

Ice Rental Cancellation Policy



Rationale

Late cancellation of ice rental bookings has resulted in loss of revenues, unnecessary assignment of human resources and disruption to user groups.

Policy

- 1) Cancellation of ice rental bookings will require a minimum of **seven (7)** days notice in order to mitigate the resulting losses and disruptions.
- 2) Any person or group who has previously booked ice time and does not provide the minimum advanced notice of a cancellation will be invoiced at a rate of fifty percent (50%) of the hourly rate normally charged to that person or group.
- 3) Any person or group who fails to pay in full the invoiced amount for cancelled ice rental bookings that did not satisfy the minimum three (3) day notice will not be permitted to book ice time at the Mariners Centre until such time as payment in full is received.

Exemptions

- 1) Ice rental cancellations resulting from extreme weather conditions shall be excluded from the three (3) day minimum notice.
- 2) Ice rental cancellations for other reasons beyond the control of the person or group who booked the ice time may be excluded from the three (3) day minimum notice at the discretion of the manager of the Mariners Centre or his/her delegate.

Effective Date: 2009-09-16