

Access

- If schedules permit, teams may access their assigned dressing rooms 45 minutes prior to the start of their practice time and 60 minutes prior to the start of games.
- Access to the ice will be a maximum of five (5) minutes prior to the booked time, or once the gates are closed following ice resurfacing.
- Teams are expected to vacate their dressing rooms 45 minutes after the conclusion of their rental time or additional charges may be applied.
- In order to ensure the safety of all patrons in the arena, all gates that provide participant access to the ice surface **must** remain closed during floods.
- Access to the ice is limited to an official or coach with the team(s) involved to assist in moving the nets during floods.

Animals

- Pets are not permitted in City Recreation Facilities. Individuals with disabilities who are accompanied by qualified service animal may be asked to provide a Service Animal Identification Card.

Banners and Signs

- No signs, posters or messages with explicit language, profanity or derogatory characterization directed toward any person or groups.
- Signs cannot be attached to buildings without prior City approval.

Community Standards Bylaw

- Profanity, aggressive and disrespectful behavior from players, coaches or spectators will result in immediate expulsion. This may include but not limited to, police or bylaw being contacted. This is in direct contravention with the City of Red Deer Community Standards Bylaw.

Controlled Substances (Alcohol/Cannabis)

- Consumption or presence of controlled substances by participant and/or spectator can result in the suspension of booking privileges for a specific time or the entire season. This includes immediate expulsion from the facility of the individual or individuals. Facility renter is responsible for the conduct of participants and spectators.
- Alcoholic beverages are not permitted in any City facility unless specifically approved in writing and subject to compliance with applicable regulations.
- Smoking or consumption of cannabis is not permitted on City property.

Emergencies

- Please call 9-1-1 for a major emergency.
- During emergencies please follow the instructions of the staff.
- Emergency exit maps are located in each facility; staff can point out their location for your reference.
- Emergency exits and walkways must be kept clear at all times.

Equipment

- All participants of hockey activities **must** wear a helmet and full hockey equipment is recommended.
- Helmets are recommended for all public skaters.
- The compliance of the Sport Specific Equipment Guidelines are the responsibility of the User Group to enforce.

First Aid

- First Aid responders are not guaranteed in City of Red Deer Recreation Facilities. All City of Red Deer Recreation Facilities are equipped with Automated External Defibrillators (AED's).
- Please report major safety incidents to staff.

Food and Beverage Policy

- Food is not permitted on any playing surface; water only.
- For the safety of everyone, glass containers are prohibited.
- All users must honor all food service contractual arrangements specific to each facility.
- Team snacks may be served in dressing rooms; no cooking or reheating permitted.

Noise Making Devices

- For comfort and safety of all patrons, whistles, air horns or other amplified noise makers are strictly prohibited before, during and after all scheduled activities.
- Portable sound systems may be used if sound levels and language are respectful for all patrons of the facility.

Risk and Liabilities

- The City's liability is with respect to the maintenance of the facility you use.
- As a user of City recreation facilities, you are responsible to make certain that the standards that apply to your sport are followed and for the safety and well-being of players in the sport in which you are involved.

Smoke Free Facility

- As per the Smoke Free Bylaw, all tobacco products including vaping and e-cigarettes are not permitted within any City facility, within 10 meters from sports fields and playgrounds and five (5) meters from buildings, doorways or access gates to the facility. Any infraction will result in additional charges and cancellation of future bookings.

Temperature

- To ensure maintenance of safe ice conditions, heating the spectator areas will be strictly monitored. During most practice times, the heaters will not be turned on.

User Conduct

- Coaches and athletes are encouraged to either repair the ice or inform the arena staff of damage to the ice. Constant turning and stopping in the same places on the ice during drills is not recommended. The arena staff are responsible to ensure that all users have a safe ice surface including the frequency of ice resurfacing during block bookings. If the arena staff observes damages to the ice, he/she has the right to stop any activities in order to repair the damages and resurface the ice.
- Coaches are responsible to ensure that the dressing rooms are left in an acceptable condition and free of damage.

Warm Ups

- Warm-up activity is not allowed in concourses, hallways or spectator areas. If space is available and does not interfere with an activity in progress staff may designate a static stretch area. Please check with staff.

Facility staff are responsible for the operation and general supervision of the facility and shall enforce these guidelines.

Thank you for your cooperation. Non-compliance may result in loss of booking privileges. Additional charges will be levied if damages are incurred, or if extra cleanup is required which includes, but is not limited to, spit, tobacco, sunflower seeds, chewing gum and garbage.

For your convenience, user guidelines can be viewed online at:
<http://www.reddeer.ca/recreation-and-culture/recreation/facility-and-park-rentals/>