

Policy Subject / Title - Queens Place Emera Centre Ice Rental Cancellations

GENERAL STATEMENT OF POLICY

78.01 It shall be the policy of the Region of Queens Municipality to provide guidelines when users cancel scheduled hourly ice rentals at Queens Place Emera Centre.

ALLOCATION OF RESPONSIBILITIES

Director of Recreation and Healthy Communities

78.02 To ensure this policy is followed consistently with the procedure as outlined below.

Customer Service Representatives

78.03 To advise the Customer Service Manager of any cancellations.

POLICY PROCEDURES

78.04 Cancellations for regular ice rentals must be received a minimum of fourteen (14) days prior to the scheduled use. Cancellations for tournaments, competitions or special events which exceed seven (7) rental hours must be received a minimum of thirty (30) days prior to the scheduled use.

78.05 If the user fails to provide minimum notice required prior to the scheduled use, the user will be charged fifty percent (50%) of their hourly rental rate multiplied by the total number of hours of scheduled use to be cancelled that are unable to be resold by the Customer Service Manager. Third party rentals of Queens Place Emera Centre ice by user groups is prohibited.

78.06 Cancellations can be made by phone or e-mail by contacting the Customer Service Manager of Queens Place Emera Centre. Any form of notification must be received within the guidelines as specified in 78.04. The Customer Service Manager of Queens Place Emera Centre will follow up, in writing, to confirm all ice cancellations.

- 78.07 Cancellations that are not received within the guidelines of 78.04 will be invoiced. If the user fails to pay the invoiced amount in full for the cancelled rental, then the user will not be permitted to schedule rentals until payment is received in full.
- 78.08 If the user fails to show or advise of cancellation, the user will be charged the hourly rental rate multiplied by the total number of hours scheduled. If the user fails to pay the invoiced amount in full for the cancelled rental, then the user will not be permitted to schedule rentals until payment is received in full.
- 78.09 If the user is continuously cancelling ice time, Director of Recreation and Healthy Communities may require prepayment for future ice rentals.
- 78.10 A schedule of known ice time unavailability will be sent to all ice users each spring for the upcoming year. Queens Place Emera Centre reserves the right to update this schedule as required due to tournaments, competitions, special events and facility rentals. Consideration will be given to displacement of users prior to cancelling ice time due to tournaments, competitions, special events and facility rentals as well as facility availability for alternative ice time options.

POLICY EXCEPTIONS

- 78.11 Users will not be charged for cancellations when Queens Place Emera Centre is closed, when extraordinary circumstances occur beyond the control of the Renter, or at the discretion of the Director of Recreation and Healthy Communities, or designate, of Queens Place Emera Centre.
- 78.12 School based bookings will not be charged for cancellations when schools are closed due to weather on the date of the scheduled ice time given that the ice time is rescheduled for a later date, or at the discretion of the Director of Recreation and Healthy Communities, or designate, of Queens Place Emera Centre.

Approved by Council: August 11, 2020