



**Eliyahu Wellness Centre
Canada Games Place
Place des Jeux du Canada**

TITLE:	Facility Cancellation/Ice Booking Policy
NUMBER:	
APPROVAL DATE:	April 7, 2025
EFFECTIVE DATE:	April 7, 2025

Heather McKenna
Mayor

Stephanie Marse
Chief Administrative Officer

Facility Cancellation/Ice Booking Policy

- The preferred method of booking is via email. All bookings are to be booked through the Operations Manager.
- All major events that require a bid process are to be approved/coordinated through the General Manager.

All bookings October 1st - March 31st

- All minor sports and/or other (in house user groups) all abide by a (4) day cancellation policy. If an ice time is cancelled within the guidelines of the (4) day policy, and the facility re-sells that specific ice time, then there would be no charge to the user group. If the facility does not re-sell that specific ice time, the user group is charged full rate for the rental.
- If the user group cancels a rental inside of the (4) day policy then they are charged the full rental rate.
- All payments must be received within (8) days of the corresponding invoice date. If payment is not received, the user group may be disallowed from use of any future ice times, until such time the past due amount is paid.
- All private rentals (not in house user groups) will be required to pay the full amount of their rental prior to the rental date.

Rate Structure

Fall & Winter (October 1st - March 31st)

Off Peak (Before 7am & after 10pm , (7) days a week) \$ 139.15 + hst = \$ 160.00
 Peak Time (all other rental falling outside of off peak hours) \$ 208.70 + hst = \$ 240.00
 Internal Users \$ 173.95 + hst = \$200.00

All bookings April 1st - September 31st

- All users booking (10+) hours of ice rental during the period listed above will be required to pay any fees in full (45) days before their first scheduled ice rental. If payment is not received within that (45) day window, the facility may cancel any rentals that the user possesses at their discretion.
- All users booking less than (10) hours of ice rental will be required to pay on /or before the day of the rental. The fee must be paid before the user group can access the ice surface.

Rate Structure

Spring & Summer (April 1st - September
31st) All rentals \$ 226.00 + hst = \$ 260.00

Facility Closures / Weather Events

- All facility closures are determined by the Operations Manager / General Manager or a combination of both.
- If the facility is open, all booked rentals are expected to move forward. All rentals will be charged the regular rate.
- If the facility closes due to weather and/or other reasons, there will be no charge to those users scheduled on that day/evening.

***This policy will be reviewed annually by the Town of North Rustico
Council***