



City of Oshawa Ice Allocation Policy

Introduction

The City of Oshawa's goal is to promote and encourage participation in ice sports to the overall benefit of the community. This Ice Allocation Policy was originally developed and approved in 2005. The Policy serves as a means to address changing demographics in Oshawa, market supply of indoor ice, the distribution of ice in a fair and equitable manner, and the successful ongoing management of ice.

The Policies identified in this document establish and clarify the City's responsibility for ice allocation and administration and its' commitment to the management of:

- ice facility operations and capacities
- ice allocation and distribution
- the processing and management of tournament, special event and seasonal ice permits
- special ice management issues, and
- general administration requirements

1. Ice Allocation Responsibility

The City of Oshawa's Recreation and Culture Services staff have the responsibility to manage the allocation and distribution of ice on a yearly basis to reflect population, registration, utilization and participation patterns in addition to applying municipal, provincial and federal directives where required. The City's Facility Booking Office is responsible for implementation of the policies as outlined.

2. Definitions and Acronyms

For purposes of this policy:

Adult User: any individual, club or organization not included under minor ice or Junior Hockey programs.

Affiliated Adult Ice User: all organizations who organize ice sports for users who are generally 21 years of age and older and who annually meet the affiliation requirements as set by the City of Oshawa.

Affiliated Minor Ice User: all associations who organize ice sports for users, who are generally under 21 years of age and who annually meet the affiliation requirements, as set by the City of Oshawa.

Allocated Ice Time: assigned ice time for affiliated and non-affiliated users (minor and adult) at a city-owned facility; the Facility Booking Office develops Ice Allocation Matrices (September, Seasonal Ice, Replacement Ice) to reflect various organizations entitlement and use of allocated ice.

Association, Club: a local hockey organization operated and controlled by a duly elected Board of Directors, the member of which shall designate from among themselves the signing officers of that Club.

Buffer Time: time required for an organization to catch up for possible game delays during tournaments and/or for ice maintenance.

City-Owned and Operated Ice Facility: Donevan Recreation Complex Arena; Harman Park Arena, Legends Centre Arena.

Figure Skating: a sport for individuals, duos or groups to perform on figure skates on ice. Competitions occur at various levels.

Facility Booking Office: the abbreviated name is FBO

Grandfathered Adult Groups: adult users (existing prior to 2005/2006 ice season) that

are provided Priority #3 status privileges.

Hour of Ice: consists of 50 minutes of ice usage, 10 minutes of ice resurfacing.

House League: a community orientated minor hockey program structured to provide development and competition at a recreational level. Teams are comprised of players who are eligible to play based on registration, who do not need to try out and who play primarily inside the city for league play.

Ice Allocation Policy: IAP is the abbreviated policy name

Ice Maintenance – Periodic: to maintain an ice surface, the City will endeavor to conduct eight (8) hours of uninterrupted ice maintenance and repair every week per ice pad.

Ice Maintenance – Resurfacing/Floods: to maintain the ice surface, the City will flood the ice every 50 minutes. Special ice resurfacing time schedules can be arranged through the FBO for special contract periods and games, where feasible.

In Good Standing: an organization in good standing has complied with all of its obligations and is allowed to carry out its activities or business.

Instructional Program: programs taught by qualified instructors designed to improve specified skills. Registration and fees generally required.

Instructional Skating: group instruction programs primarily to teach the basic learn to skate skills (e.g. Learn to Skate, Can Skate, Can Power).

League: a group of teams that play a schedule of games against each other, often divided into classes or levels, usually organized by an association of persons.

Non-Prime Time: refer to Section 4.7.1

Permits: Permits are issued to users to give authorization or consent for seasonal or one-time use (bookings) of facilities by both Recreation and Culture Services Facility Booking Office Clerks and Reception Clerks.

Permitted Ice Time: Ice time permitted to affiliated and non-affiliated occasional users.

Prime Time: refer to Section 4.7.1

Public Skates/Leisure Skates: recreational indoor ice skating opportunities available to the general public or to specific target groups at specific times as advertised.

Speed Skating: a sport for individuals that combines speed and technical expertise using speed skates on ice. Competitions occur at Regional, Provincial and National levels.

Special Event: any single event that is not regularly scheduled e.g. figure skating carnivals and shows; exhibition hockey games, championships, etc.

