

Access

- For minor sport users, Coaches must be present, and actively supervising, in order for participants to access change rooms and/or playing surface.
- If schedules permit, teams may access their assigned dressing rooms 45 minutes prior to the start of their practice time and 60 minutes prior to the start of games.
- Access to the ice may be available and is limited to a maximum of five (5) minutes prior to the booked time, or once the gates are closed following ice resurfacing.
- Teams are expected to vacate their dressing rooms 45 minutes after the conclusion of their rental time or additional charges may be applied.
- In order to ensure the safety of all patrons in the arena, all gates that provide participant access to the ice surface **must** remain closed during floods.
- Access to the ice is limited to an official or coach with the team(s) involved to assist in moving the nets during floods.

Animals

- Pets are not permitted in City Recreation Facilities.
- Individuals with disabilities who are accompanied by a qualified service animal may be asked to provide a Service Animal Identification Card.

Banners and Signs

- No signs, posters or messages with explicit language, profanity or derogatory characterization directed toward any person or groups.
- Signs may not be attached to buildings without prior City approval.

Cleaning

- Following recommendations from AHS, cleaning and disinfecting schedules have been increased due to COVID19.
- Hand sanitizer is provided in facilities. Hand washing sinks are stocked with soap and paper towels.
- Change rooms, spectator areas and circulation spaces will be cleaned and disinfected regularly, however disinfection between each user groups may not occur.

Community Standards Bylaw

- Profanity, aggressive and disrespectful behavior from players, coaches or spectators will result in immediate expulsion. This may include but not limited to, police or by-law being contact. This is in direct contravention with the City of Red Deer Community Standards Bylaw.

Controlled Substances (Alcohol/Cannabis)

- Consumption or presence of controlled substances by a participant and/or a spectator can result in the suspension of booking privileges for a specific time or the entire season. This includes immediate expulsion from the facility of the individual or individuals. The Facility Renter is responsible for the conduct of participants and spectators.
- Alcoholic beverages are not permitted in any City facility unless specifically approved in writing and subject to compliance with applicable regulations.
- Smoking or consumption of cannabis is not permitted on City property.

Emergencies

- Please call 9-1-1 for a major emergency.
- During emergencies please follow the instructions of the staff.
- Emergency exit maps are located in each facility; staff can point out their location for your reference.

- Emergency exits and walkways must be kept clear at all times.

Equipment

- All participants of hockey activities **must** wear a helmet and full hockey equipment is recommended.
- Helmets are recommended for all public skaters.
- The compliance of the Sport Specific Equipment Guidelines are the responsibility of the User Group to enforce.

First Aid

- First Aid responders are not guaranteed in City of Red Deer Recreation Facilities. All City of Red Deer Recreation Facilities are equipped with Automated External Defibrillators (AED's).
- User Groups should be prepared to provide first aid response for their participants along with the appropriate personal protective equipment, including a mask and gloves.
- Please report major safety incidents to staff.

Food and Beverage Policy

- Food is not permitted on any playing surface; water only.
- For the safety of everyone, glass containers are prohibited.
- All users must honor all food service contractual arrangements specific to each facility.
- Team snacks may be served in dressing rooms; no cooking or reheating permitted.

Noise Making Devices

- For comfort and safety of all patrons, whistles, compresses air horns or other amplified noise makers are strictly prohibited before, during and after all scheduled activities. The use of whistles, starting pistols, time clock horns, etc. required on the field of play for sport training or competition purposes are permitted.
- Portable sound systems may be used if sound levels and language are respectful for all patrons of the facility.

Permit Holder Responsibilities

- Permit Holders must share these Arena Facility User Guidelines with all participants and require compliance. A Participant is defined as *all athletes, parents/guardians, coaches, officials, volunteers and staff*.
- Permit Holders are responsible to ensure that the facility is left in an acceptable condition and free of damage to the ice, including facilities/structures. Additional charges will be levied if damages are incurred, or if extra cleanup is required which includes, but is not limited to spit, chewing gum and garbage.

Personal Hygiene

- All visitors are encouraged to use hand sanitizer upon entering, while in attendance and upon leaving the facility.
- All participants are expected to exhibit safe respiratory etiquette (i.e. cough/sneeze into arm, no spitting or clearing nasal passages, etc.).
- Refrain from use of scents (i.e. body spray, room deodorizers, perfumes, etc.) in order to minimize sneezing and coughing.

Risk and Liabilities

- The City's liability is with respect to the maintenance of the facility you use.
- If applicable, as a Permit Holder of City recreation facilities, you are responsible to make certain that the standards that apply to your governing body are followed for the safety and well-being of participants.

Smoke Free Facility

- As per the Smoke Free Bylaw, all tobacco products including vaping and e-cigarettes are not permitted within any City facility, within ten (10) meters from sports fields and playgrounds and five (5) meters from buildings, doorways or access gates to the facility. Any infraction will result in additional charges and cancellation of future bookings.

Temperature

- To ensure maintenance of safe ice conditions, heating the spectator areas will be strictly monitored. During most practice times, the heaters will not be turned on.

User Conduct

- Coaches are responsible to ensure that the dressing rooms are left in an acceptable condition and free of damage. Additional charges will be levied if damages are discovered, or if extra cleanup is required.
- Coaches and athletes are encouraged to either repair the ice or inform the arena staff of damage to the ice. Constant turning and stopping in the same places on the ice during drills is not recommended. The arena staff are responsible to ensure that all users have a safe ice surface including the frequency of ice resurfacing during block bookings. If the arena staff observes damages to the ice, he/she has the right to stop any activities in order to repair the damages and resurface the ice.

Warm Ups

- Warm-up activity is not allowed in concourses, hallways or spectator areas. If space is available and does not interfere with an activity in progress staff may designate a static stretch area. Please check with staff.

**Please treat our staff with respect.
Staff are required to ensure user compliance with facility guidelines.
Abuse or harassment of staff will not be tolerated.**

Thank you for your cooperation. Non-compliance may result in loss of booking privileges.

For your convenience, user guidelines can be viewed online at:
<https://www.reddeer.ca/recreation-and-culture/recreation/facility-and-park-rentals/>