



## Facility Rentals – Ice Surface Use Policy

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**Department Responsible:** Culture and Recreation

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### 1. Policy Statement

- 1.1 It is the policy of the Town of LaSalle (hereby referenced as “the Town”) that ice surfaces owned and operated by the Town and being rented to an external group should be effectively regulated to ensure proper asset management and fair allocation and use distribution.

### 2. Scope

- 2.1 This policy applies to all Users and User-Groups that rent Ice Surfaces owned and operated by the Town.

### 3. Definitions

- 3.1 **Adult Leagues** shall mean any User/User-group whose majority of participants consist of persons aged nineteen (19) years and above.
- 3.2 **Community Youth/Minor Sport Groups** shall mean a User/User-group that provides youth activities with an elected, volunteer executive that is not-for-profit. Minor sports groups shall mean any User/User-group whose majority of participants consist of persons eighteen (18) years of age and below. School groups are included within this definition.
- 3.3 **Dressing Environments** shall mean spaces in close proximity to dressing rooms that can be temporarily repurposed to provide a space for a small number of participants to change in and out of their gear (official’s room, single-unit washrooms, etc.).

- 3.4 **Dressing Rooms** shall mean officially designated spaces for changing in and out of gear. Mostly, these are men's and women's, multi-stall spaces and occasionally can be all-gender, multi-stall spaces.
- 3.5 **Facility** refers to any Town-owned or operated building, structure or space, both indoors and outdoors.
- 3.6 **Maintenance** refers to regular upkeep, repair or replacement of Town facilities, both scheduled and unscheduled.
- 3.7 **Municipal Activities** shall mean activities offered by the Town.
- 3.8 **Ice Surfaces** shall mean a Town Facility which is further defined as those areas which require a rental permit and payment for use. For the purposes of this policy, these include Rink 'A' and Rink 'B' within the Vollmer Centre.
- 3.9 **Junior Hockey** shall mean the LaSalle Vipers Hockey Club.
- 3.10 **Season** shall be defined by the three (3) periods throughout the year which Ice Surfaces are open for use. These periods are typically September through March, April through June, and July through August.
- 3.11 **Tournament** shall be defined as a local, regional, provincial, national or international competition between teams or individual competitors. A tournament may be held at one facility or several facilities within the span of one day or over multiple days.
- 3.12 **Town** shall mean the Corporation of the Town of LaSalle.
- 3.13 **User/User Group** shall mean any individual, organization, committee, event or membership or other designation that has been approved to use Town-owned and operated facilities and engages in a contract with the Town for the use of these facilities.

## 4. Policy

### 4.1 Allocation of Ice Surfaces

- 4.1.1 Requests for regularly scheduled rentals, including annual tournaments, must be received in writing to the Department of Culture and Recreation annually by the following dates:
- a. September through March ice must be requested by July 1
  - b. April through June ice must be requested by February 1
  - c. July through August ice must be requested by May 1

- 4.1.2 Users requesting a schedule change, such as an addition or Ice Surface switch, must notify the Town a minimum of two (2) weeks in advance. This advanced notice is required by the Town for maintenance scheduling.
- 4.1.3 The Town recognizes the advantages of maintaining consistency in Ice Surface scheduling year over year. Therefore, the Town will hold a User Group's allocation from the previous year until the request deadline, outlined in section 4.1.1. Allocation will only be held for User Groups renting a consistent Ice Surface at a consistent time each week during a specific Season. Ad-hoc or inconsistent rentals that do not follow a weekly recurrence will not be held for allocation. Should a User fail to submit a rental request by the above-noted date or submit a request for a lesser number of timeslots, the Ice Surface shall be deemed available for rental for the upcoming season and requests shall be prioritized based on the criteria outlined in 4.1.4.
- 4.1.4 Should Ice Surface rental time become available, re-allocation will be prioritized in the following order:
- a. Priority one: Municipal Activities
  - b. Priority two: Community Youth/Minor Sport Groups
  - c. Priority three: Junior Hockey
  - d. Priority four: Adult Leagues
- 4.1.5 Should multiple Users meeting the same priority status request the available Ice Surfaces, allocation will be prioritized in the following order:
- a. The residency of the User-Group is headquartered within the geographic boundaries of the Town.
  - b. The timeslot of the available Ice Surface(s) is adjacent to current bookings of the User.
  - c. Should 4.1.5 a. and b. fail to resolve the requests, the Town will engage in discussions with the User Groups to resolve the requests. A variety of factors may be considered in these discussions including, but not limited to, age of participants, availability of coaching staff, utilization of Ice Surface time, total hours booked and total registration demand within the User-Group.
  - d. Where Ice Surface time is reallocated, the identified User Group will be required to confirm acceptance of the offer in writing within seven (7) days of notification. Failure to respond or accept within this timeframe will result in the offer being withdrawn and the Ice Surface time being offered to the next eligible User Group in accordance with this section.

