



## **Corporation of the Township of Uxbridge**

### **POLICY - DRAFT**

---

**Policy Name: Ice Allocation Policy**

**Date of Latest Revision: June 2025**

**Date of Council Approval:**

---

### **INTRODUCTION**

The Township of Uxbridge is committed to supporting recreational opportunities by providing quality facilities for the recreational and leisure needs of its residents. The Ice Allocation Policy aims to ensure a fair and equitable system for allocating ice time for all user groups and encourage broad participation in ice sports at the Uxbridge Arena.

The Township of Uxbridge recognizes the need to consider the following when managing the allocation of indoor ice:

- To coordinate the use of the facility to ensure the most effective and efficient allocation of available ice time.
- To provide appropriate time slots and opportunities for users of all types and skill levels, including recreational, instructional, and competitive programs.
- To promote and support the growth of ice-related activities, working toward the full and equitable utilization of the facility.
- To maintain flexible scheduling practices that can adapt to shifting demographics, community needs, and emerging recreation and leisure trends.
- To prioritize access for local community user groups, ensuring programs remain inclusive and accessible.
- To establish a clear and consistent framework for prioritizing and allocating available facility time.

## PURPOSE

The purpose of this policy is to provide a fair and consistent approach to allocating ice time at the Uxbridge Arena. It aims to support a balanced schedule that meets the diverse needs of all stakeholders, ensuring equitable access, supporting community needs, and maximizing efficient and responsible use of the facility.

The policy also outlines the decision-making criteria used to determine the seasonal allocation of ice and the permit administration process involved.

## SCOPE

This policy shall apply to all indoor ice facilities owned and operated directly by the Township of Uxbridge.

## DEFINITIONS

**Designated Minor Group:** An organization based in the Township of Uxbridge that provides recreational, instructional, and/or competitive programming primarily for participants under the age of 18. These groups are typically governed by a formal structure, offer specific youth-focused activities within the community, meet established residency requirements, and commit to a minimum seasonal schedule.

**Undesignated User Group:** An organization that does not meet the criteria of a designated minor group. This includes groups that may be located outside the Township of Uxbridge, serve primarily adult participants, offer non-youth-specific programming, operate on a non-structured or informal basis, or do not commit to a minimum seasonal schedule.

**Seasonal User Group:** An organization based in the Township of Uxbridge that provides recreational programming primarily to participants over the age of 18, committing to a minimum seasonal schedule.

**Occasional User:** Any individual, team, organization or group that requests non-repeating ice rentals and/or does not meet the seasonal minimum commitment.

**Commercial User:** An individual, business, or organization that rents ice time for profit-driven activities, operating independently of community-based structures.

**Jr C Hockey Group:** A formally recognized, competitive ice hockey organization operating at the Junior C level under the governance of an approved hockey association. Jr C teams typically consist of players aged 16-21 and represent a higher level of competition.

**Board of Education:** For the purpose of this policy, a Board of Education ice rental is ice time booked by a local publicly funded educational institution for the purpose of delivering curriculum-based physical education programs, school team practices or games, or approved extra curricular activities.

**Non-Resident Group:** An organization, team, or individual whose primary address, membership base, or operations are located outside the geographic boundaries of the Township of Uxbridge.

## GENERAL GUIDELINES

- **Primary Consideration:** Ice time will be allocated with priority given to regular and season-long users, while still allowing for casual, recreational use and special events. Refer to the ice allocation sequence below for prioritization breakdown.
- **Allocation Fairness:** Priority will be given to scheduled, regular users for recurring sessions, as per the designated ice allocation sequence. Ice time will be allocated on a first-come, first-served basis for all other special requests.
- **Hours of Operation:** The arena facility will typically operate from 7:00 AM to 11:30 PM, seven (7) days per week, with ice time available for allocation within these hours. Special hours may be arranged with prior approval.
- **Prime Time Ice** refers to periods during the week when demand for ice is highest due to the popularity of activities. These times typically coincide when most users and spectators are available.
  - Prime Time Ice is defined as:
    - Weekdays: 4:00 PM to 11:00 PM (Monday through Friday)
    - Weekends: 9:00AM to 11:00 PM (Saturday and Sunday)
    - All Statutory Holidays (Stat Rate Applies)
- **Non-Prime Ice** refers to periods when demand for ice is typically lower, such as early mornings, weekday daytime, or late-night hours. These times are more flexible and are generally available for public skating, private rentals, or non-organized recreational use.

