

ARENA – FACILITY USER GUIDELINES

1. Facility Access & Supervision

- Coaches must be present and actively supervising for participants to access dressing rooms and/or the playing surface, including pre-game warm-ups.
- If schedules permit, teams may access their assigned dressing room up to 45 minutes prior to the start of their practice and up to 60 minutes prior to the start of a game.
- Teams are expected to vacate their dressing rooms within 30 minutes after the conclusion of their rental time. Additional charges may apply if dressing rooms are not vacated within this timeframe.
- Users may access the ice surface only during their scheduled rental time. Overuse or unauthorized use beyond the scheduled rental time may result in additional charges.
- Access to the ice is limited to a maximum of five (5) minutes prior to the booked time, provided the ice surface is available, the gates are closed, and the ice has been deemed safe for access by arena staff.
- Adult supervision is required for all children under eight (8) years of age in City facilities.
- The Arena Operator can be contacted by text or call at 403-896-0924.

2. User Agreement Holder Responsibilities

- User Agreement Holders must share the Arena Facility User Guidelines with all participants and ensure compliance with the guidelines. This includes athletes, parents/guardians, coaches, officials, volunteers and staff.
- User Agreement Holders are responsible for ensuring that the facility is left in acceptable condition and free of damage. Additional charges may apply if damage occurs or if additional cleanup is required, including, but not limited to, spit, chewing gum, nicotine products, garbage and player tape.
- Coaches/Team Representatives are responsible for ensuring that dressing rooms are left in acceptable condition and free of damage. Additional charges may be applied if damage is discovered or additional cleanup is required.
- The compliance with the Sport-Specific Equipment Guidelines is the responsibility of the sport partners and they are responsible for enforcing those requirements.

3. Ice Use & Resurfacing

- All gates providing participant access to the ice surface **MUST** remain closed during ice resurfacing/flooding to ensure the safety of all patrons in the arena.
- Water bottles must not be placed on the boards during a flood. Players must not lean over or sit on the boards during a flood.
- Access to the ice during a flood is limited to an official or coach from the team(s) involved to assist with moving the nets, as required.

- All learning items, equipment and accessories used during the ice time must be removed from the ice surface within the booked rental time to allow for proper ice resurfacing. Failure to do so may result in additional rental charges.
- Only water-based ice paint or Bingo daubers are permitted for marking the ice surface.
- Writing or drawing on the glass surrounding the player benches, on the arena boards, or on any surface above the arena boards, including the glass, is not permitted.
- Purposefully shooting pucks toward the opening in the scorekeeper's bench glass is dangerous and is not permitted.

4. Overtime & Rental Time

- In the event that overtime for games will disrupt the ice schedule, straight time or a clock drop may be required, at the discretion of the arena operator.
- Users are responsible for ensuring that all activities, equipment and participants are cleared from the ice and the facility within their scheduled rental time.

5. Dressing Rooms & Team Areas

- Stick usage is prohibited in dressing rooms or other areas of the facility. Pucks/rings and sticks must not be used against walls or on floors.
- Gatorade and other sports drinks are not permitted to be poured in floor drains or showers.
- Skates are not permitted in the lobby area.
- Speakers are not permitted anywhere in the facility other than the assigned dressing room. Dressing room doors must remain closed while speakers are in use. Speakers must be operated at a reasonable volume.

6. Warm-Up Areas

- Team warm-up activities are not permitted in main public areas such as lobbies, main hallways, doorways or spectator areas.
- Warm-up activities are permitted in the following marked designated areas:
 - Warm-Up Room in Arena 1, subject to availability
 - East emergency exit hallway behind the bleachers in Arena 1
 - Two emergency exit hallways in Arena 1 leading from the dressing room hallway

7. Mini Sticks

- The Mini Sticks Room is located in the Rockets Room area.

- Please see posted rules for Mini Stick Room.
- Mini sticks are not permitted to be used in other areas of the facility.

