



Title:	<i>Ice Allocation Policy</i>		
Policy Owner:	<i>Community Services</i>	Approved By:	<i>Community Services Committee</i>
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1.0 DIRECTIVE STATEMENT

All ice surface allocations at Town-owned and operated arenas shall be managed in accordance with this policy to ensure equitable access, efficient use of facilities, and alignment with the Town of Grimsby's strategic priorities.

2.0 DIRECTIVE PURPOSE

The purpose of this policy is to define the process for the fair, equitable, transparent, and consistent allocation of ice surface time at municipally owned and operated arenas in a manner that maximizes community benefit, supports the development of ice sport, and ensures the effective use of Town assets.

3.0 SCOPE

This policy applies to all user groups and individuals seeking multi-week or recurring rentals of ice surface time at arenas owned, operated, or managed by the Town of Grimsby, including:

- East Pad (Currently known as Norstar Arena) Peach King Centre
- West Pad (Currently known as Urban Link Arena), Peach King Centre

This policy does not apply to:

- Indoor gymnasiums or multi-use courts (governed under the Gymnasium Allocation Policy)
- Outdoor rinks or skateparks
- Meeting rooms, halls, or community spaces governed under separate facility-use policies
- Single-use or occasional public bookings
- Long-term lease or license agreements approved by Council
 - Such agreements may still be subject to the principles and intent of this policy, where applicable to their operation or community use.



4.0 GUIDING PRINCIPLES

- **Equity & Access:** All residents and local organizations shall have fair opportunity to access Town owned ice surfaces.
- **Transparency:** Processes and decisions will be clearly communicated and consistently applied.
- **Accountability:** Users are responsible for proper use, payment, and adherence to Town policies (including R-Zone and municipal by-laws).
- **Efficiency:** Allocations will balance community demand with responsible facility management to maximize facility use and revenue to reduce operating costs.
- **Inclusivity & Affordability:** Allocation decisions consider barrier reduction and equitable access.
- **Collaboration:** Town staff will work cooperatively with user groups to resolve conflicts and optimize schedules.
- **Sustainability:** Allocation decisions will support long-term community benefit and asset preservation.

5.0 DEFINITIONS

Arena Season – The defined allocation period for ice scheduling, consisting of a primary season (September through March) and, where operationally viable, an extended season as determined by staff each year.

Commercial Program for Residents – A private or for-profit program, business, or individual offering ice-based programming primarily serving Grimsby residents.

Community Sport Organization (CSO) – Adult – A user group or association that provides majority adult (over age 21) ice-based activities and meets all the requirements of Section 8, Governance and Residency Requirements.

Community Sport Organization (CSO) – Youth – A user group or association that provides majority youth (under age 21) ice-based activities and meets all the requirements of Section 8, Governance and Residency Requirements.

Emerging Group – A new or developing ice sport organization or program that does not yet meet CSO criteria but demonstrates growing participation or clear community demand for a sport or program not currently offered by the Town or other CSO.

Good Standing – An organization or person that is not involved in any legal proceeding (litigation or prosecution) with the Town and does not have any outstanding debts or payments owed to the Town.



Ice Surface – The refrigerated playing surface within East Pad or West Pad at the Peach King Centre.

Local – An organization with at minimum 80% Grimsby residency, or one that provides a service that benefits local residents that is not offered by another local provider.

Local Non-Profit Group – A local not-for-profit group that provides community benefit but does not meet the requirements to qualify as a Community Sport Organization under Section 8.

Local School Daytime Programming – A public or not-for-profit educational institution accessing ice during daytime hours for school programming.

Non-Prime Time – Ice time outside of Prime Time hours, typically early morning, daytime hours, and late evenings on weekdays.

Non-Resident or Commercial User – A user group, program, or individual that does not meet the Town's residency thresholds or that operates on a commercial basis without primarily serving Grimsby residents.

Permit – Formal rental agreement issued by the Town's Community Services Department.

Prime Time – Monday–Friday 4:00–11:00 p.m.; Saturday–Sunday all day and statutory holidays

Professional Junior Sport – An organization that operates a sanctioned professional or semi-professional junior ice sport team under a recognized governing body such as the Ontario Hockey League (OHL), Provincial Junior Hockey League (PJHL), or equivalent. These organizations are distinguished from amateur youth organizations by their player compensation structures, league sanctioning, and operational scope.

