

Anchorage Community Sport Facilities Association (ACSFA)

Ice Allocation and Management Policy

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1. ACSFA Purpose and Mission

Anchorage Community Sport Facilities Association (ACSFA) was formed by a diverse group of nonprofit legal entities with the purpose of providing to the Municipality of Anchorage (MoA) a community-managed nonprofit organization to promote and operate certain MoA ice arenas. Our mission is to maximize public access to safe, clean, and modern athletic and ice-skating facilities, at the least cost, without discriminating against any individual or user group (i.e. gender, economic status, skill level, age, ethnicity, etc.). This guideline includes ACSFA's ice allocation policy and additional guidelines in support of our programs.

ACSFA ensures that the following principles are considered and referenced in the development and updating of the Ice Allocation and Management Policy.

- **Optimize Usage of Ice:** this policy shall ensure the effective management and maximization of total available ice time for Ben Boeke and Dempsey Anderson Ice Arenas.
- **Access and Equality:** this policy shall ensure fair and equitable access to ice in terms of allocation, as well as in the application of fees and charges.
- **Youth Sport Development:** Children and youth are a priority target and special consideration is given to accommodating children and youth activities and sport development.
- **Diversity:** this policy shall provide options for a wide array of users and programs, current and emerging.
- **Partnership:** this policy shall recognize the importance of partnerships with minor sport and community associations in the delivery of rink-based activities.
- **Financial Sustainability:** this policy shall provide a transparent framework for fiscally responsible ice facility operations.

2. Definitions

Adult: Customers over the age of 18 years. Adult programming includes programming for older adults.

Association: that is, pertaining to Anchorage Community Sport Facilities Association

Block Booking: A booking that typically reoccurs on a weekly basis in the same time slot, at the same City facility.

Booking: Scheduled ice time on a single date that is a minimum of 1 hour in length, which includes a mandatory 15-minute *ice maintenance* per hour booked.

Commercial Customer: An organization, group or individual that requests ice facility time with the purpose of conducting a business transaction with others.

Ice Customer: Organizations, groups or individuals that book ice facility space with ACSFA.

League: Organized ice groups that are generally open to the public and consist of multiple teams playing scheduled games against each other.

License Agreement: A formal and renewable facility use agreement with an individual or group, typically for a multi-year period, with ACSFA.

Member Groups: An organization, group or individual that has a multi year ice facility license agreement.

No Shows/Unused Ice: Ice time a customer booked but does not use and has not canceled. This does not include unused ice time due to weather cancellations by ACSFA.

Occasional Customer: A non-affiliated community organization, group or individual that requests ice facility space on a booking-by-booking basis, separate from the standard allocation process.

Open Skate: blocks of time allotted for public skating

Pond Hockey: blocks of time allotted for pond hockey open to the public

Permit Holder: The individual or organization that requests ice and signs a rental contract for its use.

Pick up: Informal, non-affiliated ice groups that form privately and play games amongst themselves.

Seasonal: The regular use of ice facility space within a defined start and end date by an organization or group.

Special Events: A one-time, annual, or infrequently repeating event outside normal programs and activities that typically has a community and/or economic benefit.

Standards of Play: Customers are required to be considerate of their ice rental by conducting and scheduling the appropriate time for the nature of the event for the ice rental. Users should be off the ice at the scheduled time as to allow for the maintenance of the ice prior to the next scheduled user.

Tournaments/Meets: A condensed competition hosted at the local or regional level. Regional or higher level tournaments/meets will be considered special events.

Youth: Customers under the age of 18 years.

3. Group Scheduling Priorities

Priority for ice will be given to member customers. Ice Allocation will be completed on an annual basis using the following priority listing:

- (1) High School Hockey
- (2) Individual Tournaments
- (3) Youth Hockey
- (4) Adult Hockey
- (5) Figure Skating
- (6) Learn to Skate?

In addition, Member Groups will be able to secure their ice time by lottery conducted prior to the season of the calendar year.

4. Hours of Operations

Dempsey Anderson Rink 1:

Monday to Friday:

Open Skate/Pond Play, 06:00am to 2:30pm/Prime Time Hours: 3:00pm to 10:00pm

Saturday & Sunday:

Prime Time Hours from 09:00am to 9:00pm

Dempsey Anderson Rink 2, Ben Boeke Rinks 1 & 2:

Monday to Friday:

Prime Time Hours: 3:00pm to 10:00pm

Saturday & Sunday:

Prime Time Hours from 09:00am to 9:00pm

5. Programs

Learn To Skate

The Learn to Skate USA program is offered in Anchorage by the Alaska Association of Figure Skaters (AAFS). Learn to Skate USA curriculum is endorsed by US Figure Skating, USA Hockey, US Speed Skating and the Professional Skaters Association

Tournaments and Special Events

Member Groups are to advise ACSFA regarding the scheduling of tournaments and special events. The review will focus on the impact the event will have on existing ice users as well as the event's financial impact on rink operations.

Pond Play/Open Skate

Pond Play and Open Skate will be offered daily for the local population during non-prime hours. The fees are:

\$10/hr for non-members

Free for members

Note: fees may increase upon review of this policy

6. Scheduling/Reservations

Deadlines for Application

Fall/Winter Session: September 01 to March 31

Applications for expected fall/winter ice must be received by Sept 1st of the current season; all organizations should plan to attend the scheduled lottery on the 2nd week of September. (Show example)

Spring/Summer Session: May 01 to August 31

Applications for spring/summer ice must be received by January 15th of the current year; ACSFA will allocate spring/summer ice by February 15th of the current year.

Applications received after these deadlines will be processed on a first-come, first served basis.