- Non-Prime Time Ice is defined as:
  - Weekdays: 7:00AM to 4:00/4:15 PM (Monday through Friday)
  - Weekends: 7:00AM to 9:00/9:15 AM (Saturday and Sunday)
  - 11:00PM to Close (7 days a week)

## **POLICY**

### **1.0 Ice Allocation and Distribution:**

#### **1.1 Scheduling Priorities**

Ice will be allocated according to the following priority levels:

1. Township of Uxbridge Public Programming
2. Designated Minor Groups
3. Jr. C Hockey Group and Boards of Education (Local)
4. Seasonal User Groups and Adult Tournaments
5. Commercial and Occasional Usage
6. Non-Resident/Undesignated Groups

In any instance, the Township of Uxbridge reserves the right to reassign ice annually as required.

#### **1.2 Residency**

The Township of Uxbridge acknowledges the tax-based contributions of its residents toward the development and operation of recreational ice facilities and upholds that residents will be given priority over non-residents in the allocation of ice time.

To support the continued growth of ice user groups, the Township will recognize the residency requirements established by the relevant Sport Governing Body to which the local ice user group is affiliated. In cases where there is no affiliation with a recognized Sport Governing Body, a minimum of 75% of participants must be residents of the Township of Uxbridge.

The Township reserves the right to impose residency requirements or limitations on permit applicants at any point in time when it is deemed necessary to do so (i.e. restricted ice capacity).

The Township will accommodate the regular use of ice by non-residents after resident demand is satisfied and/or under special circumstances. Non-residents will not achieve historical status regarding permit allocation on an annual basis. Non-resident use will be reviewed on a case-by-case basis.

### **1.3 Historical Status**

The Township of Uxbridge acknowledges the long-standing participation and commitment of established ice user groups within the community. As such, historical status may be considered for certain groups during the ice allocation process, to offer continuity, operational stability, and to recognize the sustained contribution to the community.

To qualify for historical status, a user group must:

- Demonstrate consistent, uninterrupted use of the facility for at least three (3) consecutive years
- Maintain compliance with all current Township policies, including residency requirements, insurance coverage, payment terms, and conduct expectations
- Submit requests for ice time within required timelines each season

While historical status may offer consideration in the scheduling process, it does not guarantee priority or automatic renewal of previous allocations. All user groups are subject to regular review and must continue to meet current policy requirements and demonstrate active community need.

### **1.4 New User Requests**

New or emerging user group requests will be considered as part of the annual seasonal ice allocation process, based on community demand and subject to availability and alignment with the priorities.

To be considered for seasonal ice allocation, new user groups must:

- Submit a written request prior to the seasonal allocation deadline, including details about the organization, proposed programming, preferred days and times, and anticipated participant numbers
- Demonstrate community interest or demand for the proposed program
- Provide proof of adequate liability insurance and meet all applicable policy requirements, including residency thresholds and conduct expectations
- Be a registered non-profit, club, association, or private provider able to demonstrate organizational stability and capacity to manage programming

Requests will be evaluated based on the following criteria:

- Availability of ice time within the seasonal schedule

- Alignment with the Township's goals for inclusive, resident-focused, and youth-oriented programming
- The group's ability to demonstrate long-term sustainability and compliance with Township policies
- The equitable distribution of available ice across all eligible users

Acceptance of a new group does not guarantee future seasonal allocations or preferred time slots. New user groups are not eligible for historical status until they have demonstrated three (3) consecutive seasons of use in good standing.

The Township will make every effort to accommodate new users where feasible and will work collaboratively to identify options, including non-prime time allocations where necessary.

The Township is committed to ensuring fair, transparent, and balanced access to its facilities for both established and new user groups.

### **1.5 Seasonal Minimum Commitment**

All designated minor and seasonal user groups are required to commit to a minimum 24 consecutive week permit schedule. Exceptions to the 24-week commitment may be made when the Township is unable to supply replacement ice for disruptions to regular ice time.

The Township does not require a minimum seasonal commitment for the Spring (April 1 – May 31).

If user groups fail to utilize committed minimum weeks for a given season, future eligibility for ice allocation may be impacted.

## **2.0 Processing and Management of Tournaments and Special Events**

The Township of Uxbridge recognizes the significant positive impact that tournaments, invitationals, special events, and championships bring to the community. To support these opportunities while minimizing disruption to regular programming and league play, such events will be reviewed and considered prior to the seasonal ice allocation process.

The Township is committed to maintaining a fair balance between regular recreational use and special event bookings throughout the ice season, ensuring

equitable access for all user groups while maximizing the benefit of hosting community-focused events.

