



## Ice Allocation Policy GP - 37

<b>Governance Policy GP – 37</b> <i>(replaces CSD-09)</i>	<b>Section: Community and Development Services</b>
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### 1. Purpose

- 1.1. The purpose of this Ice Policy is to establish a clear, equitable, and transparent framework for the allocation, scheduling, and management of ice time across all Norfolk County-owned arena facilities. The policy ensures that arena seasons and booking processes remain responsive to community needs and usage demands, while optimizing the efficient use of available ice resources.
- 1.2. This policy also introduces measures to reduce operational impacts associated with unused, returned, amended, or cancelled bookings, thereby improving service delivery and overall resource utilization. It aligns with the principles and objectives outlined in the Master Recreation Plan – *Recreation Without Borders*, ensuring consistency across the County's recreation and parks management strategies.

### 2. Scope

- 2.1. This policy applies to all clients requesting ice at Norfolk County-owned facilities, as well as County staff responsible for the use and/or operation of these facilities.
- 2.2. It governs the full process of allocation, schedule development, and administration of both seasonal and year-round ice use. Common uses include recreational skating, hockey, skating club, as well as any sport, activity, or program for which the facility is suitable.
- 2.3. Norfolk County has an inventory of five ice pads in County-owned facilities. This includes single ice pads at Delhi Community Centre, Langton Sports Complex, Port Dover Sports Complex, Simcoe Talbot Gardens that are open seasonally from September through March and a single ice pad located at Waterford Tricenturena that is open year-round.

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- 2.4. All Norfolk County Arenas will be closed annually on all Statutory Holidays, excluding Family Day.

### 3. Definitions

- 3.1. Allocation – Ice time assigned to an organization using the standard of play formula for each level of play.
- 3.2. Amendment – a change made to one or more bookings on a permit to a different date, time or facility.
- 3.3. Applicant – means a designated representative of a recognized Minor or Junior sports association; legal entity or corporation; or individual at least 18 years old who assumes personal responsibility for the permit.
- 3.4. Board of Education User – means a publicly funded school or a not-for-profit school recognized by the Province of Ontario as an education institution located in Norfolk County. Typically, ice is used for high school hockey and general school ice use. Requests are administered on a first-come, first-serve basis and managed as per Joint Use Facility Agreements (JUFA). School boards will appoint a designated contact for allocation purposes.
- 3.5. Commercial User – means organizations or individuals that book facilities with the intent of generating positive net income (profit) or businesses providing recreational opportunities for their employees.
- 3.6. Confirmation – means written communication from the Facility Booking Clerk regarding a requested booking.
- 3.7. County – means the Corporation of Norfolk County.
- 3.8. Disbanded or Inactive Groups – Groups that have become inactive for two consecutive seasons lose historical priority status.
- 3.9. Flood – means a designated period required to maintain ice quality for user groups, within the permitted time. User groups are encouraged to work with County staff to arrange appropriate flood times during permitted ice blocks.
- 3.10. House League – means an organization that is primarily for recreational players with a focus on skill development and fun. Teams usually formed within a single hockey association or town. These teams are less competitive than Local League, with greater emphasis on participation and fair play. There is minimal travel with games typically played within the local arena.
- 3.11. Ice Distribution Matrix – means a weekly schedule of assigned ice blocks to an organization for the duration of the regular ice season.
- 3.12. Ice Rental Period – A one-hour rental includes 50 minutes of ice time and a 10-minute flood; 1.5-hour rentals include 80 minutes of ice time and a 10-minute flood.