8. Food & Beverages

- Food is not permitted on any playing surface; water only.
- Small team snacks may be served in dressing rooms.
- Cooking or reheating food is not permitted in dressing rooms or lobbies.
- No outside food is permitted to be served in the Arena lobby or bleachers without permission from the City, as per the Arena Concession Agreement.
- Community Rooms may be rented for providing outside food.

9. Noise Makers & Sound

- For the comfort and safety of all patrons, whistles, compressed air horns and other amplified noise makers are strictly limited to goals only. They are otherwise prohibited before, during and after scheduled activities unless approved by the City.
- Whistles, starting pistols, time-clock horns and similar equipment may be used when required as part of the scheduled activity.

10. Behaviour & Respect

- Profanity, aggressive behaviour and disrespectful behaviour from players, coaches or spectators will not be tolerated and may result in immediate expulsion from the facility.

11. Tournaments

- During tournaments, please notify arena staff if a dressing room requires attention. A member of the user group must accompany facility staff when staff are required to enter a dressing room.
- Arena lobby use for prize tables is limited to the two (2) tables closest to the bathrooms. Displays must be contained within this designated area.
- Do not block facility access or walkway areas.
- All tournament decorations and signage must be located in the Arena lobby only and must not be placed in the main Sportsplex entrance lobby.
- Please use painter's tape or sticky tack for signage. Packing tape is not permitted.
- All decorations, signage, tape and sticky tack must be removed following the tournament.
- Tournament setup may be completed Thursday evening or at any time Friday.
- Please contact the Facility Booking Specialist to review all tournament details.
- Confetti and glitter/sparkles are not permitted.

12. Signs & Banners

- No signs, posters or messages containing explicit language, profanity or derogatory characterization directed toward any person or group are permitted.
- Signs, posters and banners may not be attached to the building without prior approval from the City.

13. Facility Temperature

- To ensure the maintenance of safe ice conditions, heating in spectator areas will be strictly monitored by arena staff.

14. Pets & Service Animals

- Pets are not permitted in City Recreation Facilities.
- Individuals accompanied by a qualified service animal may be required to provide appropriate service animal identification.

15. Equipment & Participant Safety

- Helmets are mandatory for all skaters under 18 years of age, unless otherwise informed.
- Face protection is mandatory for players when pucks and sticks are on the ice.
- For dry pad use, clean indoor shoes are required for all sports activities. Cleats are not permitted.

16. Smoke-Free Facility

- As per the Smoke-Free Bylaw, all tobacco products, including vaping products and e-cigarettes, are not permitted within five (5) metres of buildings, doorways or access gates to the facility.
- Infractions may result in additional charges and cancellation of future bookings.

17. Alcohol & Cannabis

- Consumption or presence of controlled substances by participants and/or spectators may result in suspension of booking privileges for a specified period or for the remainder of the season.
- Individuals found in violation may be immediately expelled from the facility.
- The Facility Renter is responsible for the conduct of participants and spectators.
- Alcoholic beverages are not permitted in the Arena Facility unless specifically approved in writing and all applicable regulations are followed.

18. Emergencies

- Please call 911 for a major emergency and advise arena staff.
- During emergencies, please follow the instructions of arena staff.

- Emergency exits and walkways must be kept clear at all times.
- Muster points are clearly marked at the front and back of the facility.

19. First Aid

- All City of Lacombe employees are required to have Standard First Aid training and may assist when required.
- The facility is equipped with Automated External Defibrillators (AEDs).
- Sport partners should be prepared to provide first aid for their participants and have appropriate personal protective equipment (PPE), including a mask and gloves.
- Please report major safety incidents to facility staff.

20. Risk & Liability

- The City's liability is limited to its responsibilities related to the maintenance of the facility being used.
- If applicable, as an Agreement Holder of a City recreation facility, you are responsible for ensuring that the standards and requirements of your governing body are followed for the safety and well-being of participants.