



THE TOWN OF PETAWAWA ICE ALLOCATION POLICY

Recreation, Culture & Tourism Department

Bookings Clerk / Receptionist:
bookings@petawawa.ca

Date	Revision No.
2011/12	Effective Date
2013/14	1
January 2021	2
January 2026	3

Purpose

This policy outlines how the Town of Petawawa (hereby referred to as the *Town*) allocates and manages indoor ice at the Petawawa Civic Centre. This policy does not cover fields or other facilities.

The policy responds to evolving community needs and aims to:

- Balance the needs of ice use for programming and events with public / recreational use.
- Promote sports participation.
- Ensure fair, transparent access to Town-owned ice.
- Prioritize youth, amateur & equal-play sports groups.
- Support flexible scheduling and ice maintenance.
- Enable planning for large-scale events.
- Coordinate the needs of seasonal users, casual participants, and residents.
- Give priority to Petawawa residents over non-residents.

It applies to all individuals, organizations, and groups seeking to rent Town ice and reflects the Town's commitment to safe, accessible, and fiscally responsible recreation services.

Responsibility for Ice Allocation

The Town's Recreation, Culture & Tourism Department oversees the distribution of ice on an annual basis. This process considers local population trends, registration numbers, and how often ice is used. It also ensures that all decisions follow municipal, provincial, and federal guidelines where needed.

Ice Allocation Policy Review

The Ice Allocation Policy and Guideline will be reviewed regularly. The Town has the authority to adjust procedural items related to timing, process, rates, maintenance procedures, etc., as appropriate and to respond to overarching Council directions.

Facility Operations

The Town will responsibly manage ice to ensure safety, optimum usage and programming, to reflect municipal directives, to minimize risk and operational issues, as well as enhance fiscal health to allow for timely and effective infrastructure updates. The Civic Centre ice pad is recognized by the Town as a recreational facility and therefore operates under industry accepted standard operating and maintenance practices.

Facility Availability

Ice usually available from the first week of October until the last week of March. Dates will be confirmed annually as soon as they are established.

Scheduling Priorities

Priority Order

Ice will be allocated in the following order:

1. Town of Petawawa bookings & maintenance requirements
2. Tournaments & Special Events
3. Youth Sport Organizations, defined as:
 - a. Primarily serves minor sports and youth participants;
 - b. Is recognized as a main provider of its activity for youth in Petawawa;
 - c. Has a membership base largely composed of Town residents (may be waived if the organization is the sole provider of its activity);
 - d. Operates under an authorized constitution and is incorporated or affiliated with a regional, provincial, or national governing body;
 - e. Maintains auditable financial statements available to the Town upon request.
4. Seasonal Groups, defined as:
 - a. Groups renting Town ice on a weekly basis throughout an entire season.
5. Schools & Boards of Education
 - a. Priority timings include weekdays (Monday – Friday) from 7:00am – 4:00pm
 - b. Schools under the Town’s school-use agreement will be given priority over schools that are not part of the agreement.
6. Casual & Commercial Users

Residency

The Town gives priority to residents in ice bookings, recognizing their tax-based support of recreational facilities.

To encourage the development of emerging user group, the Town will accept residency criteria established by recognized Sport Governing Bodies (local, regional, provincial, or national). Exceptions may also apply in special cases, such as reciprocal & shared-use agreements with other organizations.

New Organizations & Expanded Use

New organizations and seasonal users requesting more hours than their allotment from the previous year must justify their need in writing and submit along with their ice allocation request.

When reasonable & feasible, the Town will allocate ice time to new organizations or emerging sports. Unallocated time will be used first. If necessary, the Town may work with current users to explore adjustments or reallocate hours.

Development of Ice Schedule

Application Process

By April 1st of each year, the Town's Bookings Clerk / Receptionist will provide the Ice Allocation Policy, [Terms & Conditions](#) (4) and the necessary request form(s) to past seasonal and tournament clients.

