

## Ice Allocation Policy – Lunenburg War Memorial Arena

DATE ADOPTED BY COUNCIL: September 22, 2026



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### **Policy Statement**

The Town of Lunenburg is committed to the fair, transparent, and effective allocation and management of ice time at the Lunenburg War Memorial Arena. The Town recognizes the importance of providing equitable access to arena facilities while balancing community needs, operational requirements, user responsibilities, and the long-term sustainability of the facility.

### **Purpose**

The purpose of this Policy is to establish the principles, priorities, responsibilities, and conditions governing the allocation, booking, and use of ice time at the Lunenburg War Memorial Arena. This Policy provides a framework for equitable access, responsible facility use, and consistent decision-making, while authorizing administrative procedures to support day-to-day operations.

### **Scope**

This Policy applies to the allocation, booking, administration, and use of ice time at the Lunenburg War Memorial Arena. It applies to all organizations, user groups, businesses, schools, and individuals requesting or utilizing ice time at the facility.

### **Definitions**

For the purposes of this Policy:

- **Municipal Programs and Activities** means any programs directly operated by the Town or formally approved by Council through an adopted program, service agreement, or partnership resolution for the benefit of residents and the broader community. Municipal Programs and Activities may include, but are not limited to:
  - Public skating sessions;
  - Learn-to-skate and instructional skating programs;
  - Recreation department programs and camps;
  - Municipal special events and community celebrations;
  - School programs coordinated through the Municipality;
  - Council-approved community initiatives;
  - Activities delivered through municipal partnerships or service agreements.

For this policy, Municipal Programs and Activities shall receive priority ice allocations as determined by the Town of Lunenburg's recreation service objectives.

- **Tournament and Special Event** means a recreational, cultural, community, or sporting event that is scheduled outside regular seasonal ice allocations and may require dedicated ice time, staffing, or facility resources.
- **Youth Organizations** means a non-profit organization that:
  - Is based within the Town of Lunenburg;
  - Primarily provides programming for youth (18 years of age and under);
  - Provides structured recreational programming for youth and demonstrates ongoing participation by Town residents;
  - Examples include minor hockey, sledge hockey, figure skating, other youth organizations, etc.
- **Educational Institutions** means schools, daycares, and other educational institutions seeking ice time for educational, recreational, or athletic programming.
- **Seasonal Client** means an organization or individual that rents ice on a recurring basis throughout a season, including recreational leagues, clubs, associations, and other organized users.
- **Occasional Client** means an organization or individual that rents ice on an infrequent or one-time basis.
- **Non-Resident Client** means an organization or individual that is not based within the Town of Lunenburg.
- **Commercial Client** means an organization, business, or individual using ice time for commercial, instructional, or profit-generating purposes.
- **Resident** means a resident of the Town of Lunenburg.
- **Community Benefit** means the extent to which a proposed activity contributes to the recreational, social, cultural, educational, economic, health, or overall well-being of the Town of Lunenburg and its residents. Community benefit may include, but is not limited to, the number of participants, resident participation, accessibility initiatives, volunteer involvement, and contributing to the local economy.

### **Administration**

The CAO or designate is responsible for the interpretation, implementation, and administration of this Policy and may establish Administrative Procedures necessary to support its implementation. Where an actual or perceived conflict of interest exists, the CAO may assign

responsibility for the administration of a particular allocation or decision to another employee or designate.

### **Fairness, Equity, and Inclusion**

The Town of Lunenburg is committed to providing reasonable and equitable access to recreational facilities, programs, and services for individuals and organizations of all ages, abilities, genders, and backgrounds. Ice allocations, facility rentals, and program decisions will be made in a fair and consistent manner that supports accessibility, inclusion, and positive participation.

### **Code of Behaviour**

The Town is committed to maintaining a safe, welcoming, and respectful environment for all arena users. Aggressive, violent, harassing, discriminatory, or abusive behaviour will not be tolerated.

All arena users are expected to:

- Treat others with respect and courtesy.
- Contribute to a safe, welcoming, and inclusive environment.
- Follow the rules and directions established by the Town and facility staff.

Failure to comply with this Code of Behaviour may result in the suspension or cancellation of ice privileges and may result in additional restrictions on facility use.

### **Tournaments and Special Events**

The Town supports tournaments and special events that provide recreational, social, cultural, or economic benefits to the community. These events may be allocated ice time outside regular seasonal schedules, subject to facility availability and operational requirements.

### **Annual Allocation Process**

Seasonal ice allocations will normally be conducted annually in accordance with timelines established by the Town. Applicants shall submit information required by the Town to support the allocation process. Administrative procedures may establish application requirements, submission deadlines, and allocation timelines.

### **Ice User Priority Ranking**

Where demand for ice time exceeds available capacity, ice allocations will be made in accordance with the following order of priority:

- Municipal Programs and Activities;
- Tournaments and Special Events;
- Youth Organizations;
- Educational Institutions;

- Seasonal Clients;
- Occasional, Non-Resident, and Commercial Clients.

The Town reserves the right to depart from this ranking when necessary to address operational requirements, emergencies, maintenance needs, legislative obligations, or other documented considerations affecting safety or facility operations.

In applying this Policy, the Town will seek to maximize community benefit while ensuring fair and equitable access to available ice time.

### **Residency**

Where requests are otherwise equal under this Policy, preference may be given to those with a majority of participants who are Town residents, in recognition of their contribution to the facility's funding.