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- 3.13.** In Good Standing – means any organization or person that is not involved in any legal proceeding (litigation or prosecution) with the County or does not have any outstanding debts or payments owed to the County.
- 3.14.** Insurance Requirements – all permitted ice requires proof of insurance showing a minimum coverage of two million dollars in general liability insurance from an insurer licensed to conduct business in the Province of Ontario; Norfolk County must be named as an additional insured on the policy, and the policy must contain a cross-liability clause. Permit Holders may be eligible to purchase this coverage through the County Facility Users Insurance Program.
- 3.15.** Joint Use Agreements – means signed agreements between Norfolk County and School Boards. Joint Use Agreements do not include Homeschool organizations.
- 3.16.** Local League – means an organization with a slightly more competitive recreational level. Teams are formed from players within their geographical locations. These leagues are slightly more competitive than House League, with teams playing against others from different associations within their geographical locations (i.e., region). Requires more travel to play games from different associations.
- 3.17.** Non-Prime Time – Monday to Friday 6:30 AM to 5:00 PM and after 11:00 PM; Saturday and Sunday 6:30 AM to 8:30 AM and after 11:00 PM; year-round.
- 3.18.** Norfolk County Programs – means programs offered by Norfolk County (i.e., low-cost community programs such as public skates, shinny skates, County-run leagues and camp programs)
- 3.19.** Norfolk County User Groups – Norfolk County based non-profit, youth-focused groups sanctioned by the sport's governing body which provides organized league-based sport activities and/or services primarily to youth 21 and under (i.e., minor hockey, junior hockey, skating clubs, Special Olympics). Must be incorporated and governed with financial transparency.
- 3.20.** Occasional User – means organizations or individuals that book ice facilities inconsistently for the provision of recreational opportunities.
- 3.21.** OMHA – means Ontario Minor Hockey Association.
- 3.22.** OWHA – means Ontario Women's Hockey Association.
- 3.23.** Permit – means a document giving authorization and consent for use of a facility. All permitted ice activity requires a signed facility rental permit. By signing the permit, the applicant acknowledges that they and/or the organization they represent agree with the insurance requirements, policies, procedures, by-laws, rules, regulations, terms and conditions on the permit and shall be referred to as the Permit Holder.
- 3.24.** Permit Holder – means a User who has been issued a Permit for use of a facility; must be 18 years or older.

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- 3.25.** Prime Time – defined as Monday to Friday 5:00 PM to 11:00 PM; Saturday and Sunday 8:30 AM to 11:00 PM; year-round.
- 3.26.** Public Skate – means recreational indoor ice-skating opportunities available to the public or to specific target groups at specific times as advertised.
- 3.27.** Regular Ice Season – defined as the day after Labour Day until the seasonal closure (approx. March 31) in all ice facilities except for Langton Arena which operates from October to mid-April.
- 3.28.** Representative Hockey Teams (Rep Teams) – means is a team that represents a hockey association or club at a higher, more competitive level than House League. These teams are typically composed of the most skilled players in each age group, and they play against other Rep Teams from different associations. The governing body of these organizations applies a category for play (i.e., C, B, BB, A, AA, AAA).
- 3.29.** Resident – means a user or participant whose primary address is within the municipal boundaries of Norfolk County.
- 3.30.** Seasonal User Groups – defined as groups that use an ice facility on a weekly basis for an entire season (i.e., adult hockey leagues, pick up hockey groups, skill development groups).
- 3.31.** Skating Club – means in the context of figure skating is an organized group or association of figure skaters and coaches that provides training, development, and competitive opportunities in figure skating. Typically, skating clubs serve as the primary local organization for figure skating activities (i.e., Singles Skating, Pairs Skating, Ice Dance and Synchronized skating). They offer programs and coaching for skaters of various levels, from beginners to advanced competitive athletes, they organize practice sessions, events, exhibitions, and competitions and they are members of Skate Canada.
- 3.32.** Special Event – means any single event or showcase activities that is not regularly scheduled and demonstrates community and economic benefits organized by Norfolk County User Groups or Seasonal Clients.
- 3.33.** Spring Ice Season – defined as April 1 to May 31 and only applies to the year-round facility.
- 3.34.** Standard of Play – means a formula used to determine the total number of weekly hours an organization receives based on the previous season registration data.
- 3.35.** Statutory Holidays – for the purpose of this policy; include National Day for Truth and Reconciliation, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day, New Year's Day, Good Friday, Easter Monday, Victoria Day, July 1st, Civic Holiday and Labour Day.

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- 3.36. Summer Ice Season – defined as June 1 to August 31 and only applies to the year-round facility.
- 3.37. Tournament – means a single sport event involving multiple teams organized by Norfolk County User Groups or Seasonal Clients.
- 3.38. Tryout – means an official sanctioned activity of a team for the purpose of player evaluation and team selection.
- 3.39. Unused Ice – Ice time that has been reserved or allocated to a group or individual but is not actively utilized for its intended purpose during the scheduled period. This includes any ice hours that are booked but remain vacant due to no-shows, late cancellations (as defined by the policy), or failure to adequately use the reserved time.