- 4.1.6 In the event a dispute occurs between Users over the allocation of Ice Surfaces in which the settlement is not defined within the confines of this policy or through additional mediations, the Town reserves the right to allocate use to a User as it sees fit.
- 4.1.7 Requests for new tournaments and special events shall be submitted by the User a minimum of three months prior to the tournament date. Ice Surface allocation for annual tournaments will follow the same parameters set forth in 4.1.3.

## **4.2 Maintenance of Ice Surfaces**

- 4.2.1 All Maintenance of Ice Surfaces will be completed by the Town.
- 4.2.2 Users may not make any alteration, change, or repair to an Ice Surface or Facility without written permission from the Town. Users wishing to make alterations or requesting an alteration, change or repair must submit a written request to the Town of LaSalle.
- 4.2.3 Ice maintenance time is always included within the User Group's rental permit. Typically, the rental time will end ten (10) minutes before the end time on the permit. For example, a standard sixty (60) minute rental consists of fifty (50) minutes of playing time, followed by ten (10) minutes of ice maintenance time. A ninety (90) minute rental consists of eighty (80) minutes of playing time, followed by ten (10) minutes of ice maintenance time. In some occurrences, the ice may be maintained on a different schedule.
- 4.2.4 No persons and/or objects are permitted on the ice surface while the ice resurfacing machine is in operation, with the exception of a designated individual assigned by the User Group for the sole purpose of moving nets in accordance with Section 4.4.12.

The designated individual must be a minimum of sixteen (16) years of age and must exercise caution while performing this task. All other participants are not permitted on the ice surface until resurfacing is complete.

The User Group will not be permitted to use the ice surface until resurfacing is complete and the ice resurfacing doors are fully closed, and any delays incurred during the resurfacing process will be deducted from the ice time allotted to the User

All persons should remain seated within the confines of the benches and keep all doors closed during this process.

- 4.2.5 The Town reserves the right to cancel or suspend rental permits for ice surface use whenever ice surface conditions could result in damage to the surface or injury to users.

- 4.2.6 The User will be provided with two hockey nets per rental as the standard equipment. An additional two (2) nets may be provided subject to availability and must be requested in advance of the rental time.
- 4.2.7 The Town reserves the right to restrict rental time as needed for the purposes of scheduled and unscheduled Maintenance of Ice Surfaces. This includes during tournaments, special events or regular allocations of Ice Surfaces. Maintenance time shall be designated as needed by the Town and will result in ice being unavailable for use.
- 4.2.8 The Town follows ice maintenance recommendations standardized by the Ontario Recreational Facilities Association (ORFA). For the purposes of ice surface use at Town facilities, maximum capacity of persons on the ice at one time shall be as follows:
- a. Maximum of thirty-five (35) persons for hockey.
  - b. Maximum of seventy (70) persons for figure skating.
  - c. Maximum of one hundred fifty (150) persons for recreational skating.
- 4.2.9 Spectator capacities shall be limited as per the requirements outlined by the Ontario Fire Code.
- a. Rink 'A': One thousand (1100) persons
  - b. Rink 'B': Two hundred fifty (250) persons
  - c. Dressing Room: Twenty (20) seated and thirty-five (35) seated and standing

