and Permits</b>	<b>11</b>
Tournament/Special Event Guidelines	12
Consideration to Schedule Special Events and Tournaments	12
<b>Ice Management Practices</b>	<b>12</b>
Curfew Ice	13
Dressing Room Etiquette	13
Ice that is Not Booked (unused ice) (Programs, Public Skating and Reduced Rates)	13
Instructional Program and Leisure Skate Management	13
Program or Leisure Skate Cancellations	14
New Organization/Emerging Sport	14

## Introduction

### Mission

The mandate of the Township of Madawaska Valley is to ensure a clean, secure, safe environment while providing well maintained infrastructure systems. It is our duty to develop a climate of acceptance, friendly and caring community spirit and make affordable decisions leading the municipality in a progressive, enterprising and sustainable direction within the legislative framework of the Province of Ontario. The Township provides residents and tourists with the assurance that both the old and the new cultural traditions continue to play an integral part in making this community a special place we recognize as home.

### Values

<b>Teamwork</b>	We are equally responsible to work towards achieving our common goals.
<b>Respect</b>	We treat others as we want to be treated.
<b>Integrity</b>	Through honesty and integrity we earn the trust of our peers and those we serve.
<b>Pride</b>	Our sense of accomplishment is achieved through out contribution to the community. We recognize the quality of our work.

### Purpose

This policy and guidelines contained within will serve as a framework for the Township of Madawaska Valley Ice Allocation Process. The goal of this policy is to promote and encourage participation in activities to the overall benefit of the community.

The policies identified in this document establish and clarify the Township's responsibility for ice allocation and administration. The Township is committed to the following:

1. Managing fiscally responsible arena operations;
2. Facilitating new revenue generating opportunities;
3. Promoting Fairness, Equality and Accessibility;
4. Processing tournament, special events and seasonal ice permits;
5. Providing excellence in customer service;
6. Promoting healthy living and access to Township programs including public skating;
7. General administration and office requirements;
8. Enhancing the quality of life for all residents; and
9. Providing safe facilities.

## **Description**

The “**ICE PROVIDER**” as mentioned throughout this document refers to the Township of Madawaska Valley’s Parks, Recreation and Community Development Department, that manages and operates the ice skating facilities within the boundaries of the Township.

The mandate of the **Ice Provider** is to provide a variety of leisure opportunities for all Township of Madawaska Valley and area residents. To this end, programs or initiatives such as Public Skating, Shinny Hockey, Adult Skating, Senior Skating, Parent and Tots Skating and Special Holiday Skating Sessions are recognized as a high priority within the Ice Allocation Policy.

The **Ice Provider** believes that, given its obligation and responsibility for ice allocation, it is imperative that it be administered in a fair and equitable manner to the residents of the Township of Madawaska Valley. The public at large, current user groups and all future user groups need to be considered fairly in the allocation of available ice on a seasonal basis.

The **Ice Provider** will allocate sufficient time for ice maintenance activities to ensure ice surfaces are maintained to industry standards/guidelines. Providing users with a safe skating surface is a high priority.

It is acknowledged that all categories of user groups may experience cancellations or adjustments to their weekly ice allocation over the course of their seasonal permit to accommodate approved Events from other Community Group programs.

## **Ice Permit Terms and Conditions**

Permits issued to a permit holder may be revoked by the Ice Provider, if, in the sole opinion of the Ice Provider, the permit holder fails to comply with the terms and conditions of the permit or any provision in this policy or for any other reason that the Ice Provider deems appropriate.

For single use rentals payment for permits must be received in 2 days in advance of the start of the bookings.

If a permit has multiple bookings over several dates, payments are to be arranged on a monthly basis with post-dated payments being received at the Township of Madawaska Valley office upon confirmation of the permit. If a user group does not complete payment within 30 days of rental, payments from that user group will only be accepted prior to the use of the facility. Payments will be accepted by cash, cheque or debit. Cheques should be made payable to the Township of Madawaska Valley.