### 4. Responsibilities

- 4.1. **Norfolk County Parks, Recreation and Culture Department (PRC)** – The PRC Department is responsible for the administration and enforcement of this policy, ensuring its alignment with County objectives and the Master Recreation Plan. Staff must communicate key timelines, procedures, and allocation decisions clearly and in a timely manner to all user groups. Staff are responsible for preparing and managing the annual Ice Distribution Matrix, ensuring equitable and efficient distribution of ice based on demonstrated demand and community need and annual review of policy components.

Staff will receive and review all ice allocation requests to ensure they meet eligibility and submission requirements. They are responsible for issuing allocation confirmations, contracts, and related amendments, as well as administering the booking system and maintaining accurate records of all bookings, cancellations, and usage data. Staff must monitor compliance with the policy, enforce penalties where necessary (such as late cancellations or subletting), and serve as the primary liaison for ice-related inquiries. In the event of disputes or appeals, staff will oversee the review process and ensure decisions are documented and communicated transparently.

It is the responsibility of the Parks and Facilities Maintenance staff to monitor and report any unused ice that has not been canceled and remains vacant and inform the Facility Booking Clerk promptly about any ice that was not used or canceled, assisting in tracking the facility's ice utilization to ensure that cancellation and utilization data is accurately recorded.

Norfolk County will always provide a re-surfaced ice sheet at the beginning of each new program. Ice users may opt to not have the ice resurfaced provided that, in the sole opinion of Norfolk County, the ice surface condition is acceptable.

The Supervisor, Recreation Services, is responsible for implementing and overseeing the procedures identified in this policy.

It is the responsibility of the Manager, Recreation and Culture, to regularly monitor the effectiveness of this policy.

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- 4.2. User Groups and Seasonal Clients** – User groups are responsible for submitting complete and timely requests that comply with the eligibility criteria of the policy. This includes ensuring the organization maintains good standing, meets residency thresholds, and provides all required documentation such as insurance certificates and program details. Groups must review and sign contracts by the stated deadlines and are expected to fully utilize their allocated hours. Groups are required to notify staff of any cancellations or changes as early as possible and must not sublet or transfer ice time without prior approval. All user groups must maintain accurate records of participation and provide proof of Norfolk County residency upon request. Repeated violations, including unused bookings or late cancellations, may impact future allocation.
- 4.3. Boards of Education** – Boards of Education are responsible for coordinating all school-based ice bookings through their designated convenors. Boards must comply with the Joint Use Agreements and notify the County of any schedule changes or cancellations in a timely manner.
- 4.4. Council and Senior Staff** – Norfolk County Council and senior staff may be required to review and approve major amendments to the Ice Allocation Policy. In the case of unresolved appeals or policy disputes, they may also provide oversight to ensure decisions reflect municipal priorities and principles of fairness.

## 5. Ice Rental Fees

- 5.1.** Ice rental rates are established through Norfolk County's User Fee By-law and are approved by Norfolk County Council. Staff are not authorized to alter any Council-approved rates.
- 5.2.** All bookings, including ice utilized for tournaments, carnivals and special events will be charged based on the applicable prime or non-prime user fee. Carnival set up time (meaning time that is used for ice preparation or time that is unable to be sold due to carnival prep) will be exempt. All times in which skaters are on the ice for practices or performances will be charged.
- 5.3.** Approved rates come into effect annually on the start of the Spring Ice Season.
- 5.4.** Ice rental fees are due and payable before the period of usage. Any unpaid balance beyond 30 days will incur a late payment charge of 1.25% per month (15% per annum), applied on the first day of default and monthly thereafter until the balance is paid.
- 5.5.** Any group or organization with an outstanding invoice for more than 60 days risk having their permit cancelled and must meet with the Facility Booking Office to arrange payment before further bookings are confirmed.

## 6. Ice Allocation Request Procedure

### 6.1. Ice Request Submission Guidelines and General Provisions

All user groups must be registered and approved by Norfolk County before requesting ice. Registration may require proof of eligibility (i.e., league affiliation, program details).

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Requests must be submitted using the approved booking request form and include group name, and contact information, requested dates/times, program details, priority justification and any special considerations.

Annually, at the start of the Regular Season allocation process, user groups shall provide a current executive list with contact information, list of teams based on level of play, copy of certificate of insurance, copy of its annual financial statement, copy of the minutes from most recent Annual General Meeting and proof of not-for-profit status, if applicable.

User groups must be In Good Standing to be eligible for allocations.