Resident – A person who pays property taxes to the Town or a person whose primary residence is a dwelling that pays property taxes to the Town.

Town – The Corporation of the Town of Grimsby.

Town Programming and Events – Programs, events, and activities operated or directly delivered by the Town of Grimsby, including public skating, learn-to-skate, drop-in programs, and Town-run community events.

User Group – An organization, team, school, business, or collective of individuals that submits a request for ongoing or recurring use of Town ice surface time.

6.0 ELIGIBILITY



To be considered for inclusion in the allocation process, groups must:

- Submit a complete Ice Allocation Request Form by the annual deadline defined in Section 11
- Hold, or be willing to obtain, \$2 million Commercial General Liability Insurance, naming the Town of Grimsby as Additional Insured. A valid Certificate of Insurance must be provided before a permit is issued
- Meet the governance and residency requirements associated with their allocation priority level
- Be in Good Standing with the Town
- Provide all required supporting documentation (e.g., roster, governance documents, proposed schedule, and participant data) as outlined in Section 8

7.0 ALLOCATION PRIORITY

Ice surface time shall be allocated in accordance with the seasonal process outlined in Section 11, with allocations prioritized in the following order:

1. Town Programming and Events (e.g., public skating, learn to skate, Town events)
2. CSO Youth
3. Professional Junior Sport
4. CSO Adult
5. Local School Daytime Programming (public and not-for-profit)
6. Local non-profit groups that do not meet CSO criteria.
7. Commercial Programs for Residents
8. Non-Resident or Commercial Users

8.0 GOVERNANCE AND RESIDENCY REQUIREMENTS

Organizations currently in good standing under the Town's existing arena allocation framework and that do not yet meet all eligibility requirements below will be granted a one-time, one-year transition period from the effective date of this policy to achieve full compliance.

To achieve Community Sport Organization status (adult and youth), the organization must:

- Be a not-for-profit entity, either incorporated or governed by a volunteer board with a constitution that supports democratic decision-making.
- Have an elected Board of Directors with at least five members.
- Maintain a clearly defined membership with a minimum of 25 voting members.
- Maintain current governance documents (constitution and bylaws), or for groups with annual budgets under \$20,000, approved terms of reference that outline operating procedures and voting rights.
- Demonstrate that at least 80% of participants are Grimsby residents, or that the organization provides a unique service not otherwise available locally.



- Provide an annual membership or player list for residency verification and monitoring participation trends.
- Maintain valid liability insurance and provide a Certificate of Insurance.
- Be affiliated with a Provincial or National Sport Organization (PSO/NSO), or where none exists, demonstrate adherence to recognized safety and coaching standards.
- Be in Good Standing with the Town.
- Submit an annual financial statement.
- Not duplicate services offered by an existing recognized CSO.
- Maintain a public website that includes executive contacts, governance documents, and financial statements.

9.0 STANDARD LEVELS OF PLAY

User Groups are expected to operate within reasonable allocation thresholds based on registration numbers and sport-specific standards (e.g., typical ice hours per team per week, practice-to-game ratios, and seasonal norms for ice-based sports).

These standards serve as the Town's baseline for equitable distribution of ice time and ensure that allocations reflect participation levels and recognized norms for each ice sport or activity.

Standard Levels of Play are developed in consultation with user groups and informed by participation data, community demand, and best practices from comparable regional municipalities and ice sport governing bodies. These standards may be updated periodically to remain fair, consistent, and responsive to evolving needs.

When the Town reviews requests for time, declines in membership, or the introduction of new or emerging groups, it will apply these standards to guide allocation decisions and maintain fair access. A detailed process for seasonal adjustments and re-balancing based on supply and demand is outlined in Section 11.4. The application of these standards may include shared ice time, split practices, or modified scheduling approaches where appropriate.

9.1 Regional Organizations

Some ice sport organizations in Grimsby are regional in nature, drawing participants from multiple municipalities. Where a regional organization does not independently meet the 80% Grimsby residency threshold but provides an ice-based sport or program not otherwise available locally, the Town may recognize the organization as a CSO priority level.