## **Key Principles**

There are many key principles in the determination of ice time allocation such as age, gender, residency, economic impact, revenue generation, number of hours requested,

time of year, customer history, special events and extraordinary cases. The Ice Provider has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect registration, utilization and anticipation patterns, in addition to applying municipal, provincial and federal directives where required.

## Ice Provider Operations

The Ice Provider will responsibly manage its ice resources to ensure optimum usage and programming, to reflect municipal directives, to minimize risk and operational issues, as well enhance fiscal health to allow for timely and effective infrastructure updates.

On an annual basis, the Ice Provider will organize a meeting with ice facility provision partners and users to review, define or confirm the Township’s ice season, hours of operation, ice pad use and restrictions, facility closures, holiday operating hours, prime and non-prime time hour’s definitions and ice capacity calculations. The results of this meeting will enable the Ice Provider to update related portions of this document, arena operations calendar, ice management schedule and critical dates.

## Rates and Fees

The Ice Provider has a responsibility to make recreation accessible to the community and at the same time operating the facilities in a way that is fiscally responsible. Arena rates and fees are reviewed annually and recommended to the Township of Madawaska Valley Council for approval.

### Fall, Winter and Spring Season (mid-September to March 31)

Ice Times	Monday – Friday Saturday and Sunday	11:00 a.m. – 11:00 p.m. 8:00 a.m. – 11:00 p.m.
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The Summer Season (April 1 to August 31) the Paul J. Yakabuski Community Centre does not contain an ice pad. The facility during this period is available for rent for events, weddings and other engagements.

Type of Ice	Hours of Ice	Cost for 2014/2015 Season
Ice Time	50 minutes of ice 10 minutes of ice cleaning	\$139.90 + \$18.19 HST = \$158.09
Minor Sport Rate	50 minutes of ice 10 minutes of ice cleaning	\$110.00 + \$14.30 HST = \$124.30
Township of Madawaska Valley Program Time	50 minutes of ice 10 minutes of ice cleaning	N/A

\*Note: Ice costs will remain the same throughout each ice season (September – April).

## **General Information**

### Forms

All applicants and users must submit all requests for permit applications, processing, amendments and cancellations on Township approved forms. Packages and forms are available from the Ice Provider, the Township of Madawaska Valley Office and the Township of Madawaska Valley website at [www.madawaskavalley.ca](http://www.madawaskavalley.ca).

### Insurance Required for All Ice Users

Each organization, league classified as high risk users, such as organized minor sports programs and semi-professional leagues, shall, at all times during which it is allocated ICE time in the Township of Madawaska Valley Recreation Facilities, arrange, pay for and keep in force and in effect Comprehensive General Liability Insurance on an “occurrence” basis including personal injury, bodily injury and property damage protecting the Corporation of the Township of Madawaska Valley. The insurance will ensure that any claims for damage or injury including death to any person or persons, and for damage to any property of the organization or any public or private property, howsoever caused including damage or loss by theft, breaking or malicious damage, or any other loss for which the organization may become liable resulting in the organization’s use of ice time in the Township of Madawaska Valley facilities. Such a policy shall be written with inclusive limits of not less than Two Million Dollars (\$2,000,000.00), shall contain a cross liability clause, a severability of intent clause, and shall be primary without calling into contribution any other insurance available to the organization as additional insured parties. The Corporation of the Township of Madawaska Valley must BE NAMED as additional insured.

For groups, leagues and occasional users classified as low risk users, such as pickup hockey, one off rentals and other similar occasional user groups, will be covered under the Township of Madawaska Valley’s insurance policy. These groups will not be mandated to acquire rental insurance for the use of the arena facility.

The organization shall provide certificates of insurance evidencing the coverage as required above to the Parks and Recreation Department. Upon confirmation by the Parks and Recreation Department, which certificates shall include the obligation on the part of the issuer of the certificates to endeavour to provide thirty (30) days written notification of cancellation to the certified holders. Upon expiry, documents of renewed coverage are again to be provided and the organization will make policies available to the Township of Madawaska Valley for review and in the event of a claim.