Once requests are submitted, ice time will be allocated based on the priority system established in the Ice Allocation Priority Order, with consideration for the following factors:

- Requested Ice Time Availability – Whether the requested time slots are available based on the current ice schedule.
- Alignment with Service Levels – Requests will be assessed for alignment with Master Recreation Plan service levels and community goals (i.e., promoting inclusivity or supporting youth development).
- Equity and Fairness – A transparent system will be used to ensure that no group receives disproportionate access to ice time.
- Historical Registration Data and Ice Allocation – Consideration of past registration numbers and previous ice allocation patterns to inform fair and consistent distribution of ice time, supporting long-term planning and responding to trends in user group participation

After the allocation process is complete, each group will receive a Confirmation of ice time allocation, including specific dates and times and total number of hours allocated. Once ice time has been allocated, groups may request changes or cancellations, subject to the Cancellation Policy and availability, or submit an appeal through the Appeal Process.

The ice allocation process will include regular reviews to assess how well the system is meeting the needs of the community. This review will:

- Analyze Utilization Rates – To ensure that the ice time is being used efficiently and to identify areas where ice time may need to be redistributed.
- User Engagement – Solicit feedback from user groups to make improvements to the process, as needed.

Communication throughout the allocation process will be done by phone or email between the Facility Booking Clerk and appointed main contact for the user groups. A publicly accessible schedule will be made available that shows the allocated ice times, providing transparency and ensuring all community members know when the ice is available or booked.

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### **6.2. Supplementary Requests/Pilot Programs/Emerging Sport**

Norfolk County recognizes that some ice user organizations may from time to time require additional ice to offer extended programming or league expansion. Organizations interested in obtaining additional ice time for new program initiatives or emerging sports must provide supplementary requests in writing to the PRC prior to accepting registration for the program or league expansion. Norfolk County reserves the right to accept or deny new requests.

### **6.3. Regular Ice Season Request Timeline**

All requests are due by April 15. Late submissions will only be considered once all ice priority allocations are made. Allocation confirmations will be issued by August 1. Pre-season contracts (September) must be signed and returned by August 15th to secure allocation. Regular Season contracts (October to March) must be signed and returned by September 15th to secure allocations. At this time all contracts are considered firm.

### **6.4. Spring and Summer Season Request Timeline**

All requests are due by January 15. Late submissions will only be considered once all ice priority allocations are made. Allocation confirmations will be issued by March 1. Signed contracts must be returned by March 15 to secure allocations. At this time all contracts are considered firm.

## **7. Ice Allocation Process**

### **7.1. Regular Ice Season Allocation Priority Order**

Ice time will be allocated in the following priority order for all ice seasons, unless otherwise stated:

- Norfolk County Programs (minimum 5% reserved)
- Tournaments and Special Events
- Norfolk County User Groups
- Seasonal User Groups
- Board of Education User Groups
- Occasional or Commercial Users

### **7.2. Spring & Summer Ice Season Allocation Priority Order (April 1 – June 30 Only)**

Adult participants are a vital segment of our hockey community. Over time, prime ice has become increasingly limited for adults, impacting their ability to participate fully. This policy is designed to recognize the importance of adult programs, support lifelong recreation, and foster a welcoming environment for all ages.

Priority allocation will be given to Adult Programs (i.e., adult hockey leagues, adult learn to skate, or other adult programs approved by the PRC designated staff) Monday to Friday 8:00 PM to 11:30 PM during this time. Ice will be allocated on a first come first

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serve basis or lottery, if conflicts arise and can't be worked out between groups. Equal consideration will be given to both men's and women's groups.

The County reserves the right to interrupt this time to ensure minor hockey tryouts can be completed within the time frame required as mandated by their governing bodies.

Upon completion of allocation of adult programs, the remaining available ice time will be distributed by the Regular Allocation Priority Order.

### 7.3. Ice Distribution Matrix

The Facility Booking Clerk (FBC) will annually prepare an Ice Distribution Matrix reflecting user demand and County policy. Norfolk County will determine each recognized organization's base ice allocation using the Standard of Play formula. This base allocation represents the minimum number of hours guaranteed to each organization before any redistribution of surplus or returned ice.

Base Allocations are formulated by using the previous season registration data, Organization/Club breakdowns by skill, age group, division, and/or program levels (i.e., local league or representative) and the Standard of Play designation.

