

General Protocols

- Staff start 1 hour prior to first booking and must open the facility – do not arrivals earlier than this.
- Mid-day arrivals – No more than (1) hour prior to game or practice start time.
 - **Dressing rooms will not be assigned earlier than 1 hour prior to scheduled start times.**
 - **If the group ahead of you is scheduled on a one hour slot, it is more likely than not that, the room will not be ready exactly one hour prior as teams have to change and rooms need to be cleaned.**
 - **Equipment bags should be kept in a vehicle until assigned dressing room is available, to ensure hallways and emergency exits are accessible.**
 - **Your understanding and cooperation is required and appreciated.**
- When the building is locked or no operator opens call (780) 446-2634.
 - Signage is posted at the facility with contact numbers.
- Let the arena attendant know of your concerns. He will forward the information to his supervisor.
- Additional ice bookings must go through your ice allocator
 - Any ice booked directly by the City of Edmonton to your group will be charged full cost and must be paid by a credit card at time of booking.
- Public Skating: hockey equipment is NOT allowed.

Unattended, unsupervised participants

- Coaches, managers or their designate(s) must:
 - Be on site to **supervise members of their team from arrival to departure**
 - Inspect the dressing room before/after all players arrive/leave.
 - Report any damage/excessive mess to attendant.
 - This will eliminate vandalism and damage caused by unsupervised times.

Dressing Rooms

- Excessive mess will be billed to the user.
- Damages and are to be reported to the arena attendant and will be billed to the user.

Restricted Items

- Consumption of alcoholic beverages is prohibited in the premises.
- Smoking is prohibited in the premises.
 - Chewing tobacco is not allowed in the premises and users will be billed for clean-up.
- Use of portable skate sharpeners is not allowed in the premises.

- Occupational Health and Safety has concerns for operators, think of what that means for your team members.
- Saws are available for use
 - Please supervise use of saws to avoid damage to dressing room benches and to garbage canisters. The garbage containers are self-contained to snuff accidental fire and cost \$300 each to replace.
- Any of these infractions may result in loss of future ice rentals

Keys

- The City of Edmonton is not responsible for lost or stolen property. All dressing rooms need to be locked.
- You may sign keys out no more than 1 hour in advance of booking. Do not wait until the attendant is in the ice resurfacer room or on the ice.
- Keys must be returned in a secure location (key box, mail slot in office door or arena attendant)
- Keys gone missing will be charged \$100.00 to the group who signed the key(s) out.

Abuse of Ice

- Vary drills over ice surface, change locations frequently.
- Severe rutting may result in cancellation of rentals and charges for additional ice maintenance.
- Groups will be asked to leave the ice earlier if the arena attendant directions are not followed to ensure ice is safe for the next user.
 - The next user will not be inconvenienced due to abnormal ice use.
- Additional time used for ice maintenance will be billed directly to the user.

Ice Maintenance

- 15 minutes is scheduled for ice maintenance.
 - This includes 3-5 minutes of unused time so ice can freeze.
- No one allowed on the players bench during ice resurfacing.
- Wait until the ice resurfacer is off and the gates are closed before you enter the ice surface or put equipment on the ice.
- Damage to ice resurfacer as a result will be billed directly to group.
- All players, coaches, equipment must be off the ice at the end of allotted time.

Designated Warmup Areas

- Vary by venue – check with the attendant for the appropriate space.