The Town recognizes that membership composition in regional organizations fluctuates from season to season and that ice allocations should not be adjusted in response to minor or temporary shifts in residency. Existing allocations for recognized regional organizations are protected at their current levels and will not be reduced solely on the



basis of a small change in Grimsby membership proportion. Predictability and continuity of ice access are important to the effective operation of these organizations.

Where a regional organization requests additional ice time beyond its existing allocation, the Town will consider whether the organization's current Grimsby allocation is broadly in line with the proportion of its membership that is comprised of Grimsby residents. Where, in the judgment of staff, a regional organization's Grimsby allocation already meets or exceeds what would be generally expected given its Grimsby membership base, the Town will encourage the organization to approach its other host municipalities for the additional time before a Grimsby request is considered. This is intended as a directional guide for staff and the organization, not a precise mathematical threshold.

To support the Town's ongoing tracking of regional ice use, all recognized regional organizations are required to submit the following as part of their annual allocation request:

- the total number of registered participants broken down by municipality of residence,
- total ice hours currently allocated to the organization across all facilities and municipalities.

This information will be used by staff to inform allocation decisions over time and will not automatically trigger changes to existing allocations.

10.0 OPERATING SEASON

The ice season at the Peach King Centre generally follows the schedule below. These dates are approximate and may flex from year to year based on operational requirements, staffing, and community demand. Confirmed opening and closing dates for each surface will be communicated to user groups annually as part of the allocation process.

- **West Pad:** Opens the Tuesday after Labour Day; closes in mid-May depending on user needs.
- **East Pad:** Opens the Monday following Labour Day; closes the Monday following the second weekend in April.

Season extensions and requests for ice time beyond what is regularly scheduled — including statutory holidays and other periods when the facility is not otherwise planned to be open — may be considered at the discretion of the Director of Community Services. Where the Town agrees to accommodate such requests, all additional costs associated with opening the facility, including staffing, refrigeration, and any related operational expenses, will be charged to the requesting group.

10.1 Prime Time Hours



Prime Time hours are defined as Monday through Friday 4:00 p.m. to 11:00 p.m., and all day on Saturdays, Sundays, and statutory holidays. All other hours are considered Non-Prime Time. The Director of Community Services may apply the discretionary rate as listed in Town's Rates and Fees for time that is underutilized.

11.0 ALLOCATION PROCESS

11.1 User Submission Process

Ice time will be allocated annually, following the Town's primary ice season cycle.

1. *Application Deadline:* Requests for the upcoming ice season must be submitted by May 1
2. *Application Form:* Groups must complete the online Allocation Request Form and include all required documentation (e.g., insurance, governance list, proposed schedule, and participant data).
3. *Preliminary Review:* Town staff will verify eligibility and completeness of submissions in accordance with this policy.
4. *Consultation Period:* Applicants may be contacted to discuss scheduling preferences, conflicts, or adjustments prior to finalization.
5. *Permit Issuance:* Final permits are issued once allocations are confirmed, insurance is received, and all applicable fees are paid.

11.2 Schedule Structure

Ice at the Peach King Centre is allocated across four distinct schedules:

- **Master Schedule** – The primary weekly block allocation that governs the bulk of the operating season. This schedule reflects each user group's recurring seasonal allocation and forms the baseline for the allocation process described in this policy.
- **Pre-Season Schedule** – Covers the period from the opening of each ice surface until approximately the end of September. As ice availability and user demand ramp up during this period, allocations may differ from the Master Schedule.
- **Post-Season Schedule** – Covers the period from the end of the March break until the closure of each ice surface. Allocations during this period reflect reduced demand and the staggered closing dates of each surface.
- **Special Events Schedule** – Supersedes all other schedules. This schedule accommodates tournaments, special events, maintenance closures, and other one-time or irregular uses, and takes precedence over the Master, Pre-Season, and Post-Season schedules where conflicts arise.

11.3 Internal Allocation Process

The Town will use the previous season's finalized schedule as the baseline for each new allocation cycle. User groups can generally expect to receive the same hours



and time blocks as the prior season, subject to adjustments required under this policy, including Standard Levels of Play, participation trends, and supply-and-demand considerations.