All User Groups must submit accurate and complete data annually. Verification may be requested from the User Group's governing body. Allocated time will follow a general distribution of ice time of 95% of hours in prime time, 5% of hours in non-prime time, as well as equitable weekend and weekday ice. The County may adjust percentages or impose percentage allocations for use of weekend ice in response to demand, availability, or other operational considerations as needed. All organizations will be expected to share in use of weekday and weekend hours. Norfolk County reserves the right to reassign ice annually or increase the non-prime percentage as required to respond to changes in registration patterns.

Norfolk County may adjust initial allocations after the current year's registration is complete in order to respond to annual growth or reductions (+ / -), these will be treated as exceptions and will be dealt with, pending available ice time.

In the event of ice conflicts during the completion of the Ice Distribution Matrix, consultation between user groups will be arranged by the Facility Booking Clerk.

No group shall be pre-empted by another if, in the opinion of the Manager, Recreation and Culture, unused reasonable ice time is available elsewhere in the schedule.

#### 7.3.1. Minor Hockey Allocation Standards

Ice time is allocated based on the level and type of hockey program, with the goal of ensuring fair and consistent access for all teams. The following standards apply:

- Local League / House League / Intertown Hockey - All levels participating in Hockey Canada's IP (Initiation Program), typically U5 to U8 are allocated 1 hour of ice time per team per week. These teams typically share ice and have half ice play.

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- Local League / House League / Intertown Hockey - All levels U9 to U18 are allocated 1.5 hours of ice time per team per week. The expectation is that teams in these categories are allocated 1 game per week and 1 shared practice.
- Select League / Development Stream Hockey (OMHA/OWHA) - Rep Teams consisting of players participating in Minor Development (MD) / B / or Select Teams are allocated 2 hours of ice time per team per week.
- All teams will be required to have a minimum of 15 players registered to be eligible for a team allocation. A team must also be comprised of a minimum of 80% new players to be considered a new team for the purposes of ice allocation in the base formula. Reconstituted teams with primarily players from existing teams will not qualify for additional ice time under the base formula allocation. Ice time for teams that fall within this category, or development programs will be considered once the ice allocation priority has been completed.
- Representative Level Hockey – OMHA (A, AA, AAA) - Teams in the U9 to U21 divisions are each allocated 3 hours of ice time per team per week.
- Representative Level Hockey – OWHA (BB, A, AA, AAA) - Teams in the U9 to U21 divisions are allocated 3 hours of ice time per team per week.

### 7.3.2. Skating Club Allocation Standards

Ice time for skating clubs is allocated based on the skater's program category and competitive level. Weekly hours are assigned based on groups of skaters, ensuring a balance between recreational participation and competitive training needs. Ice time needs increase with skater skill level to reflect the greater training needs of higher-performance athletes. The following standards apply:

- CanSkate, CanPower, Learn to Skate, and PreCanskate programs - allocated 1 hour of ice time per group per week; based on a ratio of one hour of ice per 60 skaters per hour
- Starskate – allocated 5 hours of ice time per group per week; based on a ratio of 24 skaters per group. Hours may be reduced based on
- Provincial Level – allocated 9 hours per group per week, based on a ratio of 24 skaters per group.
- National Level – allocated 13 hours per group per week; based on a ratio of 24 skaters per group.
- Synchronized Skating (Recreational) – allocated 1 hour per group per week, based on a ratio of 24 skaters per group
- Synchronized Skating (Competitive) - allocated 5 hours per group per week, based on a ratio of 24 skaters per group

### **7.4. Open Ice Allocation Priority**

When ice becomes available due to cancellations or other changes in the schedule, a priority system will be used to allocate the ice time. This will create a fair and transparent process for distributing available ice time in a manner that supports designated priority groups (i.e., women and girls' hockey, special interest groups) while also maintaining alignment with Norfolk County's Master Recreation Plan service levels.