Standard of Play: (SOP) is a formula used to determine the total number of weekly hours each user is entitled to and the distribution of those hours to different age and skill level groupings.

Time Blocks: not less than two (2) hours of ice permitted in sequence.

Tournament: a schedule of games played among three (3) or more teams that follow an interlocking schedule that leads to an eventual winner.

Try-Out: an official sanctioned activity of a team for the purpose of player evaluation and team selection.

Unused Ice: permitted ice time that is not used but belongs to a contract holder or organization

Weekday/Weekend/Statutory Ice: Refer to Section 4.7.

2.1 Users and Clients

Board of Education Client: Principal or Teacher representing either the Durham District School Board (DDSB) or the Durham Catholic District School Board (DCDSB).

Campus Ice Centre: CIC; a partner facility; owned, operated and located at Durham College.

Commercial User: any permit applicant who will charge a registration or participation fee in a for-profit program. Can be a one-time or multiple occasion program delivery schedule. Includes adult/youth tournament organizers not associated with minor ice affiliate groups.

LOSSA: Lake Ontario Secondary School Association - the governing body for all high school sports in the Durham Region.

Minor Affiliated Groups:

- **Durham Crusaders:** (formerly Catholic Youth Organization – CYO); established 1953; Name change 2016
- **DSSC:** Durham Speed Skating Club
- **NASC:** Neighbourhood Association of Sport Councils, established 1947
- **OCHL:** Oshawa Church Hockey League, established 1947
- **OGHA:** Oshawa Girls Hockey Association, established 1995
- **OMHA:** Oshawa Minor Hockey Association, established 1933
- **OSC:** Oshawa Skating Club, established 1938
- **OSR:** Oshawa Storm Ringette, established 1967

Minor Ice User: clubs and organizations whose main purpose/objective is to offer and

involve individuals in recreational, athletic and social ice activities.

Non-Resident: registrant whose home address falls outside of the Oshawa municipal boundaries.

Occasional User: any individual, team, organization or group that applies for non-repeating ice rentals; any affiliated organization who has lost priority status on a temporary or permanent basis; any affiliated organization permitting ice over and above their seasonal allocated ice entitlement.

OHA: Ontario Hockey Association

OHF: Ontario Hockey Federation

OHL: Ontario Hockey League

OLHA: Oshawa Ladies Hockey Association, established 1986

OMHA: Ontario Minor Hockey Association

OWHA: Ontario Women's Hockey Association

Residency: residents are people who live in, own property in or own or operate a business in the City of Oshawa. Residency can be verified through a current utility bill, assessment notice or telephone bill with a current address.

Sport Governing Body: SGB is the abbreviated reference

TCC: Tribute Communities Centre; a partner facility; operated by a third party.

User: an individual or organization who permits ice time at a city-owned facility.

The City of Oshawa reserves the right to add or delete or modify any name or description included in this section of the policy during the term of this policy.

3. Ice Facility Operations and Capacities

The City of Oshawa will responsibly manage its ice resources to ensure optimum usage and programming, to reflect municipal directives and operational issues within its means.

City of Oshawa will endeavor to, on an annual basis, host an Arena Operations Meeting to update/amend/develop materials required for the upcoming ice season. The results of this meeting will enable city staff to update related portions of internal documents – Ice Allocation Procedure, the Annual Arena Operations Calendar, the Ice Management Schedule and Critical Dates, the Ice Allocation Matrix, the Five Year Ice Planning Calendar and operational budgets.

Staff will also consult with partner facilities, CIC and TCC, to ensure they are capturing any changes or challenges noted from previous ice seasons for consideration of future implementation, where possible.

4. Ice Allocation and Distribution

On an annual basis the Facility Booking Office will develop Ice Allocation Matrices (Regular Season Matrix, September Matrix and the Replacement Ice Matrix) which best reflects the expressed needs of the users and application of this Policy's directives and guides. The City of Oshawa reserves the right to reassign ice annually as required.

4.1 Client and Scheduling Priorities

Ice will be allocated according to the following Priority levels:

- Priority 1: City of Oshawa program – includes leisure skate and instructional programs
- Priority 2: Affiliated minor associations, organizations and groups
- Priority 3: Affiliated adult associations, organizations and groups
- Priority 4: Boards of Education – LOSSA and high school hockey, and school ice
- Priority 5: Occasional and commercial users

Please refer to Section 5.1 concerning events held at the Legends Centre and Campus Ice Centre as this may affect the above.

