

Thorold Community Arenas Rental Rules & Guidelines

Due to the ongoing risk of COVID-19 the City of Thorold has implemented additional safety measures to ensure the continued health and well-being of our staff and facility users. The following rules and guidelines will be in effect for the foreseeable future:

1. Standard Terms and Conditions Still Apply.
2. It is expected that program participants arrive rink ready.
3. Change rooms will operate as dedicated "Transition Areas". Participants can don skates, helmets and any equipment that cannot be changed into prior to arrival. Personal belongings can be stored on dedicated bench area for duration of program.
4. Change room keys will not be available.
5. Arena Staff will meet participants at the Arena Entrance 15 minutes prior to start of rental for screening.
Doherty
(New) Arena - Ormond Street, sliding doors
Whyte (Old) Arena - Front Street parking lot
6. The permit administrator or designated appointee is responsible to assist staff with the screening process. This individual must remain at Arena Entrance with staff until all participants are screened.
7. Participants will be given 15 minutes after rental period to gather belongings and vacate the building.
8. Showers will not be available for the foreseeable future.
9. The Thorold Community Arena Lobby and Committee Room will remain closed for the foreseeable future. All entrances will remain locked during operating hours.
10. Rental blocks must be a minimum of 1 hour in length. A block is considered any period of time dedicated to one set program or group of participants.
11. The maximum number of participants for each Arena is as follows:

	Participants	Coaches/ Refs etc.	Players Benches	Penalty Boxes
Doherty (New)	20	5 Total	3 per bench	1 per Box
Whyte (Old)	18	5 Total	2 per bench	1 per box
12. No Spectators will be permitted into the Arena for the foreseeable future.
13. Parents may enter the facility to assist children with skates and equipment, but must leave immediately after.
14. Rental Permits will be provided on a month to month basis.
15. Payments are due by 8:00 AM, 7 days prior to scheduled rental. Unpaid rentals will be automatically cancelled. Notification will be communicated via email. Where an email has not been provided, notification cannot be guaranteed. Payments will be due 14 days prior to scheduled rental effective January 1st, 2020.
16. The Arena Office will remain closed to the public for the foreseeable future.



Community Services Division

www.thorold.ca

community.services@thorold.ca

905-227-6613

Thorold Community Arenas Rental Rules & Guidelines

16. Payments can be made one of the following ways:

- Appointment

Payment Options: Debit or Credit Card

Email community.services@thorold.ca or call 905-227-6613 to make an appointment with staff to pay at the Arena.

- By Phone

Payment Option: Credit Card

Call 905-227-6613 to pay with credit card over the phone.

- Online

Payment Option: Credit Card

Visit our [online portal](#) to access your account. An account will be created for you upon your first booking (email required).

- City Hall Drop Box

Payment Option: Cash or Cheque

Cash or cheque can be deposited in the Drop Box located outside City Hall (3540 Schmon Parkway). Envelopes should be addressed to the "City Cashier" and must include a copy of the invoice or invoice number.

In order to enhance payment services, transaction fees will apply to payment options not previously offered. A transaction fee of 6% will be added to any online transaction. A transaction fee of 3.5% will be added to credit card transactions made over the phone or in person. No transaction fees will be applied to cash, cheque or debit payments.

17. Any participant who does not comply with City of Thorold's Rules and Guidelines will be asked to leave by Arena Staff.

18. A Committee of Senior Staff will investigate any complaints due to non-compliance. If a group fails to follow the City of Thorold's Rules and Guidelines they will be penalized as follows:

1. A warning will be issued by the Committee upon the group's first offence.
2. Ice time will be cancelled for one week with no refund upon the group's second offence.
3. The group's ice permit will be revoked for the duration of the ice season (until Fall 2021) upon the group's third offence.

19. Leagues must submit a "Return to Play" plan, which is to be approved by Staff prior to first ice rental. This does not include pick-up groups.

20. Contact Programs are not permitted. Ice users should maintain a 6 foot distance at all times.

21. Masks must be worn upon entering and leaving the facility. It is strongly recommended that facility users don helmets with face shield or face shield attachment.

22. Refunds will not be provided within the payment period. Any cancellations beyond the payment period (7 days) will be refunded. Transaction fees are non-refundable.

23. All participants must sign a waiver prior to entering the facility. This waiver must be completed once per year. Parents or guardians of program participants under 18 must submit a waiver prior to first program.



Community Services Division

www.thorold.ca

community.services@thorold.ca

905-227-6613