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STADIUM RENTAL/CANCELLATION POLICY

Effective January 01, 2021 to ensure the Town can manage the activities at the Iceberg Arena a 24-hour rental/cancellation policy is in place.

This 24-hour notice to book and cancel activities will help manage the staffing requirements for the arena and provide a safe and effective environment for all users.

It will also avoid leaving empty arena slots that may have been otherwise booked by user groups.

It will apply for any bookings of single or weekly sessions. If cancellation notice is not provided within 24 hours the original charge for the booking will be applied.

If you cancel and can get another group to fill your time slot your group will not be charged but you must notify the Town of the change so the correct billing can be applied.

This policy intention is to provide incentive to user groups not to miss scheduled sessions and to ensure the Town is supporting the staff working in the facility who have been scheduled and still must be paid by the Town. The Town understands that some circumstances are unavoidable and is committed to working with all user groups to avoid having to charge when the booking did not happen, but this should not be a regular occurrence.

Date Adopted by Council: January 26, 2021

Resolution #: 2021-07