4.2 Affiliation

The City of Oshawa will qualify minor and adult associations, organizations and groups, who can demonstrate their stability and viability for priority ice time access.

Once qualified, affiliated minors will receive Priority 2 status while affiliated adults will receive Priority 3 status. Affiliation status was granted for the first time in 2005, to be renewed annually.

Priority 2 and 3 clients are also expected to fulfill additional responsibilities in order to receive additional benefits outlined in the Ice Allocation Policy and Procedure document.

4.3 Non-Affiliated Adult Clients – 'Grandfather' Status

Adult clients who permit two or less hours per week are not eligible for affiliated status and will become a Priority 5 level client. The City of Oshawa wishes to recognize long-term adult clients. Grandfathered status will provide existing adult 'league' clients (clients prior to the 2005-06 ice season) Priority 3 status privileges without having to perform all affiliation process requirements. It also provides access to historical ice (same or similar date or time block) to all adult shinny and league users.

The City reserves the right to change the ice allocated to grandfathered clients only when facility closures or restrictions must be applied or when operational efficiencies are required. 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 'grandfather' status. If they reapply in a subsequent ice season, they will be treated as a new client. The 'grandfather' designation is not transferable.

4.4 Residency

The City of Oshawa 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 ice time. For the purpose of supporting the ongoing development of ice user groups (e.g. girls/women's hockey), the City of Oshawa will accept the residency requirements defined by the Sport Governing Bodies (SGB's) which govern the actions of local affiliated ice user groups.

The City 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 capacities).

The City will accommodate the regular use of City 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 and seasonal basis.

4.5 Standards of Play - Weekly Hours of Entitlement and Distribution for Affiliated Minor Clients

The City of Oshawa will adhere to a standard of play when allocating seasonal contract ice for all affiliated ice users. Seasonal contract ice is allocated annually for affiliated minor groups using historical trend data. Each organization's eligible weekly ice allocation will be based on their registration numbers from the previous season/year.

On an annual basis, registration data must be supplied by the user in an approved format to the Facility Booking Office. The Facility Booking Office will then apply the data to a 'Standards of Play' (SOP) formula, (refer to Appendix A) which will determine the total number of weekly hours each user is entitled to and the distribution of those hours to different age and skill level groupings. Affiliated user groups interested in obtaining additional prime time ice over and above their entitlement may do so after the initial distribution has been allocated to each of the user groups, pending availability.

4.5.1 Standard of Play for Figure Skating and Speed Skating

Allocation of hours for Figure Skating and Speed Skating is based on each organizations yearly application to the Facility Booking Office.

4.5.2 Minimum Hours of Commitment per Week

Each affiliated user must commit to a minimum number of ice hours each season as determined during the benchmark established prior to the 2017/18 ice season application process. This number is determined through application of the Standards of Play formula against actual registration data. A future permanent decrease in commitment will only be considered after staff is satisfied that every attempt has been made by the client to meet commitment levels over a two-year period.

An immediate adjustment to the minimum commitment level will be considered when a local organization is impacted by a rule or program change initiated by its sport governing body. The local association must supply documentation to demonstrate the origin of the change and its impact locally.

4.6 The 24 Week Minimum Commitment

All affiliated minor and adult and all grandfathered adult Priority 5 clients are required to commit to a 24 consecutive week permit schedule to be completed between the Tuesday after Labour Day in September and the end of winter session. Exceptions to the 24-week commitment may be made when the City is unable to supply replacement ice for disruptions to regular ice time during event weekends and emergency closures.

4.6.1 Process to Extend the 24 Week Commitment for Minor Affiliated Clients

Applicants who need ice beyond the 24-week commitment should identify the desired days and times in their general application form. If the arenas are available and the client is in good standing with the City, the request for an elongated ice rental season will be granted.

4.6.2 Play-Off Ice

Applicants, who require 'play-off' ice outside of the regular 24-week or elongated rental season application, are encouraged to submit a separate application no later than the third Friday in September to the Facility Booking Office. Requested dates and times must be limited to those assigned in the current year's Matrix. The ice permit staff will then book the dates and times requested based on the availability and protocols as stated within this policy and confirm back to the applicant. The applicant must sign and return the contract within 10 business days.

