



THE CORPORATION OF THE TOWNSHIP OF NORWICH

SUBJECT: Ice Allocation Policy
DEPARTMENT: Community Services
EFFECTIVE: **March 1, 2025** REVISED:
APPROVED BY: COUNCIL Resolution No.: 21

A. PURPOSE:

This policy is intended to set guidelines for the effective and fair allocation of ice times at the Norwich Community Centre. Ensuring that access to municipal facilities is determined by a user group's service to the community, the group's ice needs along with financial viability of the facility, as well as defining key rates within the Township of Norwich

B. DEFINITIONS:

Prime Time Ice Hours: Monday – Friday 5pm – Close; Saturday & Sunday all day, Hours available on Statutory and Union Holidays and any available ice from April 15 – first Tuesday following Labour Day.

Non – Prime Ice Hours: Monday – Friday before 5pm beginning the first Tuesday following Labour Day – April 15.

Minor Sport Rate: Hourly Rate available to qualified Minor Sports Organizations as defined in the Township of Norwich Ice Allocation Policy.

Open Ice: Rate available for short notice drop in rentals. Booking cannot be made more than 48 hours in advance and may not have more than 6 skaters (coach included) on the ice. Times based on facility availability.

Township of Norwich Recreation Skating Programs: Programs and other initiatives that are organized and operated by the Township of Norwich Community Services Department or provided by contractors on behalf of the municipality. This includes but not limited to; Public Skating, Adult and Senior Skating, Parent and Tot Skating, and Shinney Hockey. This list of programs could expand or contract as the needs of Township of Norwich resident's change.

Minor Sports Organization: to be eligible for minor sports status groups must meet the following criteria:

- a) Be a non-profit
- b) Be guided by a constitution and bylaws governed by a Board of Directors.

-
- c) Actively providing a program of activities for children primarily 18 years and younger.
 - d) At least 40% of registrants within the group must be residents of the Township of Norwich
 - e) Maintain 10 hours of ice minimum during the Winter Ice season.

C. POLICY:

1.0 Administration

1.1 The Township of Norwich Community Services Department has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect population, registration, utilization and participation patterns.

1.2 The Community Services Department is responsible for the implementation of this policy as outlined.

2.0 Ice Allocation Request Procedure

2.1 The Community Services Department may request group member information e.g. name, address or phone number, to determine the proper allocation of ice time. Failure to provide the registrant information in a timely manner, if requested, may result in loss of preferred times or the allocation of less than desired times.

2.2 The following timelines will be used to process ice requests. Ice requests forms will be forwarded to groups that had ice allocated the previous ice season by the Community Services Department, forms will also be available by request and on the Township of Norwich website.

| Summer Ice Season (Aug) | | | Winter Ice Season (Sept. – Apr) | | |
|--------------------------------|------------------------|---------------------|--|-----------------------|------------------------|
| Request Due | Draft Schedule | Final Allocation | Request Due | Draft Schedule | Final Allocation |
| April 1 st | April 15 th | May 1 st | July 1 st | July 15 th | August 1 st |

2.3 If there are conflicts regarding ice time(s) that cannot be resolved amicably, an ice allocation meeting with the effected user groups shall be held by Community Services Staff to resolve conflicts.

3.0 Scheduling Structure

3.1 The past year’s allocation will be evaluated and used as a starting place to build the next season’s schedule.

3.2 Community Services Staff will allocate all ice in this order of preference

- a) Township of Norwich Community Services Recreation Skating Programs (Public Skating, Parent and Tot, Shinney)

-
- b) Minor Sport Organizations
 - c) Norwich Jr. 'C' Merchants Hockey Club
 - d) Returning groups/leagues
 - e) New users and any other requests

4.0 Contract Ice Users

4.1 All contract ice users must have their signed contracts returned to the Community Services Department by Aug 15th of each year. Included in the contract will be any blackout dates or ice times not required by the user for the year. Failure to return the signed contract may result in loss of ice time.

5.0 Ice Cancellations

5.1 Users will be allowed to cancel up to 10% of their ice contract per month. Ten days' notice for any cancellation is required, any time cancelled exciding the 10% threshold will be billed to the user unless another renter is found.

5.2 Community Services Staff will when reasonable and agreeable to all parties effected, cancel ice or modify schedules to accommodate tournaments, competitions and special events. In the event of a cancellation the Township will provide a minimum of 30 days' notice to the effected group's designated contact.

5.3 Any cancellations caused by storms, floods, power failures, acts of God or mechanical failure, will be considered unavoidable and the group/organization will not be charged for the cancellation. Nor will the Township be held responsible for any losses whatsoever, arising from the cancellations for circumstances outlined in this section.

5.4 Township of Norwich Recreation Skating Programs will not be cancelled with the exception of the following:

- a) As directed by Council,
- b) Significant and high-profile events
- c) Tournaments or Competitions
- d) Low registration in programs
- e) Emergency shut down situations or ice maintenance
- f) Other Township sponsored programs or events.

6.0 Ice Seasons and Playoffs

6.1 Ice seasons will include the following

- a) **Summer Ice Season:** 5 consecutive weeks offered during July and August and leading into the Winter Ice Season.
- b) **Winter Ice Season:** Ice time available between the first Tuesday following Labour Day – April 15.

6.2 From March 15 to the end of the Winter Ice Season groups may return

unneded ice free of charge by providing written notice five (5) days in advance. During this time the schedule may be modified to accommodate playoff hockey provided all effected groups agree to the modification.

7.0 April Ice Requests

7.1 April Ice requirements will be based on the schedule requirements for that Winter Ice Season (playoffs, end of season events, tournaments). Based on the schedule needs for regular programming, contracts may be extended to include April. Extensions and available ice will be offered as per the allocation process listed in Section 3.2.

8.0 Tournaments and Competitions

8.1 Groups requesting to hold a tournament or competition outside their regular assigned ice schedule must make a request in writing to the Community Services Department outlining the required times with their seasonal ice request. Competitions and Tournaments may result in blackout dates to other users which will be identified in their ice contract at the beginning of the season.

8.2 Tournament, Competition, Special Event requests received after the seasonal deadline will be reviewed by the Community Services Department.

9.0 Ice Availability Outside of Standard Operating Hours

9.1 The opening of arena facilities on statutory holidays when they are normally closed, or beyond established operating hours will be considered only if the applicant agrees to pay for the full operational costs for such an opening and pending availability of staff. Application does not guarantee approval. All ice will be at minimum the prime-time hourly rate.

10.0 General Ice Management

10.1 All ice booked consists of a 50-minute hour with the remaining 10 minutes for resurfacing where applicable. The Township requires that all groups supply ice use schedules and flood requirements to the Community Services Department on a weekly basis during the season.

10.2 The Community Services Department reserves the right to accept or modify ice flood requests to ensure operational efficiencies.

10.3 The Community Services Department reserves the right to allocate dressing rooms based on the number of participants and/or teams using the ice and other uses occurring in the facility. The Community Services Department does not guarantee the number of dressing rooms that will be available for each rental.

11.0 Outstanding Accounts

11.1 Any user group or individual whose account with the Township remains past

due at the time the final draft ice schedule is confirmed for the following season, will not receive any ice allocation time for the upcoming season.