

- c) Casual users or those not approved for monthly billing will pay at the time of rental.
- d) Rental of other rooms are in addition to the above rates and are subject to separate rental agreements.
- e) Users wishing to charge admission fees must receive authorization in advance by the Town. It is also the responsibility of the User to provide and pay for security if required by the Town. At the end of the ice allotment, it is the responsibility of the user to clear the Arena of patrons.
- f) Spring and summer ice rentals (any booking outside the regular season schedule) are required to pay a non-refundable deposit equal to 50% of their ice booking to confirm their allotment, and the remaining 50% required prior to going on the ice for the first time.
- g) Payments will be accepted between the hours of 9am – 5pm Monday through Friday. A receipt shall be issued for all payments.

10) Cancellations:

- a) The facility will normally remain open during periods of inclement weather. It is the responsibility of the user(s) to decide whether or not to cancel ice time and to notify their members; however, users will still be charged for their ice allotted ice time, unless a decision to close the facility is made by the Manager, and in that event the user(s) will not be charged and/or provided a refund for any monies paid for the cancelled ice time.
- b) The Town reserves the right to cancel the daily schedule or any reserved/booked times upon notification, or by reason beyond the control of the Town, (weather, power outages, ice conditions, unexpected year end playoff games, mechanical failure, or any other unforeseen conditions). Any monies paid for cancelled ice times will be refunded or credited to the account or not be charged to the user.
- c) If ice condition is not considered in satisfactory condition by the user, the user must notify the facility Staff immediately. In the event the condition cannot be corrected and the facility Staff considers the ice unsafe for use, the ice time shall be cancelled at no charge to the user.
- d) Cancellation procedure as per section 6 b) and 8 f).

11) Processing/Allocation of Ice time:

The Manager, on an annual basis, shall determine the process and timing for the ice time allocations and will make regular users aware of the required timelines. The process shall include an ice user's rental request submission (including tournaments/special events), an ice users meeting, and written confirmation of the approved ice time allocation by the Manager. Users shall sign a waiver form and sign off on reviewing and understanding the rental policy terms and conditions.