### **3.0 Processing and Management of Ice Requests and Contracts**

The Township of Uxbridge retains full control over ice allocation and use at municipal facilities throughout the contract period. To minimize disruptions from unused, returned, or modified ice, all guidelines in this policy will be applied to manage ice contracts responsibly. Access to ice will be denied until contracts are signed and dated and appropriate liability insurance is submitted.

Note: Ice time in February and March may be adjusted for hockey playoffs at the Department's discretion, in consultation with user groups.

#### **3.1 Ice Request Process**

User groups may submit ice requests up to twice per season; once for Fall/Winter programming and once for Spring programming. A designated ice request form will be distributed to all users at least three (3) weeks prior to the submission deadline, along with instructions for submitting the request to staff. Ice will be allocated in accordance with the principles outlined in this policy. Any remaining ice time following the initial allocation will be posted online and made available for booking by user groups and/or the general public.

Any conflicting ice requests between user groups will be identified, and the groups involved will be given an opportunity to resolve the conflict independently. If the conflict cannot be resolved, staff will intervene to facilitate a fair resolution.

#### **3.2 Permit Amendments – Returned Ice (Temporary)**

Due to unforeseen circumstances, some designated users may not generate the registrations required to utilize ice time originally requested, leaving them with a temporary oversupply of hours. In such cases, staff will assist in facilitating a “loan” out of the hours not required for the remainder of the season. The hours will then revert back to the original user in the next ice season. This “loan” process cannot be repeated for a second season. If a user group is unable to utilize its allocated ice time for two consecutive seasons, future requests may be adjusted to reflect actual historical usage, and hours may be reallocated to meet broader community demand.

Time turned back in must be in the same ratio as booked (i.e. a proportionate number of prime and non-prime time ice, weekday and weekend ice). The

Township reserves the right to accept only hours that hold the greatest potential for rebooking.

The loan process will only be considered at the beginning of the season, when registration and programming scheduling is finalized.

Note: Administration fees for permit amendments may be applied in accordance with the Community Services Rates By-Law

### **3.3 Additional Ice**

All additional ice hours added to an existing contract are considered final upon issuance and acceptance. No further changes, cancellations, or refunds will be permitted, and the user group will be financially responsible for the added hours.

Add-on ice is granted on a case-by-case basis, subject to availability, and will not be considered when evaluating eligibility for historical status.

### **3.4 Transferred Ice/Ice Trades/ Sub-Leased Ice**

The Township of Uxbridge is the sole permit authority for all ice times. The Township must be aware of and be able to maintain control of the intended use of all ice permitted within its facilities. The practice of 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/or future ice allocation reductions.

The Township of Uxbridge recognizes that last-minute changes to ice usage or program schedules may arise throughout the season due to rare, infrequent, and unforeseen circumstances beyond a user group's control. In such cases, user groups are encouraged to contact facility booking staff to explore the possibility of an ice time transfer or trade. Any transfer or trade must be mutually agreed upon by all parties involved and confirmed in writing.

### **3.5 Ice Time Changes or Cancellations**

All issued ice contracts are considered final and cannot be cancelled or amended prior to March 1<sup>st</sup> of each year, unless otherwise approved by the Township. Consideration may be given to minor schedule changes to accommodate special events or unforeseen circumstances; however, approval is not guaranteed.

Requests related to special events must be submitted in writing at least 30 days in advance of the requested change. Approved cancellations may be subject to an administration fee, in accordance with the current Community Services Rates By-Law.

For cancellations after March 1<sup>st</sup> of each year, written notice must be provided to facility booking staff a minimum of 72 hours in advance. Notice must come from the Primary Contact listed on the contract or an Executive Member of the organization.

Failure to comply with this cancellation clause will result in the user group being financially responsible for the full cost of the cancelled ice time.

### **3.6 Unused Ice**

User groups are responsible for utilizing the ice time allocated to them as outlined in their contract. Any ice time that is booked but not used or cancelled in accordance with Township policies will be considered “unused ice.” User groups will be financially responsible for all unused hours, and no credits or refunds will be issued unless prior written approval has been granted by Township staff in accordance with the cancellation policy.

The Township acknowledges that user groups may need to schedule additional ice time to allow for contingencies. While some buffer time is reasonable and expected, repeated or excessive unused hours may result in a review of future allocations, and may impact the group’s eligibility for historical status or requested time in future seasons. Excessive unused ice is defined as a user group failing to use more than 15% of their total contracted hours in a given season without valid justification.

The Township reserves the right to reassign or reallocate unused ice if it is deemed in the best interest of overall facility use and community access.