### **Youth Organizations Allocation**

Where available ice time is insufficient to accommodate all requests from Youth Organizations, allocations will be determined using the Ice Allocation Matrix established by the Town. Youth Organizations must submit current registration information and any other information required to support the annual allocation process.

### **Ice Allocation Matrix**

The Ice Allocation Matrix may be used to evaluate competing requests within the same priority category where demand exceeds available ice time. The matrix is intended to support fair, consistent, and objective allocation decisions and shall be applied in accordance with the principles of this Policy.

The CAO or designate may establish and amend the Ice Allocation Matrix as an administrative tool to support the implementation of this Policy.

The Ice Allocation Matrix shall consider factors such as:

- **Program Participation**
  - Adult-only program.
  - Mixed youth-adult participation.
  - Primarily youth-focused programming (18 and under).
  - Exclusively youth-focused programming with broader participation or higher registration demand.
- **Community Benefit**
  - Limited benefit beyond the immediate user group.
  - Moderate recreational, social, or cultural benefit.

- Significant community, social, cultural or economic benefit.
- **Residency Impact**
  - Minimal Town or resident participation.
  - Moderate resident participation (40 – 60%).
  - Higher resident participation (60 – 80%).
  - Predominantly resident participation.
- **Diversity, Inclusion, Equity, Accessibility and Belonging**
  - No demonstrated actions addressing barriers to participation.
  - Some inclusive participation (e.g. fee supports, modified programming, inclusive policies).
  - Clear, intentional and documented actions removing barriers and fostering belonging (e.g. adaptive programming, gender inclusion, financial accessibility, culturally inclusive practices, safe sport practices).
- **Historical Use and Compliance**
  - Poor history of compliance, late cancellations, payment issues, or policy violations.
  - Generally compliant with minor issues.
  - Strong history of responsible ice usage, compliance, and communications.
- **Organizational Capacity**
  - Review of any previous poor communications, payment or scheduling issues. Our goal is to have a reliable, consistent client meeting the objectives of good communication, scheduling, and up-to-date payments.
  - Adequate administration and coordination.
  - Organizational capacity shall not be assessed based solely on organization size, staffing levels, or financial resources.
  - Having a reliable, consistent client with proper lines of communication is the aim of this section.
- **Scheduling Flexibility**
  - Limited or no flexibility, prime-time only requests.
  - Some flexibility for alternate or non-prime times.
  - High flexibility and willingness to accept non-prime or adjusted scheduling.

### **Cancellations and Refunds**

Arena users are responsible for providing notice when cancelling allocated ice time. Charges related to cancellations may be applied in accordance with administrative procedures established by the Town.

Refunds or credits may be provided in accordance with administrative procedures established by the Town. Consideration may be given to circumstances beyond the user's control, including facility closures, severe weather events, emergencies, or other exceptional circumstances.

### **Unused Ice and Reallocation**

Arena users are expected to advise the Town as soon as reasonably possible when allocated ice time will not be used.

The Town may reallocate unused or returned ice time to other users in accordance with administrative procedures established by the Town. The reassignment of unused ice time does not create a future entitlement or establish priority for subsequent allocations.

Repeated underutilization, cancellations, or failure to advise the Town that allocated ice will not be used. Repeated underutilization is defined as failure to utilize more than 15% of allocated seasonal ice without reasonable notice

### **Financial Standing**

Organizations and individuals requesting ice allocations or facility rentals must remain in good standing with the Town. Good standing means all invoices and fees owed to the Town are paid within established payment terms and the organization is not subject to a current suspension. The Town may deny, suspend, or modify allocations where outstanding fees, charges, or other obligations remain unpaid.

### **Insurance, Risk Management, and Conditions of Use**

The Town may require applicants, organizations, or user groups to provide proof of insurance, indemnification agreements, permits, certifications, waivers, or other documentation as a condition of facility or field use.

Insurance requirements, minimum coverage amounts, documentation standards, and additional conditions of use may vary depending on the nature of the activity, participant risk, event size, or operational considerations and shall be established through administrative procedures.

Failure to provide required documentation may result in denial, cancellation, suspension, or modification of booking approvals.

### **Damage and Responsibility**

Users are responsible for the reasonable care and use of Town facilities, fields, equipment, and amenities during approved bookings.

Users may be held financially responsible for damages, excessive cleaning requirements, repairs, or additional operational costs resulting from misuse, negligence, or failure to comply with facility requirements.

Administrative procedures may establish inspection, reporting, and cost recovery processes.

### **Fees and Charges**

Facility use fees, deposits, charges, and applicable rental rates shall be established by Council and maintained separately from this Policy.

Users are responsible for all applicable fees and charges associated with approved bookings.

The Town may require deposits, damage deposits, or advance payment as a condition of use.

### **Fee Waivers and Reductions**

Council may, by resolution, waive, reduce, or modify fees and charges, subject to any applicable legislation, policies, or approved budgets. Any approved use remains subject to facility availability and operational requirements.

### **Appeals and Dispute Resolution**

Organizations and individuals may request a review of decisions made under this Policy in accordance with administrative procedures established by the Town.

Reviews are limited to determining whether this Policy and applicable administrative procedures were applied by the Director of Recreation and Parklands fairly and consistently and do not constitute a reconsideration of allocation priorities established by the Town.

The CAO may review and guide the decisions where it is alleged that this Policy or associated administrative procedures were not applied appropriately. Decisions made following a review are final.

### **Policy Review**

This Policy shall be reviewed periodically, or as required, by the CAO or designate, and recommendations for amendment may be brought forward to Council as necessary.