



ICE TIME ALLOCATION AND MANAGEMENT POLICY

City of Saint John
Growth and Community Services

Updated: July 12, 2021

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CITY OF SAINT JOHN

ICE TIME ALLOCATION AND MANAGEMENT POLICY

1. Authority

It shall be the policy of the City of Saint John to confer upon Growth and Community Services as the authority and responsibility for implementation of the policies as outlined herein.

2. Responsibility

It shall be the policy of the City of Saint John to manage, allocate, and distribute ice times for City-owned and operated arenas. Allocation of ice time shall reflect and take account of the population, registration, utilization, gender, and participation patterns of the community, in addition to applying provincial or federal directives as may be required.

3. Guiding Principles

It shall be the policy of the City of Saint John that the following principles are considered and referenced in the development and updating of the Ice Allocation and Management Policy.

Optimize Usage of Ice: The Ice Allocation and Management Policy shall ensure the effective management of total available ice time within the jurisdiction of the City of Saint John.

Access and Equality: The Policy shall ensure fair and equitable access to ice in terms of allocation, as well as in the application of fees and charges.

Youth Sport Development: Children and youth are a priority target and special consideration is given to accommodating children and youth activities and sport development.

Diversity: The Policy shall provide options for a wide array of users and programs, current and emerging.

Partnership: The Policy shall recognize the importance of partnerships with minor sport and community associations in the delivery of rink-based activities.

Financial Sustainability: The Policy shall provide a transparent framework for fiscally responsible ice facility operations.

4. Annual Review

It shall be the policy of the City of Saint John that an annual review and update of the Ice Allocation and Management Policy be conducted by the Director and staff of Growth and Community Planning Services for City of Saint John.

5. Operational

It shall be the policy of the City of Saint John to update or amend any portion of this policy, as well as operational and managerial documents as may be required to ensure policy principles are being met. Changes or amendments made to this policy will be fairly applied.

6. Rights Reserved

It shall be the policy of the City of Saint John to distribute ice time in an open and fair manner that best reflect the needs of the community while reserving the right to assign and reassign ice as may be required.

7. Client Priority

It shall be the policy of the City of Saint John to allocate ice according to the following priorities. Seasonal ice is considered October-March yearly.

All ice times allocated to groups 1 through 7 are to be used for the stated priority group for recreation, developmental, and competitive use. The City of Saint John recognizes that youth associations may opt to have paid instructors at ice times for enhanced skill development. These instructional opportunities are not to be for profit and any additional fees charged to participants are only to cover ice time, equipment, and a reasonable charge for instruction. The City of Saint John reserves the right to investigate such instruction offerings to ensure they comply with this policy.

1. City of Saint John programs and special events.
 - Programs provided at low or no cost for recreational skating opportunities and are made available by the City of Saint John Parks and Recreation department.
2. Youth Tournament play (refer to Section 13).
3. Youth Recreational Seasonal Requests

Associations that offer service for the majority of participants are 18 years or younger, do not regulate membership, are non-profit, are guided by constitutions and by-laws, have auditable financial statements, are affiliated with a sport governing body, have an elected board of directors, and provide consistent programming of at least 20 weeks annually.

4. Youth General Seasonal Requests

Associations that offer service for the majority of participants are 18 years or younger that do not fit into the “Youth Recreational” category. Organizations in this category include those that provide enhanced skill development training.

Category A: Not-for-Profit – enhance skill development, competitive in nature, and are associated with a provincial sport governing body. New Brunswick Department of Education and School Districts fall within this category.

Category B: For-Profit – enhance skill development, competitive in nature, and associated with an independent entity.

6. Adult¹ Associations, Organizations, and Groups Seasonal Requests

- Purpose of the Association, Organization, or Group is to involve individuals in recreation and sport.
- Membership in the group will be made up predominately of Saint John residents. Membership lists from the previous year will be used to determine priority.

7. Youth Recreational/General, School, and Adult requests that are less than 15 hours for the season.

8. Commercial and Occasional Users

- For-profit organizations or individuals that use ice time with the intent of generating positive net income.