### **4.3 Permits and Fees**

- 4.3.1 All Ice Surface rentals shall require a signed rental permit. All Users will be charged rental fees as outlined in the Town of LaSalle User Fee By-law. All Users must either provide a Certificate of Insurance naming the Town as an additional insured in the amount of five (5) million dollars of commercial general liability coverage with a cancellation notification clause, or purchase insurance through the Town. Some Users may be eligible to purchase insurance through the Town. Full payment of rental time, a copy of insurance certificate, and a signed copy of the rental contract must be provided to the Town before the first scheduled date or access to the surface may be denied.
- 4.3.2 Some Users may be eligible for a monthly payment plan. Users will be billed at the end of each month and payment must be received fourteen (14) calendar days after the date on the invoice. Pre-authorized payments from a bank account or payments with a credit card are the preferred method of payment.

- 4.3.3 Ice Surface cancellations are not permitted during the regular season which is from September through March. User Groups may request to release a limited number of regularly scheduled ice times where it is known in advance that the ice will not be utilized (e.g., statutory holidays, special events, or team travel). All such requests must be submitted in writing by September 1. Requests received after this time will not be considered. Approved dates will be removed from the User Group's schedule without penalty and will be rescheduled by the Town in accordance with the priorities set out in Section 4.1.1. Once released, these dates will not be held for the User Group.

An exception may be made for school bookings where Board-provided transportation has been cancelled. In such cases, the User will be permitted to reschedule the affected ice time to a mutually agreed upon date and time, subject to availability.

Rental cancellations are permitted during the off season, which is from April to August, provided that the User provides a minimum of two (2) weeks' notice to the Town. Cancellation requests received with less than two (2) weeks' notice will not be permitted and the User will not receive a refund.

- 4.3.4 All festivals, events or tournaments will be charged rental fees as outlined in the Town's User Fee By-law. In addition to the rental space and permit fees, Users may be assessed other permit fees such as Town personnel or resource fees. Rental fees will be charged for all event dates including the set up and tear down dates.
- 4.3.5 Users will not be responsible for payment for Ice Surfaces that are closed by the Town. All Users affected by any Ice Surface closed by the Town shall receive a credit that will be placed on the User's account, which can be used to pay future permits. At the end of the season, the User shall receive a refund for any unused credits remaining.
- 4.3.6 User Groups must use the arena and dressing room(s) assigned to them in their permit. User Groups must also use Ice Surfaces and dressing room(s) for their intended purposes. User Groups found violating this policy may be sanctioned by the Town in accordance with the Respect and Responsibility Policy, including but not limited to being billed for damages or having their permits revoked.

#### **4.4 Responsibilities of Users**

- 4.4.1 No User may sub-let Ice Surfaces to another User.
- 4.4.2 No User may sell or donate any food, beverage, goods or services without the permission of the Town.