Ice time requests for each upcoming season must be submitted in writing using the provided request form(s) on or before April 30th each year and must be submitted covering the entire upcoming season.

Renewal requests submitted after the deadline will be considered subject to availability. Historical ice time is not guaranteed for late requests.

The Bookings Clerk / Receptionist will develop an Ice Schedule for the current season that best reflects the expressed needs of the users and application of this policy's directives. The Town reserves the right to reassign ice rentals annually as required.

Each group requesting ice will be provided with a copy of their rental contract listing all rental times by April 30th or after any conflicts have been addressed. Groups are responsible for reviewing the rental contract and addressing any issues with the Recreation, Culture & Tourism Department prior to signing.

Conflict Resolution

If scheduling conflicts occur, affected groups will be contacted by the Recreation, Culture & Tourism Department regarding specific conflicts impacting their requests, prior to the release of a rental agreement.

Each group will be asked to work toward a resolution. If a resolution cannot be reached through mutual discussion, the Manager of Recreation, Culture & Tourism will act as arbitrator. The decision of the Manager will be final.

Management of Seasonal Ice Use

Prime & Non-Prime

Rental Type	Days of the Week	Times
Prime Time	Monday - Friday	After 5:00 PM
	Saturday & Sunday	All Day
	Statutory Holidays	All Day
Non-Prime Time	Monday - Friday	Before 5:00 PM

Rental Payments

Rental invoices are issued monthly at the start of each month, covering usage from the previous month. Monthly rental balances must be paid within 30 days of invoicing. Failure to do so will result in a penalty of 1.25% per 30 days on the outstanding balance.

Contract Additions & Amendments

After the initial rental contract has been signed, requests for additional ice time should be submitted to the Bookings Clerk / Receptionist on the Ice Request Form.

Any changes to the rental contract should be requested by email to bookings@petawawa.ca no later than 7 days before the affected day and time.

Requests to add to or amend the rental contract will be considered against the availability of ice and staffing. If accepted, any written agreements and/or updated booking reports provided by the Recreation, Culture & Tourism Department will override any conflicting provisions in the initial rental contract.

It is the renter's responsibility to ensure they have the most current version of their booking report and to review it regularly, with sufficient time to request adjustments if necessary.

A new rental contract may be required for major adjustments, at the discretion of the Bookings Clerk / Receptionist.

Cancellations

The Recreation, Culture & Tourism Department must be notified of any cancellations in writing directly to the Bookings Clerk / Receptionist via email (notifications via text, voice message, social media, etc. will not be accepted).

Cancellations made more than business 7 days prior to the rental start will not incur any rental fees for the cancelled event on their monthly invoice.

Charges for cancellations made within 7 business days of the rental will not be removed from the renter's monthly invoice, with the exception of cancellations due to extreme weather conditions.

- An *Extreme Weather Condition* can be defined as an unusual, or hazardous weather event that creates unsafe travel conditions and significantly increases the risk to participants. Regular winter conditions such as light to moderate snow, cold temperatures, or typical icy patches do not qualify as extreme weather.
- Cancellations due to extreme weather conditions can be re-scheduled or cancelled at no additional cost, as long as notice is provided **prior** to the rental start time.

Insurance Requirements

The renter shall provide liability coverage naming the Corporation of the Town of Petawawa as an additional insured and shall hold the Corporation of the Town of Petawawa harmless for any losses caused by the renter. The minimum coverage required depends on the risk associated with the rental, determined at the discretion of the Recreation, Culture and Tourism Department.

Proof of Insurance covering the entire season must be provided to the Department no later than 7 business days prior to the user's first scheduled rental.

No-Shows

Clients are not permitted to book ice that will go unused except for the purpose of ensuring that sufficient time is available, as a contingency, to prevent a curfew situation for tournaments or league games.