The applicant has until the last Friday in January to turn back any ice that is no longer required. This request must be in writing. The City will only allow up to 50% of the ice confirmed to be returned. If the applicant has the need to turn back additional play-off ice, all regular permit procedures and conditions for cancellations will apply.

Refer to 6.1.2.1 of the Ice Allocation Policy Permit Cancellations by the Contract Holder.

If the client wishes to secure additional 'try-out' ice at a later date, regular permit procedures and conditions are to be followed.

4.7 Time Period Entitlements and Restrictions

4.7.1 Prime and Non-Prime Ice

Affiliated minor users will receive an equitable distribution of prime and non-prime hours. An affiliated user, regardless of gender orientation and level of competitiveness and total hours of entitlement shall not receive relatively more or less prime time ice access than a similar client.

Prime and Non-Prime Ice Times		
Prime Time	Monday – Friday	4:30 p.m. – 10:45 p.m.
	Saturday and Sunday	All Hours
Non-Prime Time	Monday – Friday	Open to 4:30 p.m. and 10:00 p.m. to close
Statutory Holidays	All hours are Prime Time for Priority #5 Users; exception – Regular Prime and Non-Prime Hour definitions are applied for Priority Clients 2 and 3.	

4.7.2 Weekday and Weekend Ice

An ice distribution ratio of 75% weekday ice to 25% weekend ice be used as a guideline, and where possible, staff attempt to accommodate user groups in allocating ice to all competitive/rep individuals and teams scheduled by affiliated minor ice organizations and associations.

An ice distribution ratio of 25% weekday ice to 75% weekend ice be used as a guideline, and where possible, staff attempt to accommodate user groups in allocating ice to all house league and recreational individuals and teams scheduled by affiliated minor ice organizations and associations.

Weekday Ice: Monday to Friday

Weekend Ice: Saturday & Sunday

4.7.3 Time Block Bookings

Ice will be allocated in blocks of time (minimum of 2 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 Facility Booking Office staff, that ‘blocking of time’ as outlined in this policy is not feasible, then alternate methods of time distribution may be considered.

5. Processing and Management of Tournaments, Special Events Applications and Permits

The City of Oshawa recognizes the significant positive impacts that tournaments, special events and championships can provide to the community. In order to accommodate these events and minimize disruption to regular programs and league play, they will be considered and permitted in advance of seasonal applications into pre-determined event slots and facilities. The City is committed to achieving a balance between recreational and special event use during the regular ice season.

5.1 Opportunities and Restrictions

The Legends Centre and Campus Ice Centre will be considered as the primary facility to host tournaments and special events. The City has an obligation to provide ice programs to residents year-round and these services will be accommodated during tournaments at the Legends Centre during tournament weekends. Varsity games will be accommodated at the Campus Ice Centre.

A maximum of two weekend tournaments or events per month will be scheduled on non-consecutive weekends at the tournament facilities identified in this Policy between September and March inclusive.

5.2 Permit Amendments and Cancellations

The City will manage any client requests for tournament and special event permit amendments or cancellations with the goal of minimizing administrative, revenue and operational impacts. When changes or cancellations are requested the guidelines outlined in this Ice Allocation Policy document will be stringently applied.

5.3 Replacement Ice

During tournaments, affiliated groups must turn back the regular season time allocated to them on the same tournament in other arenas. This turned back time will be used in a replacement matrix and offered to groups bumped by the tournament.

The City recognizes that some groups may still require hours at other arenas during their tournament to facilitate their seasonal play practices. The City of Oshawa requires groups of this nature to request in writing by the tournament application deadline to keep those regular season hours, with appropriate justification. The City will grant this request, if the justification is warranted, as determined solely by the City of Oshawa.

6. Processing and Management of Seasonal and League Ice Applications and Permits

6.1 Permit Amendments, Cancellations and Unused Ice

The City has the right to control all ice distribution and use at City-owned facilities for the duration of the ice contract. Controls must be in place to minimize the negative impacts that unused, returned, amended and cancelled ice can have on the City and its users. As such, the City will apply all guidelines outlined in this Ice Allocation Policy document to reasonably and responsibly manage unused ice or changing ice needs once permits have been issued.

