



Staff Report

Report To: West Elgin Community Centre Board of Management

From: Jeff Slater Recreation Superintendent

Date: 2020-03-11

Report: 2020-03

Subject: Ice time Cancellation Policy

Recommendation:

That West Elgin Community Center Board of Management hereby receives the report from Recreation Superintendent Jeff Slater re: Ice Time Cancellation Policy; and

That West Elgin Community Centre Board of Management approves the amendment of Clause # 13 of the Ice Use Agreement be changed to indicate that with 72 hours' notice, Ice time can be cancelled, or due to weather.

Purpose:

To establish an enforceable ice time cancellation policy for all users of the ice surface at the West Elgin Community Center.

Background:

Currently within the Ice Use Agreement at the West Elgin Community Center clause, # 13, which states that "Ice time indicated in this agreement is to be used for the duration of the agreement. Cancellation of ice time for reasons for other than weather is prohibited."

The Recreation Superintendent recommends that this clause be changed to read that "with 72 hours' notice, scheduled ice time can be cancelled without penalty, or due to inclement weather".

Currently Recreation staff rely on West Lorne Minor Hockey's web page to get the ice schedule for the upcoming days. There have been some instances whereby WLMH has not had anything on their schedule and the Recreation Staff have re rented the indicated ice time, to find out there are WLMH users coming in, or vice versa there are not and the ice sits idle. There also have been instances where people have rented the ice and cancelled immediately prior to their rental, for a variety of reasons. Using the 72 hour guideline should help eliminate any shortcomings in the schedule. With the Facility Scheduler it is easy to track ice users and the 72 hour guideline should help eliminate incorrect billings.

Therefore WLMH or any user will have to contact the facility to cancel their ice time 72 hours in advance to prevent being charged. Recreation Staff can continue to check the posted ice schedule of WLMH when receiving requests for ice rentals, within the 72 hour window. Recreation Staff have been diligent at checking WLMH posted ice use, as has WLMH been diligent at posting their ice use, but there have been issues. Other ice users have also cancelled ice time at the last minute. With the 72 hour guideline we will be able to recoup some of our costs.

Report Approval Details

Document Title:	West Elgin Community Center Board of Management Ice Cancellation.docx
Attachments:	
Final Approval Date:	Mar 6, 2020

This report and all of its attachments were approved and signed as outlined below:

Jana Nethercott