## **Ice Allocation and Distribution**

On an annual basis, the Ice Provider will develop an Ice Distribution Matrix that best reflects the expressed needs of the users and application of this Policy’s directives and guides.

Ice will be allocated utilizing the following priority groups:

1. Township of Madawaska Valley Recreation Ice Programs
2. Tournaments and Special Events (primarily hosted by Partner Groups)
3. Minor Sporting Groups
4. Seasonal Clients
5. Board of Education – high school hockey and school ice
6. Occasional and commercial users

#### Township of Madawaska Valley Recreation Ice Programs

The Ice Provider ensures resident access to recreational ice opportunities through a variety of programs. These programs provide low cost access to recreational skating opportunities organized through the Parks and Recreation Department. Opportunities include public skating, senior skates, parent and tot skate and shinny hockey. Programs are provided in response to resident demand.

#### Tournaments and Special Events

The Ice Provider supports special programs like tournaments and special events. These programs provide revenue generating opportunities to both the program organizer and the Corporation of the Township of Madawaska Valley. There are also economic spin-offs throughout the communities at large. Tournaments and special events are competitions hosted by recognized Township of Madawaska Valley partner groups. They may include events of regional or provincial significance. Tournaments may also be hosted by seasonal clients such as men's or women's hockey leagues. Special events may not be limited to competitions and may include events such as trade shows or exhibitions. Typically, tournaments and special event ice time is allocated above and beyond group's regular seasonal allocation.

#### Minor Sporting Groups

The Township of Madawaska Partner Group is defined as the following:

1. A non-profit recreational group based in the Township of Madawaska Valley or area and dedicated primarily to minor sports (18 years of age and under);
2. Will be established providers of quality recreation programs, primarily for youth;
3. Will be the main provider of its particular activity for youth in the Madawaska Valley;
4. Membership in the group will be dominated by residents of the Madawaska Valley and area (Note: if item 3 is dominate, item 4 may be waved);
5. Organizations recognized as Partner Groups must:

- a. Have constitutions
- b. Be affiliated with a responsible regional, provincial or national organization. The choice of this organization can be entirely at the discretion of the partner group.

If the appropriateness of a partner group's status as a partner group comes into question, the group may be required to produce evidence that the conditions under which it was granted partner status still apply.

### Seasonal Clients

Groups in this category are defined as groups that use an ice facility on a weekly basis for an entire season. Examples are men's/ women's hockey leagues, pick-up hockey groups, etc. The Ice Provider wishes to recognize long-term clients. Grandfathered status will provide existing clients (prior to the 2009/2010 ice season) access to historical ice (same or similar date or time blocked) to all seasonal clients 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 grandfathered 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 "grandfathered" permit holder disbands or fails to apply for ice in consecutive ice seasons, they will lose their "grandfathered" status. If they reapply in a subsequent ice season, they will be treated as a new client. The 'grandfathered' designation is not transferable.

### Board of Education – High School Hockey, and School Ice

1. School bookings are to be administered on a first-come, first-served basis through the Parks and Recreation Department.
2. High School Hockey – a designated convener will be the point of contact for the high school hockey allocations.

### Occasional or Commercial Users

Groups in this category are defined as organization or individuals that use ice time with the intent of generating positive net income (profit). At the Township's discretion, not-for-profit groups may be allowed to generate net income from the use of allocated ice time so long as the subjects use aligns with the "fundamental activities" of the group. In consultation with ice users, the Parks and Recreation Department will establish a process to ensure that net income producing activities of not-for-profit groups remain consistent with the goals, objectives and guiding principles of the Ice Allocation Policy as well as the best interests of the Madawaska Valley residents.



## Residency

The Ice Provider recognizes the tax-based contribution provided by its residents toward the development and operation of recreation ice facilities and recognizes that residents will always receive priority over non-residents in the allocation of ice time. For the purpose of supporting the ongoing development of ice user groups (e.g. girls/women's hockey), the Ice Provider will accept the residency requirements defined by Sport Governing Bodies (local, regional, provincial and/or federal) which govern the actions of local affiliated ice user groups.