8. Gender Equity

Equitable access to recreation facilities is fundamental to the wellbeing of all citizens. The City of Saint John is committed to achieving access and equity in allocation of public recreational spaces. Scheduling to offer reasonable and fair opportunity to use facilities in a proportionate and equitable manner will be achieved by taking into consideration the following:

- Equitable distribution of Prime versus less desirable time slots while following identified client priority.
- Addressing existing inequities with respect to those who identify as women or girls.
- Special consideration will be given to reduce significant barriers to increase inclusion for all genders, but specifically focusing on those who identify as women or girls (start times, facility environment, facility location, program needs, and facility amenities).

9. Residency Requirement

The City of Saint John recognizes the tax-based contributions provided by its residents toward the development (capital) and operation of recreational facilities. The City of Saint John also recognizes that residents will always receive priority over non-residents. Therefore, it shall be the policy of the City of Saint John to allocate ice time based on resident rate, with the organizations/teams with higher residency rates taking priority. The City will accommodate the regular use of ice by non-residents after resident demand is satisfied and under special circumstances such as reciprocal agreements.

It shall be the policy of the City of Saint John that all applicant groups will submit to Growth and Community Services membership lists (current year), including participants' telephone numbers and addresses for review by November 30. If residency information is never submitted, in addition to not being eligible for priority bookings the following year, it will be assumed that 100% of the applicant group is non-resident. All information received will solely be used for the purposes of address verification and will

¹ "Adult" means a person over the age of 19 years and includes sports or activities where the majority of participants are greater than 19 years of age.

not be sold or shared with any third parties. Once residency is confirmed, all documents will be shredded. It is illegal for any person to falsely represent themselves. Any documents submitted under false pretenses, forged, or misrepresented (in whole or part) will be considered void.

Associations, leagues, and teams that book ice with the City of Saint John must allow their participants at the point of registration the opportunity to either accept or deny the sharing of their personal information with the City of Saint John for resident verification purposes. In order for associations, leagues, and teams to share roster information, all registrants must have informed consent. Association, league, and team failure to allow this option at registration are asserting that all participants are non-residents.

10. Standard of Play

It shall be the policy of the City of Saint John to maintain a standard of play time for various sports in determination of minimum benchmarks for allocation requirements. The number of weekly hours allocated to any user group will be based on justified need, with youth recreational programs receiving the largest block of ice time but not exceeding a start time of 9pm at all three City of Saint John arenas on a daily basis to allow adult user groups reasonable ice time hours weekly.

Not including new and emerging groups, no organization or team will exceed the allotted number of hours from the previous season without the expressed need documented. Allotment of hours are not guaranteed from year to year and, dependent on season requests, groups may lose hours or be relocated to different times and/or arenas.

The standard of play is as follows:

Youth Team Ice Sports (Hockey/Ringette/Sledge, etc.)

Age Group	Non-Competitive 1 Team = 15 players = Hrs./Wk.	Competitive 1 Team = 17 players = Hrs./Wk.
Under 6 years	1 Team = 1 hour	1 Team = 1 hour
8 years & under	1 Team = 1 hour	1 Team = 1 hour
10 years & under	1 Team = 1 hour	1 Team = 1 hour
13 years & under	1 Team = 1 hour	1 Team = 1 hour
15 years & under	1 Team = 1 hour	1 Team = 2 hours
18 years & under	1 Team = 1.5 hours	1 Team = 2.5 hours

Skating Program Formula

Level	Minimum Participants = Hours/Week
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Instructional Learn to Skate	Participants/55 = 1 hour
Instructional Figure Skating	Participants/24 = 2 hours
Competitive Figure Skating	Participants/15 = 2.5 hours
Competitive Synchronized Skating	Participants/24 = 1.5 hours
Instructional Power Skating	Participants/40 = 1 hour
Competitive Speed Skating	Participants/15 = 1 hour

Adult Ice Sports Programs

Level	1 Team = 12 Players or 12 Participants = Hours/Week
Adult Ice Sports (Various Sports)	1 Team = 1 hour

It shall be the policy of the City of Saint John to make reasonable efforts to meet the minimum number of hours; however, the City assumes no obligation to meet the standards. Where possible, additional needs from applicant groups will be satisfied pending ice availability and overall demand. Efforts will be made to maintain consistency in ice times for groups from the previous season. Mass rearrangements of ice based on a single request may not occur.