The following priority allocation will be followed:

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- Priority 1 – Women/Girls’ Hockey Programs and Special Interest Groups – promotes inclusivity, encouraging participation, and enhancing the development of sport, also promotes opportunities for underserved populations to access recreational facilities, contributing to the municipality’s goal of providing equitable access to recreation. (i.e., hockey or learn to skate programs specific to women and girls, marginalized or underrepresented communities, including programs for individuals with disabilities, low-income groups, and other specific community interests)
- Priority 2 - Youth and Development Programs (i.e., learn-to-play programs and skill development opportunities) - Supporting youth sports programs is essential for fostering healthy habits, teamwork, and community engagement.
- Priority 3 - Adult Leagues and Programs (i.e., adult men’s and co-ed recreational leagues) - recreational leagues are important for fostering lifelong fitness and community engagement, though they are lower priority than youth and women’s programs
- Priority 4 - New Tournaments and Special Events - Tournaments and events bring community-wide engagement, economic benefits, and the potential for further interest in local sports

### 7.5. Open Ice Allocation Procedure

The procedure for allocating available ice time will follow a clear process to ensure transparency and fairness:

- Notification of available ice time will be issued to all Priority Groups via email or through the facility booking system, with a response time window of 48 hours.
- After the 48-hour response time has lapsed, ice will be allocated in the order of priority allocation. If more than one group from the same priority category requests the available ice, a fair allocation system by way of rotation will be used.
- A regular review of ice time distribution will be conducted to ensure fair and equitable distribution between all priority user groups.

### 7.6. Flexibility for Emergency Allocations – Flexibility is required to accommodate unexpected or urgent situations, ensuring that priority needs such as special circumstances, emergencies, or other unplanned circumstances can be addressed while minimizing disruption to regular ice users.

An emergency allocation is any adjustment to the standard ice schedule that is required due to unforeseen or urgent circumstances. These may include, but are not limited to weather-related issues or severe weather conditions, such as snowstorms or power outages, which may disrupt the normal use of ice facilities; public health emergencies, such as pandemics or health outbreaks that require changes to scheduled activities; equipment failure or facility issues, such as unexpected maintenance, mechanical breakdowns, or safety concerns requiring immediate intervention; and special requests, such as last-minute requests from special interest groups, schools, or community organizations that may need access to ice for charity events, tournaments, or other significant occasions.

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Emergency ice allocations should be short-term and used sparingly to minimize disruption to regular user groups. If a long-term emergency reallocation is needed (i.e., due to facility repair or ongoing health concerns, the PRC Department will communicate clearly with all groups about the expected timeline for the disruption, work to accommodate regular users by offering alternative facilities or adjusting the ice schedule as needed.

### 8. Tournaments and Special Events (tbc)

- 8.1. Norfolk County acknowledges the following historical tournaments and special events which will be historical exemption based on the 2025/2026 dates:

Waterford Skating Carnival	April
Port Dover Skating Carnival / Demonstration	End of March
Langton Skating Carnival	Last weekend of ice in April – dependent on when Easter Falls
Delhi Skating Carnival	End of March
Delhi Minor Hockey Tournament – Delhi/NorwichTobacco Town Tournament (U11A & U11B Rep)	December 5-7
Delhi Minor Hockey Tournament – Delhi Hockey Moms	January 23-25
Tom Butler Memorial Tournament – Port Dover / Norfolk (U11 & U13 LL)	Nov 14-16
Simcoe Arms Tournament for Breast Cancer – SDMHA / Norfolk (U9-U18 HL/LL)  (previously known as the Marcy Cook Tournament)	Mar 19-22
Langton U11-U13 Tournament – (U11-U13 LL)	Nov 7-9
Norfolk Oldtimers – Six Pack Tournament	April – before LSC Carnival
Simcoe Interchurch Hockey League Tournament	Mid to end of March

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- 8.2.** The expansion of existing tournaments to additional facilities and/or additional hours, and any new Tournament/Special Event applications will be considered on a case-by-case basis.
- 8.3.** In the event the historical exemption Tournament/Special Event is not held for two (2) consecutive years, historical precedent will no longer apply. The request to book a Tournament/Special Event after an absence of two (2) or more years will be considered a new application and will be considered on a case-by-case basis.
- 8.4.** The first sixty (60) Tournament/Special Event hours requested will not impact on the user group's seasonal allocation of ice for the first two (2) tournaments hosted in a season. Third and subsequent tournaments will not be included in the 60-hour exemption. Additional hours will be deducted from allocations, after excluding hours that would have normally been held by the group (based on the previous season's weekly schedule), and any weekday non-prime hours. These exclusions are applicable to all tournaments hosted in a season.
- 8.5.** All tournament permits must be confirmed at least thirty (30) days prior to the Tournament/Special Event.
- 8.6.** When able, a maximum of two weekend tournaments or special events per month will be scheduled on non-consecutive weekends between September and March inclusive.
- 8.7.** Norfolk County Public Skates will not be cancelled during tournaments and special events.