The Ice Provider reserves the right to impose residency requirements or limitations on permit applicants at any point in time in the future when it is deemed necessary to do so (e.g. restricted ice capabilities).

The Ice Provider will accommodate the regular use of ice by non-residents after resident demand is satisfied and under special circumstances such as reciprocal agreements. Non-residents **will not** achieve historical status in regards to permit allocation on a year to year basis. Non-resident use will be reviewed on a case by case basis.

## Seasonal Minimum Commitment

All Minor Sport Groups and Seasonal Clients are required to commit to a minimum:

### Fall, Winter and Spring

For Minor Sport Groups, 24 of 26 consecutive weeks permit schedule to be completed between the September 15 and the end of the spring session March 31. Exceptions to the 24 week commitment may be made when the Ice Provider is unable to supply replacement ice for distributions to regular ice time during weekends and emergency closures.

### Block Bookings

Ice will be allocated in blocks of time (e.g. 1 hours). No organization will dominate a specific time block to the detriment of another organization. All organizations will share equally in the distribution of early and late prime time ice. If an organization can demonstrate, to the satisfaction of the Parks and Recreation Department, that "blocking of time" as outlined in this policy is not feasible, alternate methods of time distribution may be considered.

### Allocation Time Frames

The following time frames will be compulsory when forwarding ice allocation requests into the Ice Provider. All dates in the table below are prior to the beginning of each season. The Ice Provider is committed to responding back to groups/clients within one month of each respective time frame.

Client	Season September - April
Township of Madawaska Valley Ice Program	June 1
Tournaments and Special Events/Camps	August 1
Partner Groups	August 1
Seasonal Clients	August 1
Boards of Education	September 1
Occasional and Commercial Users	September 1

## Conflict Resolution

Conflicts that arise from the development of the ice scheduling system will be evaluated by the Ice Provider. The conflicts identified will be brought to the attention of each specific group that is affected. Individual discussions will ensue between the Ice Provider and each user group in question to find a resolution to the situation. The Ice Provider will act as a mediator to monitor the discussions. In the event that no resolution can be reached with mediation, each group will submit in writing, the rationale for their requirement of the ice time conflict. Along with the information provided, consideration will be given to the following factors:

- The degrees in which the user group ice time requests have been met, apart from the ice time request in conflict;
- Sport(s) requirements of the groups involved, including requirements of governing sport bodies and logistics involved;
- User group historical ice allocation;
- The age of the user group as it relates to the period of ice time in conflict; and
- Other applicable Ice Provider of Madawaska Valley policies.

In the event that the conflict cannot be resolved in this manner, the final decision will fall on the Ice Provider.

## Permit Amendments

### Cancellations

The Ice Provider has the right to control all ice distribution and use of the Ice Provider owned and operated arena for the duration of the permit. Controls must be in place to minimize the negative impacts that unused, returned, amended and cancelled ice can have on arena operations and its clients.

### Transferred Ice/ Ice Trades/ Sub-Leased Ice

The Ice Provider is the sole permit authority for all Ice times. The Provider must be aware of and be able to control the intended use of all Ice permitted within its facility at all times.

### Inclement Weather

In the event that there is inclement weather and renters are unable to attend their ice time, renters will not be charged for the ice time. Renters must notify the Ice Provider within a 3 hours of their rental in regards to bad weather. The Ice Provider has the right, if there is inclement weather, to postpone ice rentals and will notify any renters regarding the postponement of their ice.

### Permit Cancellation

All events are subject to the terms and conditions within this policy. When an arena rental permit has been signed, the Ice Allocation Cancellation Policy comes into effect. An administration fee of 10% will apply to cancellations made 30 days prior to the bookings and an administration fee of 25% will apply to cancellations made within 30 to 7 days of the event. All cancellations made less than 7 days prior to the event, full payment will be charged unless ice is re-sold.