City of Saint John Prime and Non-Prime Ice Hours

	Prime Time	Early Morning	Pre-Prime	Post-Prime
Weekdays	4pm to 10pm	prior to 8am	8am-4pm	10pm-12 midnight
Weekend and Holidays	7am to 10pm	n/a	n/a	10pm-12 midnight

11. Tournaments and Special Events

It shall be the policy of the City of Saint John to achieve a balance between recreational and special events use during the regular ice season; therefore, a maximum of 2 weekend tournaments or special events per month will be scheduled between October and March inclusive. Tournaments shall not be placed on back-to-back weekends and best efforts will be made not to monopolize all arenas during the tournaments. Tournaments are not permitted to start any earlier than 7:30am to allow staff time to prepare the arena. Priority will be given to youth recreational/developmental tournaments. For-profit tournament requests will be reviewed by staff and subject to approval based on need and displacement considerations of weekly ice users.

Notwithstanding, additional weekend events may be considered if an applicant group can demonstrate to the satisfaction of the Director of Growth and Community Planning Services the written agreement of user groups affected by a proposed event.

12. User Cancellations

It shall be the policy of the City of Saint John to effectively manage ice booking with the objective of minimizing administrative, revenue, and operational impacts. Therefore, cancellations will not be permitted after the last Friday in September for any seasonal booked ice times (including tournaments). Requests to cancel every second week and sporadic ice times throughout the season will not be accepted. Cancellation deadline for spring ice: March 18. Cancellation deadline for summer ice: August 18.

User groups are not permitted to exchange or give scheduled ice times to other groups. Groups looking to exchange ice times are required to notify the City of the change and City staff will make the invoice changes.

13. City Cancellations

It shall be the policy of the City of Saint John to reserve the right to postpone or reschedule any permitted ice time booking due to unscheduled circumstances, such as an emergency shutdown or facility maintenance or repair. The City shall make all reasonable efforts to provide affected groups with alternative ice times; if bookings cannot be coordinated, the affected user shall receive a full refund. The City of Saint John reserves the right to cancel the offering of summer ice if sufficient interest is not shown to justify operational costs by the application deadline.

It shall be the policy of the City of Saint John to not cancel or postpone commercially advertised instructional programs and leisure skate times, with the exception of the following:

- Significant and high-profile special events as determined by Common Council
- Low registration in instructional programs
- Unscheduled emergency shut-down situations

14. Breach of Contract

It shall be the policy of the City of Saint John to reserve the right to cancel a contract or portion of a contract without notice where in the opinion of the Director of Growth and Community Planning Services the facilities are not being used for the contracted purpose or the user is violating the Arena Code of Conduct.

The contract holder affected will receive a full refund/credit for unused bookings.

15. Exclusivity

It shall be the policy of the City of Saint John to retain the right to exclusively offer instructional programs and leisure skate services at its arenas. Instructional programs and ice services proposed by any applicant are subject to review and approval by Growth and Community Services. Duplication of programs and services may be restricted.

16. Diversity of New Users or Programs

It shall be the policy of the City of Saint John to reasonably accommodate new users or programs to provide for unmet or emerging community needs while also meeting other criteria outlined in this policy.

It shall be the policy of the City of Saint John to recognize new organizations and/or emerging under-represented recreation offering/user groups and allocate ice time to enable these groups to establish their programs and services. The City of Saint John values diversity and recognizes the value to the community in supporting such groups and opportunities. The City 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 for a period not exceeding one year.