Ice time will then be allocated in the following order:

1. **Town Programming:** Town-operated programs, skates, and community events are placed first in the schedule.
2. **Baseline CSO Allocations:** Eligible recurring community sport organizations will receive their prior season's schedule as a starting point, processed in priority order: CSO Youth, then Professional Junior Sport, then CSO Adult. Adjustments may be made based on the factors outlined in Section 11.4.
3. **Other Recurring Rentals:** After CSO allocations, recurring rentals from other eligible user groups (schools, local non-profits, resident commercial operators) are scheduled.
4. **Schedule Confirmation:** The Community Services Department will review and finalize the schedule prior to permit distribution.
5. **Public Access:** Remaining time will be released for occasional or one-time community bookings through the Town's online system.

11.4 Adjustments to Supply and Demand

The Town recognizes that available ice time and community demand may vary from season to season. Where demand exceeds or falls below available supply, allocations will be reviewed and adjusted to ensure fair and efficient use of facilities.

When demand exceeds supply, the Town will consider several factors, including:

- Historical precedent and participation data
- Standard Levels of Play (Section 9) as a guiding benchmark
- Balance between youth and adult access, and prime versus non-prime hours
- Regional Organization ice distribution
- Efforts to support emerging or developing programs
- Overall community benefit and equitable distribution among users

When demand decreases or additional time becomes available, the Town may reallocate or release hours to support new or growing groups, improve public access, or strengthen program diversity.

11.5 Scheduling Windows

The Town will give general consideration to age-appropriate scheduling when building the ice allocation. As a guiding principle, younger age groups will be prioritized for earlier time slots where possible, while later evening hours are more typically suited to older youth and adult programming. Scheduling will remain flexible to reflect the operational needs of user groups, the availability of ice time, and the overall balance of the allocation.



12.0 EMERGING SPORTS AND NEW USER GROUPS

New user groups may be considered if they serve an unmet community need and meet eligibility criteria. Access will be drawn from unallocated or unused time first, before considering reallocation from existing users.

12.1 Non-Competition

New organizations will not be eligible for allocation priority if the programming offered directly duplicates or competes with services already provided by an existing, recognized CSO. The Town will assess overlap based on sport, age group, program format and residency served.

13.0 ICE OPERATIONS

The following provisions address ice-specific operational matters unique to arena facilities. Detailed operational requirements, including on-ice safety procedures, building access protocols, and conduct standards, are outlined in the Town's Ice Facility Rental Terms and Conditions document, which forms part of the permit agreement and must be reviewed and signed by each permit holder prior to the commencement of any ice rental.

13.1 Ice Resurfacing

For each hour of ice rental, ten (10) minutes are reserved for ice maintenance. Rentals begin on the hour and are curfewed ten (10) minutes prior to the next hour to allow for resurfacing. This time is primarily used for ice resurfacing but may also be applied to ice repairs required as a result of the nature of the activity, including figure skating or other uses that cause additional surface wear. Permit holders should plan programming accordingly, as the ice surface must be completely vacated at the start of the maintenance period.

Where a user group holds a large block of consecutive ice time, resurfacing may be carried out on a custom schedule rather than between each individual hour, provided this arrangement is requested in advance and approved by the Town. Any deviation from the standard resurfacing schedule must be agreed upon in writing by Town staff to ensure ice conditions remain safe throughout the rental period. The decision to resurface the ice at any time remains at the sole discretion of the arena attendant.

13.2 Dressing Rooms

Seasonal ice permits include the assignment of dressing room space appropriate to the size and nature of the rental. Dressing rooms will be made available no earlier than 30 minutes prior to the start of a rental and must be fully vacated within 30 minutes of the conclusion of the rental period. Groups requiring additional dressing rooms for tournaments, special events, or other occasions beyond their standard seasonal allocation must make those arrangements separately, subject to availability and applicable fees.



All youth groups using dressing rooms must be accompanied at all times by a responsible adult, such as a coach, manager, or designated volunteer, who assumes full supervisory responsibility for the group within the dressing room. The use of cameras or any electronic device capable of recording images — including cell phones — is strictly prohibited in all dressing rooms and change areas. Any violations must be reported to facility staff immediately.