- 4.4.3 No User may enter the Ice Surface without ice skates, unless for the purposes of an on-ice ceremony or emergency.
- 4.4.4 Users are encouraged to report concerns about Town Facilities through the online customer service portal.
- 4.4.5 For after-hours emergencies, User Groups shall contact the Supervisor of Recreation or designate. Contact information will be shared at the beginning of each season.
- 4.4.6 Requests to modify, improve or increase levels of service to any Town Facility shall be submitted in writing to the Department of Culture and Recreation annually by the end of April to be considered for future capital improvements.
- 4.4.7 User Groups and their participants are expected to observe and comply with all policies, procedures, rules and regulations of the Town. The Respect and Responsibility Policy requires that while using Town Facilities, Users take responsibility for their actions and respect people, property and equipment. The User is responsible for the conduct and supervision of all persons associated with their rental and shall ensure that all facility rules and regulations are strictly observed and enforced.
- 4.4.8 It is the responsibility of the User to ensure that Town property is protected from damage and vandalism during use. The cost to repair damages to Town property will be the responsibility of the User.
- 4.4.9 The Town has designated the main lobby be used for pre-game warm up spaces when available. Users shall not use any equipment that may damage property or injure spectators including balls of any kind, ropes, training weights or other equipment designated inappropriate by the Town. The Town strongly recommends users consider conducting warm up routines outside on the Vollmer Centre property.
- 4.4.10 Users shall ensure that all equipment owned by the User must meet or exceed minimum safety standards and be maintained in good operating order. The Town may request a third-party inspection of the equipment, at the User's expense.
- 4.4.11 User Groups shall place all equipment away in a designated space when not in use including, but not limited to, boards, bumper pads, and nets.
- 4.4.12 User Groups shall assign a designated individual to move the nets during ice resurfacing.
- 4.4.13 User Groups found violating this policy may be sanctioned by the Town in accordance with the Respect and Responsibility Policy, including but not limited to, being billed for damages or having their permits revoked.

## **4.5 Dressing Room Use**

- 4.5.1 The Town reserves the right to restrict the use of dressing rooms. Dressing room keys are included with the rental and are the responsibility of the User for the duration of the rental. Keys shall be returned at the end of the rental. Missing or lost keys will be subject to an additional fee.
- 4.5.2 In accordance with the *Ontario Human Rights Code*, all participants (athletes, officials, coaches, team staff, etc.) have a right to access safe, inclusive, and equitable dressing spaces. Participants have the right to utilize the Dressing Room or appropriate available Dressing Environment based on their gender identity, religious beliefs, body image concerns or other reasons related to their individual needs. To accomplish this, the Town follows all guidelines outlined in the Ontario Hockey Federation Dressing Room Policy.
- 4.5.3 All participants inside the dressing room must adhere to minimum attire guidelines as set by the Ontario Hockey Federation.
- 4.5.4 The use of electronic recording devices is prohibited within dressing rooms.
- 4.5.5 Cleanliness and upkeep of these areas is a joint responsibility of Users and facility staff. At the end of a rental, Users are expected to ensure that their members leave the room within thirty (30) minutes of the conclusion of the rental, remove all items left behind, and to do a sweep of the dressing room to ensure garbage has been disposed of, toilets are flushed, and no vandalism has occurred.
- 4.5.6 Users must ensure that all garbage and debris associated with their facility use is disposed of appropriately. User groups shall be responsible for cleaning costs for excess garbage if deemed appropriate by the Town.
- 4.5.7 All items left behind by a User will be discarded. The Town is not responsible for lost, stolen, or misplaced items.

## **4.6 Health and Safety**

- 4.6.1 Users must comply with all applicable health and safety laws, including the Occupational Health and Safety Act and the advice and instructions of public health officials. Users must also comply with all orders issued by the Chief Medical Officer of Health and the Region's Medical Officer of Health, as well as the Windsor-Essex County Health Unit. The User must comply with all additional health and safety guidelines and requirements of the Town.

- 4.6.2 In the event of a medical emergency, the User must immediately suspend activity and take appropriate action. It is the responsibility of the User to provide first aid to participants and spectators of their activity. If present, Town employees may assist by way of calling emergency services and/or providing a first aid kit and/or an automated external defibrillator, if available. The User must notify the Town of a medical emergency that may require assistance such as directing emergency service personnel into the Facility.
- 4.6.3 Users are responsible for tracking and communicating extreme weather conditions to their participants.
- 4.6.4 The User is required to provide all the necessary safety equipment for their rental including, but not limited to:
  - a. First aid equipment
  - b. Drinking water
  - c. PPE
- 4.6.5 Users hosting tournaments or special events must abide by the guidelines set forth in the Town's Facility Rentals – Event Hosting Policy.