## **9. Residency**

- 9.1.** Norfolk County recognizes the tax-based contribution provided by its residents toward the development and operation of recreational ice facilities and recognizes that residents will always receive priority over non-residents in the allocation of ice time. Norfolk County will accommodate the regular use of ice by non-residents after resident demand is satisfied and under special circumstances such as reciprocal agreements. Non-residents will not achieve historical status regarding permit allocation on a year-to-year basis. Non-resident use will be reviewed on a case-by-case basis.
- 9.2.** Norfolk County acknowledges that the vast majority of the registrants for each of the user groups or organizations are residents; however, for the purposes of supporting the development of all user groups and organizations, Norfolk County will acknowledge and accept the residency requirements established by each individual organization and those identified by the sport's governing body (OMHA, OWHA, Hockey Canada, Skate Ontario, Skate Canada).
- 9.3.** Norfolk County reserves the right to enforce stricter residency requirements and may deny or limit ice access to any group that does not maintain a minimum of 95% Norfolk County residents if ice time availability is questioned.

If a user group or association has partnered with an outside organization and the group's residency falls below 95% (i.e., less than 95% of its participants are residents),

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the group's ice time allocation will be proportionally reduced. The reduction will match the percentage difference between 95% and the actual residency rate. For an example – if an organization has only 75% resident participants, its ice allocation will be reduced by 20% (or 20% is expected to be allocated from the partnership organization or ice rinks in the municipality in which the registrants reside).

Norfolk County reserves the right to remove the subsidized ice rate for ice hours provided and utilized by organizations that do not uphold the residency requirements. If additional hours are provided over the reduced base allocation for groups that do not meet the residency requirements, non-subsidized ice rates will apply.

It is the responsibility of the user groups to uphold the policy and if necessary, provide Norfolk County with proof of player residency.

### 10. Cancellation Policy

The purpose of this policy is to ensure the fair distribution and effective utilization of ice time, while minimizing the negative impact of unused or canceled ice hours. By implementing these controls, it promotes fairness, transparency, and accountability in the allocation and use of ice time across various sports and activities.

**10.1. Standard Cancellations** – To avoid penalty all ice users are required to cancel ice time with at least 7 days written notice (administration fees may still apply). Cancellations made with less than 7 days' notice will be charged the full rental cost.

**10.2. Unused Ice** – Upon notification of unused ice reported, the user group responsible will be charged an administration fee of 15% of the total rental cost of the unused ice.

**10.3. Cancellation Limit** - To encourage proper planning and reduce last minute cancellations or Unused Ice, if a user group does not use the ice allocated creating Unused Ice or cancels allocated ice in a season, the group's next season allocation will be reduced by 15% of the total cancelled or unused ice.

*Example – If a group cancels 40 hours of ice time in a season the allocation for next season will be reduced by 15% of the cancelled hours (6 hours).*

**10.4. Administration Fees** – To help cover the costs associated with managing last-minute changes and maintaining ice time availability all cancellations will have a 15% administration fee applied to the total rental cost of the returned ice.

*Example: 5 hours at \$100/hour = \$500; Administration Fee = \$75.*

**10.5. Tournament/Special Event Cancellations** – Due to the large scale and advance planning requirements, 30 days' written notice must be received to avoid penalty.

Cancellations received with less than 30 days' notice will be subjected to a 25% Administration Fee on the total rental cost of the returned ice.

*Example: 40 hours at \$150/hour = \$6,000; Administration Fee = \$1,500.*

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- 10.6. Subletting** – Norfolk County is the sole permit authority for all ice times. Ice time may not be sublet or transferred without approval. Violations may result in cancellation of contract.