To allow for league scheduling and unforeseen amendments, all season users will be able to make one amendment to their confirmed season permit(s) prior to October 15 without the administration charge being applied. (Minimum 30 days' notice)

<b>Tournament and Special Events</b> (initiated by the permit holder and/or the permit holder's designated ice permitter/scheduler(s))	Requires 60 days written notice to the Ice Provider in order to receive a full permit refund. A partial 25% refund will be given upon 30 days written notice. All cancellations made less than 7 days prior to the event, full payment will be charged unless ice is re-sold
<b>Partner Groups, Seasonal Clients and Board of Education</b> (initiated by the permit holder and/or the permit holder's designated ice permitter/scheduler(s))	An administration fee of 10% will apply to cancellations made 30 days prior to the bookings and an administration fee of 25% will apply to cancellations made within 30 to 7 days of the events. All cancellations made less than 7 days prior to the event, full payment will be charged unless ice is re-sold
<b>Occasional and Commercial Users</b> (initiated by the permit holder and/or the permit holders designated ice permitter/scheduler(s))	An administration fee of 10% will apply to cancellations made 30 days prior to the bookings and an administration fee of 25% will apply to cancellations made within 30 to 7 days of the events. All cancellations made less than 7 days prior to the event, full payment will be charged unless ice is re-sold

### Permit Cancellations and Rescheduling by the Ice Provider

The Ice Provider reserves the right to reasonably postpone, reschedule or cancel any permitted activity due to justified circumstances. The Ice Provider reserves the right to cancel a permit or portion of the permit if there is a breach of the condition or regulations or should the Ice Provider be of the opinion that the facility is not being used for the purposed contained in the application. Where postponement or rescheduling cannot be mutually coordinated, the permit holder affected will receive a full refund/credit for the time owing.

### Unused Ice

To ensure future equitable allocation of ice, the Ice Provider will monitor the actual use and cancellations of permitted ice for each organization and tournaments. Cancelled ice may be allocated to other users.

### Minor Sporting Group Cancellation

Minor Sporting Groups can cancel ice up to 24 hours prior to a rental. The Minor Sporting Group must contact the Ice Provider to cancel the ice. Groups will not be charged for the ice rental if the Ice Provider is contacted in time, otherwise they will be charged for the ice rental. This cancellation policy includes league games and practices but excludes Tournaments and Special Events.

## **Administration Management**

### Group Representation

In order for the Ice Provider representatives to effectively serve their customers, all groups are asked to elect no more than two representatives to serve as liaison between the Ice Provider and their group. All communications between the group and the Ice Provider should, at all times, be channeled through each group`s representatives.

### Opening Facilities Outside of Standard Hours of Operation

The opening of the facility on statutory holidays or beyond established operating hours (as defined by this Ice Allocation Policy), will be considered only if the applicant agrees to pay all fees, including staff costs related to opening and pending the availability of staff. All reasonable requests will be reviewed and responded to. Application does not guarantee approval.

## **Processing and Management of Tournaments and Special Events Applications and Permits**

The Ice Provider recognizes the significant positive impacts that tournaments, special events and championships can provide to the community. The Ice Provider is committed to achieving a balance between recreational and tournament/special events throughout the year, including the fall/winter ice season. In order to accommodate these events and

minimize disruption to regular programs and league play, the Ice Provider will allocate seasonal ice and will allow allocate hours, on a weekly basis for the purposes of running tournaments, special events and championships to a maximum of 26 weekends over the course of a fall/winter season. These tournament hours are in addition to regular seasonal ice allocation. User groups can combine these with their regular seasonal hours to increase total tournament hours. The Ice Provider is committed to achieving a balance between recreational and tournament/special event use during the regular winter ice season. The Ice Provider recognized that the Paul J. Yakabuski Community Centre will be the main tournament location and that groups can request to hold their tournament in the Ice Provider arena facility.

The Ice Provider understands that weekend ice time is the most desirable ice time for youth leagues. Weekend ice time is also the most commercially viable ice time for special events and tournaments.