6.1.1 Permit Amendments

6.1.1.1 Returned Ice (Temporary)

Due to unforeseen circumstances, some affiliated users may not generate the registrations required to meet their minimum weekly hours of commitment (as established in 2006-07) – leaving them with a temporary oversupply of hours. The Facility Booking Office will ‘loan’ out hours not required for the remainder of the season. If another buyer cannot be found, the contract holder is responsible for the payment. The hours will then revert to the original user in the next ice season. This ‘loan’ process can be repeated for a second season, if required.

Time turned back must be in same ratio as booked (e.g. a proportionate number of prime and non-prime time ice, weekday and weekend ice). The City reserves the right to accept only hours that hold the greatest potential for rebooking.

6.1.1.2 Returned Ice (Permanent)

If the user is unable to fulfill their original level of commitment for a third season, a permanent adjustment to the affiliated user’s commitment will be negotiated.

6.1.1.3 Added Ice (Temporary or Permanent)

All ice hours added to an existing contract will be final on the date issued and accepted. No further changes will be considered.

6.1.1.4 Transferred Ice/Ice Trades/Sub-Leased Ice

The City of Oshawa is the sole permit authority for all ice times. The City must be aware of and be able to control the intended use of all ice permitted within its facilities at all times.

Changing the intended use or users of ice (e.g. practice becomes a game, Team A replaces Team B) within a single organization’s contract is acceptable. Related schedule updates are to be forwarded to the Facility Booking Office Clerk for distribution.

The practice of occasionally transferring ice, trading ice or sub-leasing ice between contract holders is strictly prohibited and may lead to the cancellation of a season permit and future ice allocation reductions.

Should two user groups agree to a trade, the Facility Booking Office will facilitate this exchange by making the appropriate amendments to each of the organizations' contracts.

It is recognized that last minute changes to the intended use of the ice may occur under rare, infrequent and unforeseen circumstances; however the Facility Booking Office must be notified by the permit holder, with every occurrence.

6.1.2 Permit Cancellations

6.1.2.1 Permit Cancellations by the Contract Holder

Once a contract is signed, single or occasional ice use cancellations will be permitted only if initiated by the contract holder's designated ice permitter/scheduler(s) and under the following conditions:

- 10 business days written notice is provided to the Facility Booking Office
- payment of a council-approved cancellation fee per facility affected by the cancellation request

If a buyer cannot be found for the hours returned, the contract holder is responsible to pay the full cost for unsold hours and the additional cancellation fees.

If non-prime ice is cancelled but rebooked by the same Priority 3 or 4 clients, the cancellation fee will be waived.

6.1.2.2 Permit Cancellations by the City of Oshawa

The City reserves the right to reasonably postpone, reschedule or cancel any permitted activity due to justified circumstances.

The City reserves the right to cancel a contract or portion of the contract without notice should there be a breach of the conditions or regulations or should the City be of the opinion that the facilities are not being used for the purpose contained in the application.

Where postponement or rescheduling cannot be mutually coordinated, the contract holder affected will receive a full refund/credit for the time owing.

6.1.3 Unused Ice

Affiliated Users are not permitted to book ice that will go unused except for the purpose of ensuring that sufficient ice time is available, as a contingency, to prevent a

curfew situation for tournaments or league games. Unused ice (no shows) reflects badly on the contract holder and on the City's administration of ice and is not acceptable. The guidelines detailed in the Ice Allocation Policy for managing unused ice will be strictly applied.

7. General Ice Management

7.1 Respect Check Policy

Respect Check is a code of conduct policy, which enforces a set of expectations to address inappropriate behaviours, violence and vandalism that negatively affects the experience of individuals or creates unsafe conditions. The Respect Check policy identifies how these behaviours will be addressed when it occurs within any City facility or in association with any service, program or event provided by, or associated with the City of Oshawa.

The City encourages and supports all organizations using City facilities to take primary responsibility for developing, implementing and managing their specific behaviour management policies to align with the City's [Respect Check Policy](#). The Corporation will make its best effort to mitigate all situations, however, in the course of public service, events may be beyond the Corporations' control. The Respect Check policy is aligned with the following policies, acts and regulations:

- City of Oshawa – Respect in the Workplace – Harassment and Violence Policy LR14.10
- Trespass to Property Act
- City of Oshawa – Trespass By-law 98-2013
- Occupational Health and Safety Act, R.S.O. 1990, c. 0.1
- The True Sport Movement: Canadian Centre for Ethics in Sport

A patron's experience with us is based on the values of fairness, excellence, inclusion and fun. All persons have the right to be safe and feel safe while attending or working at a program, facility or property so that they can enjoy their activity sport, or interest. With this right comes the responsibility to be accountable for actions or behaviours that put at risk the safety of others and encourages an environment where there is respect for others. The City of Oshawa has zero tolerance for any form of violence, vandalism or inappropriate behaviour in its recreational programs, facilities or properties.