Any client who has been allocated ice rental time, but who does not intend to use it regularly must notify the Town so that this time may be reallocated or otherwise used at its maximum. Failure to do so may result in loss of rental time.

Transfers, Trades or Sub-Leasing Ice

The Recreation, Culture & Tourism Department maintains full control over all ice bookings and intended uses. Time cannot be traded between user groups. If a renter wishes to release their time, they must cancel according to this policy, and any new renter must follow the standard booking procedures.

Management of Tournaments & Special Events

Payment Schedule

A deposit of 50% of total rental fees must be paid at the time of returning the signed rental contract. Full payment must be made at least 30 days prior to the event start.

Contract Additions & Amendments

Any changes to the rental contract should be requested by email to bookings@petawawa.ca no later than 7 days before the affected day and time.

Requests to add to or amend the rental contract will be considered against the availability of ice and staffing. If accepted, any written agreements and/or updated booking reports provided by the Recreation, Culture & Tourism Department will override any conflicting provisions in the initial rental contract. A new rental contract may be required for major amendments, at the discretion of the Bookings Clerk / Receptionist.

It is the renter's responsibility to review their rental contract with sufficient time to request adjustments if necessary.

Cancellations

The Recreation, Culture & Tourism Department must be notified of any cancellations in writing directly to the Bookings Clerk / Receptionist via email (notifications via text, voice message, social media, etc. will not be accepted).

Cancellations made more than 60 days prior to the event will receive a full refund minus an administrative fee.

Cancellations made within 60 days of the event will forfeit the deposit made at time of request.

Cancellations made after the payment deadline are not eligible for refund.

Insurance Requirements

The renter shall provide liability coverage naming the Corporation of the Town of Petawawa as an additional insured and shall hold the Corporation of the Town of Petawawa harmless for any losses caused by the renter. The minimum coverage required depends on the risk associated with the rental, determined at the discretion of the Recreation, Culture and Tourism Department.

Proof of insurance covering the entire tournament is due no later than 30 days in advance of the tournament start.

General Ice Management

User Schedules & Ice Requirements

In order to efficiently schedule staff and facility maintenance, as well as ensure the accurate communication of dressing room assignments to participants, the Town requires that sport organizations & tournaments supply schedules to the Recreation, Culture & Tourism Department no later than 7 business days before their rental date(s).

Any changes to previously submitted schedules should be submitted no later than 2 business days before the booking. Requested changes will be accommodated subject to sufficient time and staff availability.

Renters are responsible for ensuring that the Bookings Clerk or Receptionist has current and accurate scheduling details for all bookings.

Curfew Times

The Town may curfew games to maintain submitted schedules and may cancel rentals if users don't cooperate. User groups must inform the Bookings Clerk / Receptionist of any curfew needs when submitting schedules.

When booking ice times, clients should plan for schedules to run late (ex: for a full day event, the schedule should end one hour prior to the rental end time).

Instructional Programs

Any programs proposed to be offered by a user group is subject to the Town's review and approval.

Ice Maintenance

Ice resurfacing ("floods") will be performed after each hour of ice use and between all user group bookings.

Each booked hour of ice time consists of 50 minutes of ice use and 10 minutes allocated for ice maintenance.

Plans for any pertinent or major maintenance projects will be communicated to seasonal clients with as much notice as possible.

Town-Initiated Cancellations

The Town may cancel, postpone, or reschedule permitted activities for any reason, including but not limited to:

- Extreme weather conditions
- Scheduled repairs or maintenance

- Health and safety concerns

Clients will be notified as early as possible. If rescheduling is not possible, a credit or full refund will be issued. No rental fees apply when facilities are closed by the Town.

Use of closed ice is strictly prohibited. Only authorized Town staff may re-open closed ice.

Terms and Conditions

All Town ice rentals are subject to the Town's [Ice Rental Terms and Conditions](#) (4) in addition to the provisions outlined in this policy.