Tournament/special event guidelines:

- The Paul J. Yakabuski Community centre will be considered as the primary facility to host tournaments and special events.
- September, October, November, December, January, February and March tournaments will be scheduled based on the capacity to accommodate community use, regular league play and tournaments.
- User group “Championship days”, ‘All-star games”, etc. will not be considered tournaments but rather extended league play
- Public skating will continue to be accommodated and scheduled at the Paul J. Yakabuski Community Centre during tournament weekends.

Consideration to schedule special events and tournaments:

- Events will be given dates as similar as possible to previous years.
- An existing group can ask for a different date for their event as long as that event does not conflict with another organization’s event date.
- When a user group cancels their tournament, all ice users and applicants including tournament organizers will be informed by email or telephone of the opportunity to implement a new tournament or rent ice.
- Staff will evaluate tournament requests based on the following criteria:
  - Impact on regularly scheduled resident user groups
  - Days and time requested
  - Overall financial impact to arena operations
  - Economic development for the Township
  - Relationship to the Township
  - All criteria will be considered, and with everything being equal, priority will be given to resident organizations

- A tournament which has cancelled 50% or greater of its allocated ice in each of the last two years will lose its historical precedence and will need to apply as a new event in the future and be required to pay in advance.
- When an existing tournament has been cancelled, the ice time may be reserved for a new tournament or any other ice rentals.

## **Ice Management Practices**

In order to maintain the efficient scheduling of maintenance staff, ice floods, and to ensure the accurate communication of pad and room assignments to participants, the Ice Provider requires that all groups supply ice use schedules to the Ice Provider one month prior to the commencement of the season. Failure to comply could result in the cancellation of all or some of the permit contract for the remainder of the ice season.

The Ice Provider reserves the right to accept or modify ice requests to ensure the achievement of operational efficiencies and pad coordination. Special floods for any ice use time of less than two hours will not be considered. (e.g. a 90 minute game does not qualify to receive an extra mid game flood).

### Curfew Ice

The Ice Provider reserves the right to curfew any games, including tournament games, to maintain the schedule submitted and will consider the cancellation of any or all permits if the user does not cooperate in the implementation of the Ice Allocation Policy directive. It is the responsibility of user groups to inform the Ice Provider of any special requirements regarding curfews at the time the schedules are submitted. It is the responsibility of the user to ensure all ice required is booked prior to on ice activities.

### Dressing Room Etiquette

Teams will be allotted 30 minutes prior to an ice rental and 30 minutes after an ice rental for use of the dressing rooms. If renters are in the dressing rooms after their allotted time, renters will be charged an additional hour of ice time to compensate for staff time. There is to be no alcoholic beverages present in the dressing rooms at any time.

### Ice that is Not Booked (unused ice) (Programs, Public Skates and Reduced Rates)

The Ice Provider may set up and advertise skating programs when there is “unused ice”. Programs will vary and will be charged the same rate as shinny hockey or the current by-law fee. The Ice Provider will determine the type of programs and schedules of programs and public skates.

### Instructional Program and Leisure Skate Management

The Ice Provider reserves the right to offer instructional programs and leisure skate services at the Paul J. Yakabuski Community Centre for the benefit of the general public. Instructional programs and leisure skate services proposed to be offered by any

permit applicant is subject to the Ice Provider`s review and approval. Though application of the guidelines outlined in the Ice Allocation policy, duplication of programs and services will be managed effectively and coordinated to limit or remove any negative impact(s).

#### Program or Leisure Skate Cancellations

In order to minimize the frustration, dissatisfaction and related negative impacts, the Ice Provider will not cancel advertised instructional programs and leisure skate times with the exception of the following:

1. Significant and high profile special events as determined by the Ice Provider.
2. Low registration in instructional programs.
3. Emergency shutdown situations and ice maintenance issues.

#### New Organization/Emerging Sport

When reasonable and feasible, the Ice Provider will recognize a new ice organization or emerging ice sport and will allocate ice time to enable it to establish its programs and services. Recognition and ice allocation will occur once the conditions and criteria outlined in this Ice Allocation Policy is met and if existing user groups will not be adversely affected. The Ice Provider will use unallocated ice first to meet the needs of a new applicant but reserves the right to reasonably reallocate hours from existing users, if warranted.