### 11. Ice Allocation Appeals Process

- 11.1.** The appeals process provides a structured mechanism for user groups to challenge decisions related to ice time allocation, ensuring fairness and transparency in the distribution of available ice time.
- 11.2. Grounds for Appeal** – Appeals may be submitted if a group believes their allocation did not follow the policy's priority system, was incorrectly applied based on group eligibility or criteria, was impacted by scheduling error or miscommunication, and/or was affected by inaccurate cancellation or usage history.
- 11.3. Appeal Timelines** – Initial decisions to appeal an allocation must be submitted in writing within 7 days of receipt of allocation. Upon receipt of an appeal the final decision will be communicated to the user group within 10 business days.
- 11.4. Submitting an Appeal** – Appeals must be submitted in writing, through the County Customer Service Portal detailing the rationale for the request. Requests will include a detailed explanation of the reasons for the appeal, including why the group believes their allocation decision was incorrect, including any relevant documentation (i.e., proof of priority, evidence of past ice suage, or error in ice time allocation), and the desired outcome or solution the group is looking for, including a clear statement of what the group is seeking.
- 11.5. Appeal Review** – Upon receipt of an appeal, the Facility Booking Clerk will review the submission with the Supervisor, Recreation Services and/or Manager, Recreation and Culture and consult with any user group, arena staff, or other relevant individuals to gather additional information, or to determine achievable solutions.
- 11.6. Appeal Decision Notification** – Once the appeal decision is made, the group will receive written notification by email, of the outcome. The notification will include a clear explanation of the decision, including whether the appeal was accepted or denied and the rationale behind the decision. If the appeal is accepted, the group will be informed of the new allocation or changes to their schedule. If the appeal is denied, the group will be informed of their right to submit a further appeal.
- 11.7. Final Appeal (If Applicable)** – In some cases, there may be a further appeal process for more serious or unresolved disputes. If a group feels that the final decision is unfair or requires further attention, they may submit a secondary appeal. The appeal process will be completed in the same manner as the initial appeal. The Final appeal will be reviewed by the Director, Parks, Recreation and Culture and at their discretion may involve the Senior Leadership Team, or Council. This will be a one-time review and will be the final step in the appeals process.
- 11.8. Record Keeping and Transparency** – All appeal submissions and decisions will be documented and archived for transparency and accountability.

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### 12. Emergency & Severe Weather Provisions

- 12.1. **Notification** - Cancellations because of Emergency and Severe Weather applies to any event that disrupts safe use of facilities, such as snowstorms, flooding, power outages, public health directives and /or unforeseen facility hazards. Staff will make every effort to notify users in advance either by email or phone, or through the County website for Notice of Service Disruptions.
- 12.2. **Rescheduling and Refunds** – Canceled bookings will be rescheduled where possible. Credits or refunds may be issued for lost time.
- 12.3. **Safety Measures** - Arena closures will be based on participant safety and facility condition. Post-event inspections and readiness checks will be completed before resuming operations. Users may be advised not to travel during official weather advisories. In the event a travel advisory is issued, a user group can choose to cancel their ice time with no penalty.

### 13. Policy Review

- 13.1. This policy is to be reviewed annually, if warranted, any recommendations for adjustment to the policy must be submitted by March 15 to the Supervisor, Recreation Services for consideration.

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**Appendix A**

**Standard of Play – Hockey and Skating Clubs**

<b>LEVEL OF PARTICIPATION - Hockey</b>	<b>QUALIFIER</b>	<b>WEEKLY ALLOCATION PER TEAM</b>
HOUSE LEAGUE / LOCAL LEAGUE / INTERTOWN LEAGUE	Hockey Canada's Initiation Program – below U9 (typically, 2 teams on the ice/half ice programming)	1 hour
	U9 to U21 (typically, 1 team on the ice)	1.5 hours
SELECT LEAGUE / DEVELOPMENT STREAM - MD / B / Select*	U9 to U21	2 hours
<p>*NOTE – All teams will be required to have a minimum of 15 players registered to be eligible for a team allocation and a team must be comprised of a minimum of 80% new players to be considered a new team for the purposes of ice allocation in the base formula. Reconstituted teams with primarily players from existing teams will not qualify for additional ice time under the base formula allocation</p>		
REPRESENTATIVE LEVEL (OMHA – A, AA, AAA)	U9 – U21	3 hours
REPRESENTATIVE LEVEL (OWHA – BB, A, AA, AAA)	U9 – U21	3 hours
<b>LEVEL OF PARTICIPATION – Skating Club</b>	<b>QUALIFIER</b>	<b>WEEKLY ALLOCATION</b>
CanSkate, CanPower, Learn to Skate, and Pre-CanSkate Programs	ratio of 60 skaters per hour of ice	1 hours
StarSkate Programs	ratio of 24 skaters per hour of ice	5 hours
Recreational Synchronized Skating	Ratio of 24 skaters per hour of ice	1 hours
Provincial Level Skaters	ratio of 24 skaters per hour of ice	9 hours
National Level Skaters	ratio of 24 skaters per hour of ice	13 hours
Competitive Synchronized Skating	ratio of 24 skaters per hour of ice	5 hours