7.2 Ice Use and Ice Flood Schedules

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 City requires that all affiliated groups supply ice use schedules and flood requests to the Facility Booking Office by the dates specified in the Ice Management and Critical Dates document. Failure to comply could result in the cancellation of all or some of the permit contract for the remainder of the ice season.

The City reserves the right to accept or modify ice flood 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).

Special requests for any modification to ice flood schedules must be done through the Facility Booking Office.

7.3 Curfewed Ice

The City 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 this Ice Allocation Policy document. It is the responsibility of user groups to inform the Facility Booking Office of any special requirements regarding curfews at the time the schedules are submitted.

7.4 Instructional Program and Leisure Skate Management

The City of Oshawa reserves the right to exclusively offer instructional programs and leisure skate services at its arenas for the benefit of the general public. Instructional programs and ice services proposed to be offered by any permit applicant is subject to the City's review and approval. Through application of the guidelines outlined in the Ice Allocation Policy document, duplication of programs and services will be managed and/or eliminated.

7.5 Program or Leisure Skate Cancellations

In order to minimize user frustration and dissatisfaction and related negative impacts, the City of Oshawa will not cancel instructional programs and leisure skate opportunities throughout the year. However, there may be circumstances which require the City to reschedule or cancel these services in cases such as:

- Significant and high profile special events as directed by Council
- Low registration in instructional programs
- Emergency shut down situations

7.6 Temporary Ice Cancellation and Redistribution

In the event of an unplanned multi-day facility closure, the Facility Booking Office will act to redistribute ice permits so that all ice users are universally impacted while certain types of ice use are protected from cancellation over others. The City will apply predetermined ice priorities and procedures identified in this Ice Allocation Policy and Procedure document. The City reserves the right to make all final decisions regarding emergency ice cancellations and redistribution.

7.7 Introduction of New Community Ice Programs and Services

New programs/services and sponsoring organizations/associations will be accommodated only to provide for unmet community needs. Existing or new groups must demonstrate/justify the need for a new program or service while also meeting other criteria outlined within the Ice Allocation Policy document.

7.8 New Organization/Emerging Sport

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

7.9 Opening Arenas Outside of Standards Hours of Operation

The opening of arena facilities on statutory holidays, when they are normally closed, or beyond established operating hours (as defined by this Ice Allocation Policy document), may be considered only if the applicant agrees to pay for the full operational costs for such an opening and pending the availability of staff. All reasonable requests will be reviewed and responded to. Application does not guarantee approval. Prior to commencing any appeal, the applicant must agree, in writing, to pay for the full operational costs, as described above.

8. General Administration

8.1 Forms

All users must submit all requests for permit applications, processing, amendments and cancellations on City- approved forms. Packages and forms are available in the permit office year round. The City reserves the right to reject applications and requests from clients who submit forms that are not complete or contain falsified information.

8.1.1 Ice Rental Fees

All users will be charged ice rental fees as outlined in the Schedule B of the General Fees and Charges Bylaw.

8.1.1 User Indemnification

The Facility User shall defend, indemnify and save harmless the City of Oshawa and its members of Council, officers, volunteers, employees and agents against any and all costs (including legal fees and disbursements), expenses, losses, liabilities, claims, demands, actions or causes of action, or direct, indirect, general, special, incidental or consequential damages suffered or incurred by the City of Oshawa (including claims made by third parties against the City of Oshawa) as a result of a breach of a term or provision of this Agreement by the User or in any way, related to the User's use and operation of the property and premises; the conduct of those persons in their care, custody or control and/or all activities occurring before, during and after their allocated ice time.

The User (for itself and its insurers) shall release the City of Oshawa and its members of Council, officers, employees, volunteers and agents and waives any rights, including rights of subrogation, it may have against them for compensation for any loss and all costs (including legal fees and disbursements), expenses, losses, liabilities, claims, demands, actions or causes of actions, or direct, indirect, general, special, incident or consequential damages suffered or incurred by or damage occasioned by the User's use, operation, activities and/or occupancy within the property and premises before, during and after Allocated Ice Time.

