RILEY ARENA

ICE BOOKING POLICY

Purpose

The Riley Arena Ice Booking Policy establishes a consistent process for reserving and managing ice time and ensures that ice is scheduled fairly, efficiently, and in the best interest of the Arena and the organizations and users it serves.

1. Association Ice Scheduling

1.1 Any association booking ice time at Riley Arena must do so through the association's designated ice scheduler.

1.2 Associations are responsible for communicating all ice requests, schedule changes, cancellations, and other ice-related needs through their designated scheduler.

1.3 Individual coaches, team representatives, parents, players, or other association members may not independently reserve or alter association ice time unless specifically authorized by the association and Riley Arena Management.

1.4 Riley Arena will work with designated association schedulers to coordinate ice assignments and maintain accurate scheduling records.

2. Ice Booking Requests

2.1 All requests for ice time are subject to availability and approval by Riley Arena Management.

2.2 Submission of an ice request does not guarantee that the requested date or time will be available.

2.3 Riley Arena may establish deadlines or procedures for submitting seasonal, monthly, or individual ice requests.

2.4 Organizations are responsible for providing accurate information regarding the date, time, duration, and intended use of requested ice.

3. Management Authority Over Ice Times

3.1 Riley Arena Management has full authority to establish, modify, adjust, reassign, or cancel ice times when necessary for Arena operations, safety, maintenance, scheduling needs, special events, or other facility requirements.

3.2 Management will make reasonable efforts to preserve established schedules whenever possible.

3.3 When management determines that an established ice time needs to be altered, Riley Arena will communicate with the affected association before making the change whenever reasonably possible.

3.4 Riley Arena Management retains final authority over all ice scheduling decisions.

4. Schedule Changes and Communication

4.1 Associations should direct all schedule-related communication through their designated scheduler.

4.2 Associations are responsible for communicating approved schedule changes to their coaches, teams, families, and other affected participants.

4.3 Verbal discussions or informal requests do not constitute a confirmed schedule change unless the change is approved by Riley Arena Management.

4.4 Riley Arena may use email, scheduling software, written notices, or other established communication methods to confirm schedule changes.

5. Cancellations and Deposits

5.1 Private ice bookings require a 50% deposit of the total ice rental cost at the time the reservation is made. The booking is not considered confirmed until the required deposit has been received.

5.2 Private ice cancellations must be received at least two weeks (14 days) before the scheduled ice time to be eligible for a refund of the deposit.

5.3 Cancellations made within two weeks (14 days) of the scheduled ice time are non-refundable, and the 50% deposit will be forfeited.

5.4 Associations must notify Riley Arena through their designated scheduler as soon as possible when reserved ice will not be used.

5.5 Riley Arena may establish additional cancellation deadlines, fees, or charges for late cancellations or unused ice when applicable.

6. Unused Ice and Reassignment

6.1 Riley Arena reserves the right to reassign or release ice that has been cancelled or will not be used.

6.2 Users should provide as much advance notice as possible when they know reserved ice will not be used so Riley Arena has an opportunity to make the ice available to another user.

7. Ice Use and Compliance

7.1 Users must use the ice only for the purpose for which it was scheduled unless another use has been approved by Riley Arena Management.

7.2 Organizations and users must follow all applicable Riley Arena rules, safety policies, and staff directions.

7.3 Riley Arena may terminate or restrict ice use when activities create a safety concern, violate Arena policies, or interfere with Arena operations.

8. Management and Association Cooperation

8.1 Riley Arena Management and associations are expected to communicate in good faith regarding scheduling needs, conflicts, and changes.

8.2 Associations should provide as much advance notice as reasonably possible for scheduling requests and anticipated changes.

8.3 Riley Arena will make reasonable efforts to accommodate association needs while balancing facility operations, maintenance, public programming, special events, and other scheduled users.

9. Final Authority

9.1 Riley Arena Management has final authority over the scheduling and use of Arena ice.

9.2 Nothing in this policy creates a guaranteed right to a specific ice time, date, or recurring schedule.

9.3 Riley Arena reserves the right to modify this policy or establish additional scheduling procedures as necessary for the effective operation of the facility.