Respect for People & Property

1. All participants (players, coaches, volunteers, supporters) must be courteous and respectful to Town staff, caretakers, other users, residents, and partner agencies.
2. Respect and protect all public and private property, including washrooms, Civic Centre Grounds, parking lots, and the Civic Centre itself.
3. Changing in public areas is not permitted. Use designated washroom and change room facilities only.
4. Users must obey all signage, regulations, and municipal by-laws while on Town property.

Prohibited Activities

- Helmets and skates must be worn on the ice at all times. Individuals without the necessary equipment are not permitted on the ice surface (see [Appendix A](#)).
- Participants will not enter onto the ice surface via any access door from the period when the ice resurfacing doors are opened until when the ice resurfacing doors are closed.
- Participants are not permitted to remain on the ice surface once the end of session buzzer is sounded or are otherwise notified by staff.
- Unauthorized alcohol consumption on Town property is strictly prohibited. All alcohol service must be approved by the Town under the Municipal Alcohol Policy and the Municipal liquor licence or through an approved Special Occasion Permit or equivalent. Private bars, outside alcohol, and personal consumption are not permitted under any circumstances.
 - For more information, please refer to the [Town's Municipal Alcohol Policy](#) (1).
- Smoking, vaping, and the use of cannabis or other drugs are not permitted on Town property.
 - For more information please refer to the [Regulation of Smoking By-Law](#) (2).

- Unauthorized individuals or groups may not use or occupy the ice during your rental period.
- Selling or promoting goods, services, or lottery items on Town property is not allowed without prior authorization.
 - More information can be found on the [Town's website](#) (3).

Personal Belongings & Cleanliness

The Town of Petawawa is not responsible for any personal items or property brought onto municipal premises. This includes, but is not limited to, clothing, equipment, electronics, and valuables. Any items that are lost, stolen, or damaged while on Town property remain the sole responsibility of the owner.

All litter generated during the rental must be collected and disposed of in provided receptacles.

Loss of Privileges

Violations of the Ice Allocation Policy or [Rental Terms and Conditions](#) (4) may result in the suspension of rental privileges, which can include the loss of scheduled ice time and/or the assessment of additional fees.

Clients subject to a suspension or penalty under this section are required to remit all fines and costs for damage repairs within 60 days. Failure to comply may result in further action by the Town.

Contact Information

Client Contact Information

In order for the Recreation, Culture & Tourism Department to effectively serve clients, all groups are asked to appoint no more than two representatives, usually the scheduler and/or the President, to serve as liaisons with the Department. All communications between the group and the Department should, at all times, be channeled through these representatives.

Additionally, all groups are asked to provide contact information for the executive or key personnel from each group (e.g. Treasurer, tournament chair).

Recreation, Culture & Tourism Department Contact Information

For Facility Rental Administration:

Bookings Clerk / Receptionist

- 613-687-5678 ext. 2101
- bookings@petawawa.ca

All new rental requests or changes to existing contracts must be submitted via email.

For on-site assistance during rentals and after-hours:

Facility Operations

- 613-687-5678 ext. 2105
- Two-way radio located outside workshop (near main arena entrance)

Links

1. Petawawa Municipal Alcohol Policy: <https://petawawa.ca/bylaw/municipal-alcohol-policy-1667-24/>
2. Town of Petawawa Regulation of Smoking By-Law 835/13: <https://petawawa.ca/bylaw/smoking-on-municipal-property-835-13/>
3. Fundraising & Lottery Information (Town of Petawawa): <https://petawawa.ca/town-hall/legislative-services/lottery-licensing/>
4. Town of Petawawa Ice Rental Terms and Conditions: <https://petawawa.ca/wp-content/uploads/2026/03/Ice-Rental-Terms-of-Use.pdf>

Appendix A

Why Helmets are Important:

- https://www.omha.net/news_article/show/1048047
- <https://kstp.com/kstp-news/top-news/hockey-coach-in-critical-condition-after-accident-on-the-ice/>