#### **4.7 Alcohol Use**

- 4.7.1 Users that wish to serve or sell alcohol must adhere to both Provincial and Municipal requirements and laws. Users must abide the Town of LaSalle Municipal Alcohol Risk Management Policy. In addition to adhering to Municipal policies, Users must abide by all Alcohol and Gaming Commission of Ontario (AGCO) guidelines. The AGCO is responsible for granting Special Occasion Permits (SOPs). No User may consume, serve or sell alcohol without an authorized SOP and permission from the Town.

#### **4.8 Smoking and Vaping**

- 4.8.1 In accordance with the *Smoke Free Ontario Act, 2017*, smoking and vaping is prohibited at all rentals on Town property. Users shall enforce this policy and ensure their participants refrain from smoking on the property. The Windsor-Essex County Health Unit tobacco enforcement officers conduct inspections to ensure compliance of the Act. Users must also abide by Town By-law 7775.

#### **4.9 Parking and Traffic Management**

- 4.9.1 Parking is permitted in designated parking lots only. The User must communicate the parking rules to their participants. Parking on grass,

pathways, driving lanes, fire routes, and all other areas outside of designated parking spaces is prohibited.

- 4.9.2 The User shall consider the following parking considerations for tournaments and events:
- a. Additional off-site parking should be arranged if on-site parking is insufficient.
  - b. All participants should be made aware of parking arrangements and enforcement policies.
  - c. Carpooling should be suggested to participants in advance.

#### **4.10 Signs**

- 4.10.1 No unauthorized signs, marketing, promotional materials, flags or banners shall be posted on Town property or attached to Town facilities. The Town reserves the right to remove items to be in violation of Town By-Law 6407.

#### **4.11 Championship Banner Display**

- 4.11.1 Due to finite banner display space within the arenas, the following provisions apply to all new championship banner requests approved after the adoption of this policy
- 4.11.2 Championship banners installed prior to the adoption of this policy may remain in place at the discretion of the Town and are not subject to retroactive removal unless required to accommodate a new approved request under this section.
- 4.11.3 Where a new championship banner request is submitted by an organization that already has a banner displayed within the facility, approval is contingent upon the organization identifying which of its existing banners will be removed or replaced. The Town will not remove banners belonging to other organizations to accommodate a new banner from an organization that already has banner representation.
- 4.11.4 Banners may be removed based on:
- a. Length of time displayed, with older banners being prioritized for removal;
  - b. Level of achievement, with league or regional championships prioritized for removal before provincial, and provincial before national or international championships;

- c. Team category, with adult banners prioritized for removal before youth banners.

The Town of LaSalle retains final authority over championship banner placement, removal, replacement, and sequencing to ensure fair recognition, consistency, and safe facility operation.

#### **4.12 Venue Housekeeping**

- 4.12.1 All waste must be properly disposed of and removed from Town property. Users must leave the Facility, including dressing rooms and Ice Surfaces, in the condition that it was provided in.
- 4.12.2 Users must return all equipment to their proper storage spaces, such as hockey nets, pads and boards owned by a User.
- 4.12.3 The User shall maintain a clean site. For tournaments and special events, the User may be requested to provide additional garbage removal services at their own cost. The User is responsible to pay any additional cleanup costs or damage fees, as deemed appropriate by the Town and in accordance with the Respect and Responsibility Policy.
- 4.12.4 User Groups found violating this policy may be sanctioned by the Town in accordance with the Respect and Responsibility Policy, including but not limited to, being billed for damages or having their permits revoked.

### **5. Roles and Responsibilities**

#### **5.1 Department head**

- 5.1.1 The Director of Culture and Recreation is responsible to oversee and administer this policy and may delegate authority to other employees to oversee and administer this policy.

### **6. References and Related Documents**

Alcohol and Gaming Commission of Ontario Resources  
Ontario Hockey Federation Dressing Room Policy  
Ontario Human Rights Code  
Ontario Recreational Facilities Association Resources  
Smoke Free Ontario Act, 2017  
Town of LaSalle Event Hosting Policy  
Town of LaSalle Municipal Alcohol Risk Management Policy  
Town of LaSalle Respect and Responsibility Policy