17. Opening Arenas Outside of Standard Hours of Operation

It shall be the policy of the City of Saint John to consider opening arenas outside of standard hours of operation and charge fees that cover all hourly rates as well as full operational costs, pending the availability of staff.

18. Arena User Conduct and Responsibilities

It shall be the policy of the City of Saint John to require all applicant groups to agree to abide by the Arena Code of Conduct as well as all additional rules and regulations that may be attached to a rental agreement or posted within the arena being rented. In the case of a conflict between rules or regulations, the more stringent rules shall apply.

It shall be the policy of the City of Saint John to require that all users vacate the dressing rooms within 30 minutes of the conclusion of their rental period.

It shall be the policy of the City of Saint John to authorize the Arena Manager or designate supervisor as the responsible party for the assignment of dressing rooms. Dressing Room keys will only be issued to managers or coaches.

It shall be the policy of the City of Saint John to not accept responsibility for any lost, stolen, or misplaced personal items or equipment of users or applicant groups including but not limited to, items left unattended in the locker rooms or main arena.

It shall be the policy of the City of Saint John that all applicant groups and users assume full and exclusive responsibility for all damages or losses to property, fixtures, and equipment belonging to the City if caused by the applicant group or its respective members, staff, agents, or guests participating in or observing events during the term covered by the rental agreement. The applicant group will notify the Arena Manager or designate immediately of any vandalism, damages or losses to City property, fixtures, and equipment.

It shall be the policy of the City of Saint John that all applicant groups and users are prohibited from bringing alcoholic beverages into City arenas.

It shall be the policy of the City of Saint John that all application groups and users uphold the provincial legislation regarding the Smoke Free Places Act, which prohibits smoking/vaping in all enclosed public places.

It shall be the policy of the City of Saint John to reserve the right to eject any person and/or the organization from the facility for noncompliance at the sole and absolute discretion of the City’s Arena Manager or designate supervisor in charge.

19. General Administration

It shall be the policy of the City of Saint John to require all applicant groups and users to submit requests for booking and cancellations on City-approved application forms. The City of Saint John reserves the right to reject applications and requests from clients who submit forms which are incomplete, contain falsified information, or are submitted after published deadlines.

20. Administration of Fees

It shall be the policy of the City of Saint John to assign upon the Director of the Growth and Community Planning Services the authority and responsibility for:

- a) Establishing procedures and guidelines for managing rental agreements and fees within the framework of this policy.
- b) Maintaining liaison with other Government agencies, including the Greater Saint John Regional Facilities Commission, the Lord Beaverbrook Rink, and other user groups and organizations concerned with rental agreements and fees for arenas within Greater Saint John.
- c) Implementing a fee policy that is consistent with the market value and pursuing cost recovery of the arena rental service being offered within Greater Saint John.
- d) Implementing the rental agreement and fee policy and procedures, including properly collecting fees.

21. Deadlines for Ice Time Requests and Confirmation

When requesting and allocating ice time requests, the following time frames are mandatory:

Season	Dates	Application Due Date	Contract Emailed	Signed Contract Returned
Spring	Apr 1 to Apr 30	1 st Friday in February	3 rd Friday in February	1 st Friday in March
Summer	Sept 1 to Early Oct	Last Friday in June	2 nd Friday in June	Last Friday in June
Fall/Winter	2 nd Friday in Oct to March 31	1 st Friday in August	3 rd Friday in August	2 nd Friday in September

Contracts that are not signed and returned by the specified date will be considered null and void and the associated ice time will go back for sale. Contract cancellations will be subject to cancellation administration charges (see section 14) after signing date. Arena bookings for each season will not be issued until all accounts are paid in full from the previous year.

22. Payment Terms

See below chart for seasonal payment terms. Delinquent accounts will be subject to stricter payment guidelines. Late payments will be subject to additional charges (see attached fees).

In an effort to minimize administrative time, multiple invoices will not be issued to the same account holder. This generates numerous staff hours to verify multiple invoices for payment, updating and issuing.

