



**POLICY**  
Recreation & Culture  
**Policy #:** 1000.20  
Issue Date: December 1, 2008  
Revision Date: June 7, 2017

## **ARENA PAYMENT & CANCELLATION POLICY**

### **Purpose**

This policy establishes and clarifies the City's responsibility for arena administration, and its commitment to the management of:

- Fiscally responsible arena operations
- Fair and equitable arena ice/floor allocation
- Processing of tournament, special event and seasonal arena permits
- Special event arena management

### **1. Arena Operations**

The City of Niagara Falls will responsibly manage its arena resources to ensure optimum usage and programming, to reflect municipal directives and to minimize risk and operational issues, as well enhance fiscal health to allow for timely and effective arena management.

### **2. Tournaments and Special Events**

The City of Niagara Falls supports tournaments and special event rentals. Tournament and special event rentals are revenue generating opportunities to both the organizers and the City of Niagara Falls as well as an economic spin-off to the community at large. They may include events of regional or provincial significance or tournaments hosted by seasonal clients, private individuals, organizations or the community.

- 1) Tournaments and Special Events Payment Schedule Require 25% deposit by cheque on day of booking tournament/special event.
  - Tournament/event ice/floor usage to be confirmed 30 days in advance of event.
  - Remaining payment is due the day of the tournament/event.
  - Above conditions do not apply to arena tenant organizations in good financial standing. Tenant organizations will be invoiced following their tournament.
- 2) The City will effectively manage any client requests for tournaments and special event permit amendments or cancellations with the goal of minimizing

administrative, revenue and operational impacts. When changes or cancellations are requested, the guidelines outlined in this policy will be applied.

### **3. Permit Amendments**

#### **1) Cancellations**

City of Niagara Falls has the right to control all arena ice/floor distribution and use of City-owned and operated arenas for the duration of the arena permit. Controls must be in place to minimize the negative revenue impacts that unused, returned, amended and cancelled ice/floor time can have on the arena operation, its clients and the tax payers of Niagara Falls.

All cancellations must be submitted to the City of Niagara Falls in writing.

Some exceptions to cancellations exist such as emergencies, weather etc. The approval for these circumstances must be approved by the City of Niagara Falls.

#### **2) Transferred Arena/ Arena Trades/Sub-Leased Arena**

The City of Niagara Falls is the sole permit authority for all arena times. The City must be aware of and be able to control the intended use of all arenas within its permitted times. It is recognized that last-minute changes to the intended use of the arena may occur under rare, infrequent and unforeseen circumstances however City of Niagara Falls must be notified by the permit holder. Failure to notify the City of Niagara Falls may result in termination of the permit and cancellation of future bookings.

#### **3) Permit Cancellation**

Once an arena rental permit has been signed, the following cancellation policies come into effect:

Tournaments and Special Events (initiated by the permit holder and/or the permit holder's designated arena permitted/scheduler(s))

- Require 30 calendar days written notice to City of Niagara Falls in order to receive a full permit refund.
- No refund will be given upon 14 or less days cancellation notice (whole or partial permit)

#### ***Youth Tenant Organization Tournaments***

- Require 30 calendar days written notice to City of Niagara Falls in order to receive a full permit refund.
- Youth tournaments will be eligible for exemption from the 30 days calendar notice subject to and conditional upon the remission of appropriate documentation from applicable provincial organizations.

- No refund will be given upon 10 or less days cancellation notice (whole or partial permit)
- Playoffs exempt from the 10 day cancellation notice.

### ***Seasonal Rentals***

- Require 15 calendar days written notice to the City of Niagara Falls in order to receive a full permit refund.
- No refund will be given upon 10 or less days cancellation notice (whole or partial permit).

### **4) Permit Cancellations by the City of Niagara Falls**

The City reserves the right to reasonably postpone, reschedule or cancel any permitted activity due to justified circumstances. The City reserves the right to cancel a permit or portion of the permit if there is a breach of the condition or regulations, Rzone or should the City be of the opinion that the arena is not being used for the purpose contained in the application. The City will exercise no tolerance to any form of violence, vandalism or inappropriate behaviour. Where postponement or rescheduling cannot be mutually coordinated, the permit holder affected will receive a full refund/credit for the time owing.

### **5) Curfew Arena**

The City reserves the right to curfew any games, including tournament games, to maintain the schedule submitted and will consider the cancellation of any or all permits if the user does not cooperate. It is the responsibility of user groups to inform City of Niagara Falls of any special requirements regarding curfews at the time the schedules are submitted.

### **6) Opening Arena Facilities Outside of Standards Hours of Operation**

The opening of arenas on statutory holidays, when they are normally closed, or beyond established operating hours will be considered only if the applicant agrees to pay for the full operational costs for such an opening and pending the availability of staff. All reasonable requests will be reviewed and responded to. Application does not guarantee approval.

**Submitted By:** Kathy Moldenhauer, Director

**Recommended By:** Ken Todd, CAO

**Approved By Council On:** December 14, 2009

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