



Incorporated 1912

***Operating Guidelines for Bow Island Servus Community Arena.***

***January 1st, 2025 Version 5***

***If you have any questions related to the Operating Guidelines for the Bow Island Servus Community Arena or have filled out the Facility Agreement online, you can contact the Recreation Coordinator 403-545-2522 ext 2 or email recreation@bowisland.com***

**Welcome Back!**

The Bow Island Servus Community Arena has released new guidelines and facility procedures to ensure the health and safety of customers, users, and employees.

Compliance with the guidelines is necessary, and failure to comply may result in loss of the privilege of using the arena.

The arena can be booked by contacting the Recreation Coordinator during Monday-Friday 8:30am-4:30pm, excluding Statutory Holidays.

Bookings are confirmed on a first come, first-served basis, assuming the required information and payment is provided.

**Name of Organization** \_\_\_\_\_

**Contact Person Name** \_\_\_\_\_

**Contact Person Email** \_\_\_\_\_

**Contact Person Phone Number** \_\_\_\_\_

**Mailing Address** \_\_\_\_\_

**Specific Dates & Times** \_\_\_\_\_

**Facility Rental Fee Payment** \_\_\_\_\_

**Completion of Facility Agreement on** \_\_\_\_\_ **(DD/MM/YEAR)**

It's the user group's responsibility to inform the Recreation Coordinator of any changes to the event or special licensing requirements.

**CANCELLATION PENALTY**

A 50% cancellation penalty applies if the cancellation notice is given less than 24 hours before the rental start time. This includes sickness but not weather. That decision will be made by the Town of Bow Island.

*NOTE: If a refund is requested, two weeks are required for processing*

**STAT RENTAL FEE'S**

There will be **STAT** rental fees for renting on statutory holidays or special days for the Town of Bow Island employees. Out of town renters will be charged an extra fee.

**ABUSE**

Any abuse towards the staff, volunteers or patrons of the Arena will not be tolerated and will lose the ability to use the facility.

**SOLICITING**

There will be no soliciting allowed in the arena without special licenses and agreements through the Town of Bow Island.



#### **THE FOLLOWING RULES APPLY TO SERVUS COMMUNITY ARENA:**

- Users of the Arena are permitted into the building, 15 minutes before ice time, bring minimal items, and clean your own equipment.
- Lobby use is limited to 30 minutes after stepping off the ice, and extra hour of ice usage will be charged after 45 minutes.
- If a game goes into overtime, an extra 30 minutes will be charged to final bill.
- If any rentals or games, go over by 10 minutes an extra charge will be added onto final bill.
- Anyone on the Ice under the age of 16 years old, must be wearing a helmet.
- The lobby washrooms and water fountains are accessible for anyone.
- Only players, coaches and managers are allowed back by the dressing rooms and dressing room areas. Please keep all other patrons, such as children, out of that area.
- Designated seating area assigned seating for people with disabilities, DO NOT use the area if you are not a person with any disabilities.
- Sick people are encouraged to stay home and watch games through Livebarn.
- Dressing rooms must always be kept clean, showers are available.
- Coaches/renters are responsible for controlling their group.
- Out of Town Rentals MUST show proof of liability insurance.
- Failure to follow these rules may result in loss of future rentals.
- Coaches or team reps must ensure that all participants know the regulations and operations of the arena.
- Make sure your organization or group rents the ice starting when you want to be on, not when your event / rental will be! *For example, if you need an extra 15 minutes on the ice before your event takes place, make sure you tell the recreation coordinator, and there will be an extra charge.*

#### **CALL 911 IN EVENT OF AN EMERGENCY**

##### **EMERGENCY RESPONSE TO INCIDENT ON THE ICE**

In the event of an injury, coaches must notify facility staff to open the entrance door for emergency services or for the parent to pick up their child.

##### **EMERGENCY RESPONSE FOR AMMONIA ALARM**

If, at any time, upon entering the arena, the yellow warning beacon or audible alarm are activated, **DO NOT ENTER THE ARENA. DO NOT ALLOW OTHER TO ENTER THE FACILITY UNTIL THE AMMONIA LEAK IS CONTROLLED.** Emergency Services with SCBAs and a qualified refrigeration technician will be able to make the required repairs to control the ammonia leak.



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**FACILITY AGREEMENT**

Please read carefully and write your signature once you've understood the statement:

I AGREE AND ACKNOWLEDGE THAT I AM SOLELY RESPONSIBLE FOR MY RENTAL AND ITS MEMBERS AT plan 8234GU, Block 9, Lot W1030FC hereby known as the "Bow Island Servus Community Arena" AND I WILL NOT KEEP THE TOWN OF BOW ISLAND OR IT'S STAFF LIABILE FOR ANY INJURIES, DAMAGES OR LOSSES THAT MAY OCCUR DURING MY RENTAL HOUR(S).

Signature that you've read and understood the statement above.

\_\_\_\_\_X\_\_\_\_\_

I AGREE THAT THE MEMBERS OF MY RENTAL WILL WEAR THE PROPER EQUIPMENT THAT REQUIRES EVERYONE TO PARTICIPATE & AGREE TO FOLLOW ALL THE BOW ISLAND SERVUS COMMUNITY ARENA RULES AND OPERATING GUIDLINES. IF ANY DAMAGES MAY OCCUR DUE TO MY RENTAL AND ITS MEMBERS I WILL BE HELD RESPONSIBLE AND ACTIONS WILL BE TAKEN ACCORDINGLY.

Signature that you've read and understood the statement above.

\_\_\_\_\_X\_\_\_\_\_