The consumption of alcohol, smoking, vaping, and any other misuse of dressing room spaces — including damage, unreasonable cleanliness standards, and other irresponsible use — will be subject to penalties at the discretion of management. Penalties may include fines, loss of dressing room privileges, cancellation of scheduled ice time, or cancellation of the permit.

13.3 Helmets and Safety Equipment

Helmets are mandatory for all participants on the ice surface. All helmets must meet the standards of the applicable sport governing body (e.g., Hockey Canada, Skate Canada, or equivalent). The enforcement of all safety standards and equipment requirements established by the relevant sport governing body is the sole responsibility of the permit holder. Town staff are not responsible for monitoring or enforcing governing body safety requirements during rentals.

13.4 Concessions and Food Services

The Town of Grimsby retains the right to manage and control all food and beverage services at the Peach King Centre. The MRPKC concession operation is managed by a private operator under agreement with the Town. The rental of ice time does not confer any right to sell, serve, or distribute food or beverages on Town premises. Any food service, retail sales, or fundraising activity involving food or merchandise conducted in connection with an ice rental or event requires prior written notification to and approval from the Town of Grimsby. All approved food service activities must comply with applicable health and safety regulations and food handling requirements.

13.5 Curfew Ice

The Town reserves the right to curfew games, including tournament games, to maintain the approved ice schedule. It is the responsibility of the permit holder to inform facility staff of any special requirements regarding curfews prior to events occurring. Negotiations for ice curfews with subsequent ice renters are the responsibility of the permit holder whose time is affected.

13.6 Facility Use and Equipment

Any and all maintenance items or alterations at the MRPKC must be approved by Town staff. All equipment or machinery brought into or stored at the facility must be reviewed and approved by the Town. Facility users are required to return all rental spaces to a state of cleanliness, and permit holders are responsible for any damages incurred to the



facility or equipment as a result of their rental. Where a rental involves visiting teams or organizations, the host permit holder is responsible for damages caused by visiting groups and is expected to seek reimbursement from those groups directly.

13.7 Ancillary Spaces

The rental of ice surface time entitles the permit holder to use of the ice surface and assigned dressing rooms only. Use of ice does not confer any right to use other spaces within the facility, including meeting rooms, multipurpose rooms, boardroom, hallways, lobbies, or other ancillary areas. Any use of these spaces must be arranged separately through a reservation with the Community Services Department, is subject to availability, and applicable fees will apply.

14.0 **PERMIT HOLDERS**

The permit holder is the named individual or organizational representative who signs the rental agreement with the Town. The permit holder serves as the primary point of contact between the user group and Town staff for all matters related to the permit, including payment, documentation, scheduling, and compliance with this policy and the Ice Facility Rental Terms and Conditions.

The permit holder is responsible for ensuring that all members of their organization — including players, coaches, volunteers, and executive members — are made aware of and comply with the terms of this policy and the Ice Facility Rental Terms and Conditions. The permit holder must sign the Town's separate Policy Acknowledgement form — which confirms acceptance of both this policy and the Ice Facility Rental Terms and Conditions — prior to the issuance of any permit.

15.0 **PAYMENTS AND PENALTIES**

Rental fees are established annually under the Town's Rates and Fees By-law, and payments must be made according to the permit schedule. Late payments may be subject to interest and/or permit termination. User groups with outstanding balances from previous allocation periods will forfeit their priority status under this policy. Non-use, sub-leasing, or unapproved trades of permitted time will result in termination of the permit and may lead to the loss of future booking privileges.

16.0 **CANCELLATIONS AND RETURNED TIME**

User groups may adjust or return requested time during the allocation process without penalty. After seasonal permits are issued and accepted, groups may return up to 3% of their seasonal allocation, to a maximum of 20 hours (whichever is less), without charge. Approved trades between user groups or returns that are immediately offset by a new booking will not count toward this allowance. All return requests must be submitted in writing with a minimum of 10 days' notice.

