

August, 2026

## **Arena Ice Usage**

Occasionally, City staff and facility guests may notice arena ice times that go unused. As ice time is in high demand, this can create feelings of frustrations for our user groups. The information below is to provide clarity on the ice usage process and how The City manages these occurrences.

**1. Why does the arena sometimes appear empty?**

Most arena ice times are booked and used. When ice appears unused, it can be due to numerous reasons; the ice time was available for booking, a group cancelled with short notice and a reallocation was not possible, a team or organization did not attend its scheduled booking or the facility is booked for activities that include on and off-ice sessions.

While the majority of prime-time ice is spoken for, The City does typically have limited availability remaining during non-prime-time.

**2. Are arenas often left unbooked?**

No. Demand for arena ice remains very strong. Prime-time ice, including weekday evenings and weekends, is typically fully allocated throughout the season.

Availability is more likely to occur during non-prime-time hours such as weekday daytime, late evening, or early morning.

**3. Can unused ice be made available to other groups?**

Yes. When a group provides advanced notice that it will not be using its ice time, The City works to make it available for other user groups whenever possible. The more notice provided, the greater the opportunity to rebook.

**4. Why does some prime-time ice remain unused?**

Occasionally groups do not provide advance notice and simply do not show up for their scheduled ice time. In these cases, there may not be enough time to offer the ice to another user and coordinate staffing and scheduling requirements.

Rebooking ice on short notice can be challenging. User groups must be able to mobilize players, coaches, officials and volunteers. Although The City actively works to reassign returned ice whenever possible, not every vacancy can be filled.

**5. Do groups still pay if they don't use their ice?**

Yes. If the timelines in the cancellation policy are not met, permit holders are required to pay for their scheduled ice time whether they use it or not. Additionally, regardless of the intended use, groups who leave ice unused are invoiced at the adult rate rather than a more highly subsidized youth rate.

**6. Do groups benefit from keeping ice they do not intend to use?**

No. Future ice allocations are based on actual ice use, not on the amount of ice booked or paid for. Unused ice does not improve a group's future allocation.

**7. Can groups give or sell their ice time to another organization?**

No. Groups are not permitted to sublet, transfer or sell their permitted ice time. Unused time must be returned to The City so it can be managed fairly and made available to other users.

**8. What happens if a group sublets ice time?**

Ice that is transferred or sold contrary to permit conditions may jeopardize future allocations. In addition, the time will be removed from a group's historical scheduling record and made available to other users in the future.

**9. What is the cancellation policy for arena bookings?**

Each individual contract displays the cancellation policy specific to the booking. Typically, scheduled ice time must be cancelled at least 14 days in advance. Any unused ice time not cancelled within this 14-day window or left as a "no-show" will be billed directly to the permit holder or team at the current adult ice fee.

**10. Who should I contact about available ice time?**

For current availability, booking opportunities or questions about arena scheduling, please contact our Facility Pass & Booking Specialists at [facilitybookings@reddeer.ca](mailto:facilitybookings@reddeer.ca).

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