### **3.7 Inclement Weather or Emergencies**

In the event of inclement weather, unscheduled facility closures, or other unforeseen emergencies that pose a safety risk or prevent access to the facility, the Township of Uxbridge reserves the right to cancel ice time without penalty to the user group. The Township will communicate any facility closures or cancellations through its official channels and make every effort to notify affected user groups promptly.

User groups who choose to cancel their scheduled ice time due to inclement weather or emergency circumstances must notify facility booking staff as soon as possible. Cancellations will be evaluated on a case-by-case basis, and fees may be waived at the discretion of the Township.

Where possible, the Township will make reasonable efforts to reschedule or offer alternate ice time to user groups affected by weather-related or emergency cancellations. However, make-up time is not guaranteed and will be subject to ice availability and scheduling constraints.

## **4.0 General Ice Management**

### **4.1 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 ice pad and dressing room assignments, the Township requires that all user groups supply ice use schedules and flood requests to the Arena Supervisor on a seasonal basis. The Township reserves the right to accept or modify ice flood or dressing room requests to ensure the achievement of operational efficiencies.

Ice users acknowledge that the time required for ice resurfacing is included within their permitted or requested ice time. Resurfacing typically requires 10 minutes and will be conducted on a scheduled basis, generally at the end of each session and prior to the next user group. Additional resurfacing may be performed during a session as required by program needs (i.e. between periods of hockey game) and with prior approval and confirmation from facility staff.

### **4.2 Curfewed Ice**

All user groups are expected to conclude their activities within the allotted ice time as indicated in their permit. The Township operates on a strict schedule, and ice times will not be extended due to overruns, delays, or late starts.

In situations where games, practices, or events exceed their scheduled time and encroach upon the next rental, facility staff reserve the right to curfew the ice, meaning the session will be ended immediately at the scheduled time.

User groups are responsible for managing their schedules to avoid curfew situations. No refunds or time credits will be issued for curfewed sessions, and repeated incidents may result in a review of the group's scheduling practices or future allocations.

It is the responsibility of the user groups to inform the facility booking staff of any special requirements regarding curfews at the time the schedules are submitted.

#### **4.3 Ice Maintenance**

The Township of Uxbridge is responsible for the regular maintenance of the ice surface to ensure safe and high-quality conditions for all users. Scheduled ice maintenance will be conducted primarily between user sessions or during designated maintenance periods.

Facility staff may also perform unscheduled maintenance as needed due to unforeseen conditions or emergencies. All efforts will be made to minimize disruption to user groups; however, maintenance requirements may necessitate temporary ice closures or adjustments to scheduled ice time.

Users acknowledge that ice maintenance time is included within their allocated ice time and are expected to cooperate with facility staff to facilitate timely and efficient maintenance operations.

#### **4.4 Public Program and Leisure Skates**

The Township of Uxbridge reserves the right to offer leisure skating and instructional programming at its arena to serve the needs of the general public. New programs and services will be introduced where there is a demonstrated community need and when scheduling allows.

To minimize user frustration and ensure program reliability, the Township is committed to maintaining advertised public programming. Cancellations will occur only under the following circumstances:

- A significant or high-profile special event, as directed by Council
- Insufficient participant registration
- Emergency shutdowns or facility closures

Program descriptions, schedules, and times are subject to change from season to season and will be reviewed regularly to ensure they continue to reflect the needs and interests of the community.

Public program is subject to a drop-in fee as outlined in the Community Services Rates By-Law.

#### **4.5 Ticket Ice**

Ticket Ice is a regularly scheduled, drop-in ice program offered during non-prime weekday hours at the Uxbridge Arena. Access is restricted to figure skaters training under the supervision of certified coaches. For safety and to maintain program quality, the Township reserves the right to limit the number of participants on the ice.

Participation in Ticket Ice is subject to a drop-in fee, as outlined in the Community Services Rates By-Law.

#### **5.0 General Administration**

The Township of Uxbridge is responsible for the overall administration and enforcement of this policy. Facility booking staff will oversee the coordination, allocation, and management of ice time in accordance with the principles, procedures, and priorities outlined herein.

The Township reserves the right to interpret and apply this policy at its discretion to ensure fair, transparent, and effective use of municipal recreation facilities. Staff may update administrative procedures, forms, and timelines as needed to reflect operational needs, seasonal demand, or changes in community priorities.

All user groups must comply with the terms and conditions outlined in their ice contracts, which govern the use of allocated ice time and related responsibilities.

This policy will be reviewed on a three-year cycle or as required to respond to emerging community needs or operational considerations.

Any questions or concerns regarding the interpretation or application of this policy should be directed to the Manager of Arena and Recreation or the Director of Community Services.