8.1.3 Insurance Requirements for all Users

The User shall during permitted ice time arrange, pay for and keep a Comprehensive General Liability (CGL) or General Liability insurance policy written on an occurrence basis with a limit of coverage of not less than two million dollars (\$2,000,000) in respect of any one accident or occurrence with The Corporation of the City of Oshawa named on the Policy as an Additional Insured. The liability policy cannot contain an exclusion for participants participating in any activities being held by the user. Policy coverage shall include, but is not limited to, third party bodily injury including death, property damage and personal injury. The Policy shall contain a cross liability and/or severability clause that protects each insured to the same extent as if they were insured

separately. The Policy shall be endorsed to provide the City of Oshawa with not less than thirty (30) days' notice in writing of any cancellation, material amendment or change restricting coverage. The Policy must be with an insurance company or companies licensed to operate in the Province of Ontario and acceptable to and in a form satisfactory to the City of Oshawa.

The User shall verify that valid insurance coverage as set out in this IAP is in place by submitting an Insurance Certificate (IC) that must be acceptable in all respects to the City of Oshawa. Upon expiry of the IC, the User must provide an up-to-date IC. The User agrees to make the Policy available to the City of Oshawa for review at any time from time to time in the event of a Claim.

The taking out of insurance shall not relieve the User of any of its obligations under this Agreement or limit its liability hereunder. No policy shall contain any provision which would contravene the obligations of the User hereunder or otherwise be the detriment of the City of Oshawa.

8.1.4 Inspection

Before any activity commences, it is the responsibility of the User to appoint an individual(s) to inspect the premises including but not limited to change rooms, ice surfaces, doors, boards (glass) and bench areas to ensure that the premises are adequate and safe for the purposes of their activity. In the event that there is damage or maintenance required, the User shall immediately notify the person in authority at the arena and request that the issue be remedied. If there is an unsafe condition the User shall refrain from endangering any participant or spectator.

8.2 Ice Allocation Policy Review and Update

The Ice Allocation Policy may be reviewed on a regular basis, initiated by the Facility Booking Office. The Facility Booking Office has the authority to adjust procedural items related to timing, process, etc. as appropriate and to respond to overarching Council directions related to revenue achievement and strategic business approaches.

Appendix A

Standard of Play for Hockey and Ringette

Level of Participation	Age Qualifier	Maximum # per Team	Entitlement in Hours per Week	Weighing Factor (multiply)
Instructional	Not Applicable	Up to 35 on ice	1	# Oshawa Registrants x .029
Recreational/HL	Hockey – Up to/incl. Age 10	Cap @ 17	1	# Oshawa Registrants x .059
Recreational/HL	Hockey – Age 11+	Cap @ 17	1.5	# Oshawa Registrants x .088
Ringette B, C	Ringette – Up to/incl. Age 11	Cap @ 17	1	# Oshawa Registrants x .059
Ringette B, C	Ringette – Age 12+	Cap @17	1.5	# Oshawa Registrants x .088
Minor Development (MD)	Hockey – Up to/incl. Age 10	Cap @ 17	2	# teams x by 2
Minor Development (MD)	Hockey – Age 11+	Cap @17	3	# teams x by 3
Ringette A, AA	Ringette – Up to/incl. Age 11	Cap @17	2	# teams x by 2
Ringette A, AA	Ringette – Age 12+	Cap @17	3	# teams x by 3
Rep Sport - Boys (AE, A, AA, AAA)	Hockey – Up to/incl. Age 10	Cap @17	4	# teams x by 4
Rep Sport - Boys (AE, A, AA, AAA)	Hockey – Age 11+	Cap @17	5	# teams x by 5
Rep Sport - Girls (AA, A, B, BB, C)	Hockey – Up to/incl. Age 10	Cap @17	3.5	# teams x by 3.5
Rep Sport - Girls (AA, A, B, BB, C)	Hockey – Age 11+	Cap @17	4.5	# teams x by 4.5

Note – Entitlement reflects the minimum number of hours for which the affiliated user agrees to assume for each level or team. Additional needs will be satisfied pending ice availability and demand.