TANK TRADERS ARENA

TANK TRADERS MULTIPLEX

Arena Policy and Cancellation Guidelines

Public use policy for individual bookings, contract ice, tournaments, camps and facility users

Facility	Tank Traders Arena / Multiplex
Key Contact	Dee Romijn, Facility Director
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Public-facing document

1. Purpose and Scope

This policy governs use of Tank Traders Arena / Multiplex for individual ice rentals, recurring contract ice, tournaments, camps, dry-floor bookings, and related facility access. It applies to all renters, participants, coaches, spectators, contractors and guests.

Policy intent
Provide clear expectations, protect safety, preserve available ice inventory, and apply fair, written cancellation terms before use is confirmed.

2. Rate Classification and Prime Time Definitions

The following definitions apply when determining Local and Non-Local rental rates and when classifying ice as Prime Time for booking, rate and cancellation purposes.

LOCAL RATE ELIGIBILITY
A Local User is: (1) a resident of the La Salle Rink District; OR (2) a registered team under MacDonald Hockey or MacDonald Ringette. All other individuals, teams, organizations, associations, academies, businesses and commercial operators are classified as Non-Local Users. Tank Traders Multiplex may request reasonable verification of residency or team registration.
CHRISTMAS BREAK & SPRING BREAK
Christmas Break and Spring Break are recognized as Prime Time Ice for booking and rate purposes, regardless of the day of the week or time of day. Applicable Prime Time rates and cancellation provisions will apply during these periods.

3. Booking and Payment

- A booking is confirmed only when accepted by the facility and any required deposit or payment has been received.
- Single or occasional bookings may require full payment at confirmation.
- Recurring or block ice agreements may require a deposit and a signed seasonal agreement.
- Rates, taxes, and any approved administration fees are payable under the issued booking confirmation or contract.

Standard payment structure

Booking Type	Confirmation Requirement	Typical Payment Rule
Individual booking	Facility approval	Full payment at booking
Contract ice	Signed agreement	Deposit, then invoiced schedule
Tournament/camp/special event	Facility approval and insurance	Deposit plus balance before event

4. Cancellation Policy

All cancellations or amendment requests must be submitted in writing to the facility. Credits may be issued where stated below. Cash refunds are not normally issued unless the facility cancels the booking or Manitoba law requires otherwise.

A. Individual bookings

Notice Before Booking	Outcome
14 days or more	100% facility credit
7 to 13 days	75% facility credit
3 to 6 days	50% facility credit
Less than 72 hours	No credit

- Credits are generally valid for 120 days from issue unless otherwise stated.
- Medical emergencies, severe weather, or verified sport scheduling conflicts may be reviewed case by case.
- Supporting documentation may be requested.
- No-show bookings are treated as used and are fully chargeable.

B. Contract ice / recurring block bookings

Notice Before Session	Charge / Credit Treatment
30 days or more	10% administration fee; balance credited
14 to 29 days	25% of booked rate charged
7 to 13 days	50% of booked rate charged
Less than 7 days	100% of booked rate charged

- Prime time sessions returned within 14 days are generally non-refundable and may be charged at 100% of the contracted rate.

- Repeated underuse, frequent late returns, or no-show behaviour may affect future allocation priority or renewal eligibility.
- The facility may, at its discretion, attempt to resell returned contract ice. If resold, a credit may be issued less the applicable administration fee.

C. Tournaments, camps and special events

Requirement	Policy
Deposit	A non-refundable deposit may be required to secure event dates
Insurance	Proof of required insurance may be due before the event
Late cancellation	The facility may retain all or part of amounts paid where dates cannot reasonably be rebooked

5. Facility Use Rules

- Ice users must not enter the surface until resurfacing is complete and gates are closed.
- Users must vacate the ice and player areas promptly at the end of the booked time.
- Dressing rooms are to be left clean, undamaged and vacated within the time directed by staff.
- No unauthorized subletting, resale, assignment or exchange of booked time is permitted without written approval.
- Food and beverage restrictions, emergency procedures, and staff instructions must be followed at all times.
- Abusive, threatening, discriminatory, unsafe or intoxicated behaviour may result in immediate removal and suspension of booking privileges.

6. Safety, Supervision and Responsibility

- Minor participants must be supervised by responsible adults.
- The renter is responsible for participants, guests, equipment, and any damage caused during the booking.
- Groups should maintain suitable first aid readiness and promptly report injuries, incidents, hazards or facility damage.
- Helmets, protective equipment and sport-specific safety standards remain the responsibility of the user group unless otherwise specified by program rules.

7. Insurance and Risk

- Casual / individual rentals: proof of separate liability insurance is not normally required for a one-time private rental.
- The renter remains responsible for compliance with the booking agreement, facility rules and any applicable waiver or indemnity provisions.
- Organized groups and contract ice users: proof of Commercial General Liability insurance is required before use, with a minimum limit of $2,000,000 per occurrence. Tank Traders Arena / Multiplex must be named as an Additional Insured for activities arising from the rental.
- Commercial / for-profit users, including hockey academies, private instructors, skills operators and commercial camps: proof of Commercial General Liability insurance is required, with a minimum limit of $5,000,000 per occurrence. Coverage must name Tank Traders Arena / Multiplex as an Additional Insured and be acceptable to the facility.
- Tournaments and special events: proof of Commercial General Liability insurance is required, with a minimum limit of $5,000,000 per occurrence. Additional event-specific or liquor liability coverage may be required depending on the activity.
- Insurance must remain valid for the full rental period. The facility may request a Certificate of Insurance and may require higher limits or additional coverage where the nature of the activity presents increased risk.

Use Type	Typical Insurance Requirement
Casual / individual one-time rental	No separate proof normally required
Organized group / association / contract ice	$2,000,000 CGL minimum + Additional Insured
Commercial / for-profit renter or hockey academy	$5,000,000 CGL minimum + Additional Insured
Tournament / special event	$5,000,000 CGL minimum; event-specific coverage may also be required
Licensed event / non-standard or higher-risk activity	Additional approvals, higher limits and/or specialized coverage may be required

8. Accessibility, Inclusion and Privacy

- The facility will provide service in a respectful and inclusive manner and will accommodate accessibility needs in accordance with applicable Manitoba requirements.
- Service animals and support persons are permitted where required by law and facility safety rules.
- Personal information collected for bookings, incident reporting or access control will be handled in accordance with applicable privacy requirements.

9. Facility Cancellation or Rescheduling

- The facility may cancel, postpone or relocate a booking for emergency maintenance, unsafe conditions, special events, operational necessity or policy breach.

- Where the facility cancels a booking and no alternative time is accepted, the renter will receive an appropriate credit or refund for the affected time.
- Where weather or travel conditions affect safe operations, the facility may apply a credit-based remedy consistent with the circumstances.

10. Enforcement

Non-compliance with this policy, the booking agreement, or lawful staff direction may result in warnings, loss of dressing room access, charges for damage or overtime, cancellation of remaining bookings, and refusal of future rental requests.

Questions or written notices
All booking notices, cancellation requests and operational questions should be directed to Dee Romijn, Facility Director, at dromijn@tanktradersmp.com or (204) 736-2679.

11. Effective Date and Review

Effective for the 2026 rate schedule and subject to periodic review by Tank Traders Arena / Multiplex management.

This policy is intended for public use and may be updated by the facility from time to time. The most current version issued by Tank Traders Arena / Multiplex will apply.