Season	50% Payment	Full Payment	Post Dated Cheques
Spring	At Time of First Rental	Last day in April	Not accepted
Summer	Second Friday in September	Second Friday in October	In total Sept 30
Fall/Winter	Last day in November	Last day in March	Nov 1, Dec 1, Jan 1, Feb 1, Mar 1,

23. Group Representation

In order for the City of Saint John to effectively serve their customers, all groups are asked to elect no more than two representatives to serve as liaison between Growth and Community Services and their group. All communications between the group and Growth and Community Services, at all times, be channelled through each group’s representatives.

24. Indemnification and Insurance Requirements

The user must, at all times, during which it is allocated ice time in City of Saint John arenas, keep in force and in effect a Comprehensive General Liability insurance policy. A copy of the insurance certificate must be presented to the City of Saint John before time of first booking with the following requirements being met:

- a) Minimum limits of two million (\$2,000,000)
- b) The City of Saint John added as “Additional Insured”
- c) A cross liability clause

- d) For organizations/group dealing with youth 18yrs and under, Limit and Conditional Coverage for Physical and Sexual Abuse is required.
- e) The insurers will give thirty (30) days' notice of cancellation of this policy to the City of Saint John.
- f) If any group does not have the required insurance coverage, it can be purchased through the City of Saint John's insurance carrier for a nominal rate. For example a hockey team can purchase the appropriate coverage for \$150.00 per season.

25. Arena Code of Conduct



SAINT JOHN

ARENA CODE OF CONDUCT

In an effort to ensure all activities in City of Saint John arenas are desirable and fulfilling experiences for all involved, the City of Saint John has an 'Arena Code of Conduct' policy.

The City of Saint John also supports the individual 'Code of Conduct' policies of organizations and associations who use City of Saint John facilities.

The City of Saint John is committed to providing an environment in which all individuals are treated with courtesy and respect. As such, all arena users shall conduct themselves in a manner consistent with good sportsmanship and behaviour that is appropriate, fair, and mutually respectful. Harassment and discrimination are never acceptable and will not be tolerated.

If at any time an arena user feels harassed, they should report this concern to a game official, City staff, league official, or school official.

Please note the following:

1. Any person whose conduct is not conducive to maintaining a positive environment during the event will be given a verbal warning to improve their behaviour or may be asked to leave, dependent upon the severity of their behaviour. This action can be taken by a game official, City staff, league official, or school official. City staff need to be informed whenever a verbal warning has been issued. Physical abuse violations will result in an immediate dismissal, with follow-up investigation.

2. If the person continues to be disruptive, it is at the discretion of the game official, City staff, league official, or school official to ask the individual to leave the building, or to directly contact the Saint John Police Force to escort the person from the facility (any citizen has the right to call Police if they feel threatened, at any time).

3. Any person or group found to be in violation of the terms of the Ice Allocation Policy will be subject to the listed penalties in the Arena Code of Conduct Policy.

* If multiple league/team participants are receiving warnings regarding their behaviour, they will be treated as one and the league/team designate will be contacted. If the behaviours do not improve, ice time may be reduced/taken away. This will be at the discretion of Growth and Community Services staff, upon investigation. Examples of unacceptable behaviour include the consumption of alcohol/drugs, smoking/vaping, and verbal/physical abuse.

26. Arena Additional Fees

Charge	Fee
NSF	\$25
Late payment fee (payments not paid on time)	\$50 – Team \$200 – League
Non-Compliance (request for residency information)	\$50 per week, to a maximum of \$200 if they never submit, plus will not be eligible for priority bookings the following year.
Delinquent Account (applied to accounts that were delinquent the year previous)	<ul style="list-style-type: none"> • 25% of invoice is due prior to first booking; • 25% due within first quarter of season, • 25% due halfway through season, • 25% (remainder) due three quarters of the way through season.
Facility Clean Up	\$50 first time offense \$100 any recurring offenses
Void Key Deposit Return	\$100; repeated infractions may result in loss of key privileges.