

# **ARENAS AT WINSPORT**

## Seasonal User Guide

# Seasonal Scheduling Dates

The deadline dates below are for users who want to book multiple ice times over a period of months. By adhering to the deadlines, you will increase your chances of securing ice.

## Scheduled Seasons 2020-2021:

Winter 2020/21 (August 31 - April 4)	
April 30	User request deadline
May 31	Tentative schedules sent to users for review
June 30	Final contract issues and executed

Spring 2021 (April 5 - June 27)	
October 30	User request deadline
November 27	Tentative schedules sent to users for review
December 18	Final contract issues and executed

Summer 2021 (June 28 - August 29)	
October 30	User request deadline
November 27	Tentative schedules sent to users for review
December 18	Final contract issues and executed

## Scheduled Seasons 2021-2022:

Winter 2021/2022 (August 30 - March 27)	
April 30	User request deadline
May 28	Tentative schedules sent to users for review
June 25	Final contract issues and executed

## 2020-2021 Arena Rental Fees:

Rates are valid from July 1st, 2020 to June 30th, 2021. Summer rates will be available October 1st, 2020.

### Arena Rates 2019/2020

Youth Non-Prime	Weekdays before 4pm	\$119
Youth Prime	Weekdays after 4pm and Weekends	\$249
Adult Non-Prime	Weekdays before 4pm	\$153
Adult Prime	Weekdays before 4pm and Weekends	\$298

# Seasonal Booking Process

## Step 1

Submit Seasonal Request Form

Complete a Seasonal Request Form.

## Step 2

Tentative Schedule Issues

If you have been successful in securing ice, you will receive a tentative schedule to revise. You must communicate any changes to the Arena Coordinator who will work to accommodate.

If the schedule is satisfactory, inform the Arena Coordinator and then move on to Step 3.

If your time is unavailable, the Arena Coordinator will work with you to find another suitable date and time. Please keep in mind that due to high demand there may be no times available.

## Step 3

Contract Issued

Arena Coordinator will send you the official contract for your bookings.

## Step 4

Contract Executed

Return signed contract no more than 7 days after its issue. If you require more time, please contact the Arena Coordinator.

If you do not return the contract within the 7-day period, the ice will be released.

## Step 5

Contract Confirmed

Payment must be provided to complete booking.

Standard Seasonal Booking Payment is 50% of total contract at time of execution to secure the booking and the remaining 50% is due 30 days prior to the first ice time.

Please discuss other viable payment options with Arena Coordinator.

# Returning Users

If you are a returning seasonal user to WinSport from the previous year, you will be contacted regarding the logistics of renewing your contract with WinSport.

## 1.1 Renewal Policy

Due to our unique business we cannot guarantee you will receive the same day and time as per the previous year. WinSport will attempt to obtain suitable times for the user to the best of our abilities.

WinSport does reserve the right to not award ice to a returning customer.

## 1.2 Outstanding Balance

Any user who has an outstanding balance on their WinSport account will not be able to book any further ice until the account is settled.

As per the contract, WinSport reserves the right to charge interest at a rate of 1.5% per month for any outstanding balance (18% per annum).

# User Marketing Policies

WinSport Arenas would like to encourage our users to promote their organization while on the ice, by adhering to the following policies and procedures.

- 1.1 Any marketing material displayed on the Arena Floor must be approved by the Arena Coordinator.
- 1.2 Banners may be displayed 30 mins before and after your permitted ice time.
- 1.3 The location of Banners must not obstruct walkways, doors and entrance to the ice.
- 1.4 The Banners must be displayed next to your assigned Arena and Dressing Rooms only.
- 1.5 If you would like to display a poster or other marketing material of a future program/tournament, please contact the Arena Coordinator.
- 1.6 Priority display space, on Arena Floor, will be awarded to regular users and will be rotated if numbers increase.
- 1.7 Posters must be A4 size, in colour and be supplied to WinSport.
- 1.8 WinSport reserve the right to refuse displaying posters and approving banners to any user.
- 1.9 WinSport will remove any marketing material that has not been approved or does not meet the policies and procedures.

# Arena User Information

Below highlights useful information regarding the facility and your rental.

## Time Blocks

WinSport bookings are made in 15-minute increments and any amount of booking length is acceptable. Block bookings must be approved by the Arena Coordinator.

## Dressing Rooms

Users have access to assigned dressing rooms 30 minutes before and after their allotted ice time. Rooms must be left in acceptable condition or a cleaning fee of \$75 will be charged to the contract holder for any room that was assigned to their booking.

If you require a room for a longer period, please ask Arena Coordinator to explore options.

## Floods

You will not be charged for the flood before or after your ice time. If you need a flood during your booked time, you must inform WinSport prior to the date of your booking.

## Nets

Any booking that has been distinguished as a practice or game; the standard 2 nets will be provided on the ice. If you require additional nets, please inform the Arena Coordinator prior to the day of the booking.

## Foam Dividers/Bumpers

WinSport can provide foam dividers for a fee. If you would like to rent the dividers, please inform the Arena Coordinator prior to your booking and we will ensure they are on the ice for you. The cost is to cover the wear and tear of the equipment.

## Entering Ice Early

You must only enter the ice as per the time stated on your contract. This is for your own safety and our Ice Attendants have the right to ask you to leave the ice.

## Cancellation

WinSport Arenas has a 30-day cancellation policy. Any seasonal ice bookings must be cancelled 30-days in advance and any cancellations made within the 30-day period will not be refunded but can be rescheduled at the discretion of the Arena Coordinator.