Returned time beyond the permitted amount will remain fully billable at the approved rental rate and may be considered when evaluating future allocation requests or historical priority status. Groups that demonstrate a pattern of returning significant



volumes of ice time — regardless of whether financial penalties have been paid — are subject to having that time removed from their allocation in future seasons. All returned hours become the property of the Town to reassign at its discretion.

The Town may cancel bookings when required for maintenance, safety, special events, or operational needs, with notice provided where possible. Where the Town cancels ice time due to mechanical failure, equipment malfunction, emergency, or other circumstances beyond its control, affected permit holders will be reimbursed for the cancelled ice time only. The Town shall not be liable for any other general, indirect, consequential, or incidental costs or losses arising from the cancellation of scheduled ice time.

17.0 ICE TRADES

Ice trades are the exchange of allocated time between two permit holders and are subject to Town approval. All trades must be reported to and approved by the Town before they take effect. No trade is considered valid until written confirmation has been provided by Town staff.

17.1 Occasional Trades

Where two user groups wish to exchange a single or small number of ice slots for scheduling purposes, the groups may negotiate the terms of the trade directly with each other. The agreed trade must then be submitted to the Town in writing for approval before it takes effect. The Town reserves the right to decline any trade that is inconsistent with this policy or that would negatively impact other users or the overall schedule.

17.2 Structural Trades

A structural trade is any exchange that would result in an ongoing, recurring, or permanent change to either group's allocated schedule. Groups may not negotiate structural trades independently. Where a group believes a structural trade may be warranted, they must notify the Town before any discussions with another group begin. The Town will facilitate or oversee the process from that point and will determine whether the proposed change is appropriate in the context of the full allocation schedule.

18.0 EQUIPMENT AND SETUP

All setup and takedown activities — including the placement of half-ice dividers or boards, or other group-supplied equipment — must be completed within the permit holder's booked ice time. Only equipment approved by the Town may be brought onto the ice surface or stored at the facility. Permit holders are responsible for ensuring that all equipment is used safely and does not damage the ice surface, boards, glass, or other facility components. Any damage resulting from a group's equipment or setup



activities will be billed to the permit holder. Allocation and access remain subject to available facility supervision and staffing levels.

19.0 TOURNAMENTS AND SPECIAL EVENTS

Tournaments and special events offer community and economic benefits but require additional planning across the entire facility, including both arena surfaces, dressing rooms, lobby spaces, and parking. As a result, tournaments and special events are not part of the regular seasonal allocation process.

Tournaments hosted at the MRPKC are intended to support the programming of existing permit holders and established community organizations. The Town will not displace current users in favour of third-party or for-profit tournament operators. The Town reserves the right to limit the number, size, or frequency of tournaments hosted in Town arenas where doing so is necessary to protect regular programming, manage operational capacity, or reduce disruption to existing users.

Annual tournaments that occur on the same weekend each year may appear in the draft schedule but must still be confirmed annually. New tournament requests generally require 12 months' notice and will only be considered when the building can safely support them. Approval depends on ice availability across both surfaces, parking capacity, spectator volume, staffing requirements, and other events occurring in the MRPKC.

All requests must be submitted in writing and include dates, required spaces, expected attendance, and any special needs. Standard rental fees, insurance, and any additional staffing or setup costs apply. Activities such as raffles, food vendors, food trucks, alcohol service, and merchandise sales require separate approval under the Town's Special Event Guidelines. The Town may deny or modify requests where operational or safety concerns exist.

20.0 DISPUTE RESOLUTION AND APPEALS

The Town encourages early communication and collaboration among user groups to resolve conflicts. Staff may facilitate discussions to review competing requests and explore fair and efficient solutions. If a conflict remains unresolved, the Director of Community Services will conduct a formal review using the Town's assessment criteria, including residency, public benefit, organizational standing, compliance, demonstrated need, and past use of allocated time. A written decision will be issued and is final. Appeals will only be considered where a procedural error or misapplication of this policy can be demonstrated; appeals based on allocation outcomes or preferences will not be accepted.

21.0 POLICIES AND STANDARDS OF CONDUCT

All users must comply with applicable Town by-laws and policies, including:

- Rates and Fees By-law



- Municipal Alcohol Policy
- R-Zone Policy
- Ice Facility Rental Terms and Conditions