These applications will only be considered after those applications received prior to the deadline have been allocated ice time as per their entitlement.

Priority for ice allocation during the spring/summer months will follow the fall/winter criteria. ACSFA will annually conduct a cost/benefit analysis for the provision of ice facilities during the spring-summer months. The number of ice surfaces provided will reflect demand, revenue generation and cost of operation during this period.

Prime & Non-Prime Ice

Ice time is divided into prime and non-prime time based on typical demand levels, according to the following table.

Days	Non-Prime	Prime
Monday - Friday	6:00am - 2:30pm	3:00pm - 10:00pm
Saturday – Sunday	N/A	9:00am - 9:00pm
Holidays	N/A	9:00am - 9:00pm
Spring/Summer Ice	6:00am - 2:30pm	3:00pm - 10:00pm

Ice Bookings

Bookings must be for a minimum of one hour. The one-hour booking will be directly followed by a 15-minute ice flood. Bookings that are longer than an hour may have more than one ice flood.

Customers must adhere to the start and end times of bookings as per the rental permit. Each booking period includes sufficient time for ice maintenance so that ice customers can start and finish on time.

When booking ice for tournaments, one (1) hour of contingency time must be booked at the end of each day of the tournament on each ice pad being used. Booking of contingency time may also be required during playoffs. Contingency time is required to accommodate schedule delays and game overtime. Customers must pay for contingency time even if it is not used.

7. Administration of Fees

Listed below are the procedures and guidelines for managing rental agreements and fees within the framework of this policy.

- Maintaining coordination with Member Groups and other affiliates concerned with rental agreements and fees for Ben Boeke and Dempsey Anderson ice arenas.
- Implementing a fee policy that is consistent with the market value and pursuing cost recovery of the rental service being offered within both facilities.
- Implementing the rental agreement and fee policy and procedures, including properly collecting fees.

8. Cancellations and Refunds

Upon approval of annual agreement, Member Groups have the option of returning any unwanted ice time as per the following:

Rental groups are required to give three weeks' notice in order to receive a refund. No groups are permitted to sublease their ice time (violates insurance coverage) and unused ice reverts to ACSFA for reallocation.

The Association encourages Member Groups to return unneeded ice not later than three weeks prior to the scheduled time to provide an opportunity for other groups interested on securing a spot on the ice. ACSFA will also monitor returned ice on an annual basis and may use this information in the next year's allocation.

9. Arena Code of Conduct

To ensure all activities held in Ben Boeke and Dempsey Anderson arenas are desirable and fulfilling experiences for all involved, ACSFA establishes an 'Arena Code of Conduct' policy. The Association also supports the individual 'Code of Conduct' policies of Member Groups and other organizations that use the facilities. ACSFA is committed to providing an environment in which all individuals are treated with courtesy and respect.

As such, all arena users shall conduct themselves in a manner consistent with good sportsmanship and behavior that is appropriate, fair, and mutually respectful. Harassment and discrimination are never acceptable and will not be tolerated. If at any time an arena user feels harassed, they should report this concern to a facility (ACSFA) supervisor or attendant, league official, or school official. Any person whose conduct is not conducive to maintaining a positive environment during the event will be given a verbal warning to improve their behavior or may be asked to leave dependent upon the severity of their behavior. This action can be taken by a game official, facility staff, league official, or school official. ACSFA staff need to be informed whenever a verbal warning has been issued. Physical abuse violations will result in an immediate dismissal, with follow-up investigation.

If the person continues to be disruptive, it is at the discretion of the game official, ACSFA staff, league official, or school official to ask the individual to leave the building, or to directly contact the City of Anchorage Police Department to escort the person from the facility (any citizen has the right to call Police if they feel threatened, at any time). Any person or group found to be in violation of the terms of the Ice Allocation Policy will be subject to the listed penalties in the Arena Code of Conduct Policy.

* If multiple league/team participants are receiving warnings regarding their behavior, they will be treated as one and the league/team representative will be contacted. If the behaviors do not improve, ice time may be reduced/taken away. This will be at the discretion of ACSFA's Board of Directors upon investigation. Examples of unacceptable behavior include the consumption of alcohol/drugs, smoking/vaping, and verbal/physical abuse.

ACSFA requires all users to agree and abide by the Arena Code of Conduct as well as all additional rules and regulations that may be attached to a rental agreement or posted within the facilities. In the case of a conflict between rules or regulations, the more stringent rules shall apply. In addition:

- Users must vacate the dressing rooms within 30 minutes of the conclusion of their rental period.
- A team or league representative will be designated as the responsible party for the assignment of dressing rooms. Dressing Room keys will only be issued to team representatives, such as coaches and/or designated guardians.
- ACSFA do not accept responsibility for any lost, stolen, or misplaced personal items or equipment of users including but not limited to, items left unattended in the locker rooms or main arena.
- All users assume full and exclusive responsibility for all damages or losses to property, fixtures, and equipment belonging to the ACSFA if caused by the user group or its respective members, staff, agents, or guests participating in or observing events during the term covered by the rental agreement. The group will notify the Arena Manager or designate immediately of any vandalism, damages or losses to property, fixtures, and equipment.
- All groups and users are prohibited from bringing alcoholic beverages into City arenas.

Gender Equity

Equitable access to recreation facilities is fundamental to the wellbeing of all citizens. The City of Saint John is committed to achieving access and equity in allocation of public recreational spaces. Scheduling to offer reasonable and fair opportunity to use facilities in a proportionate and equitable manner will be achieved by taking into consideration the following:

- Equitable distribution of Prime versus less desirable time slots while following identified client priority.
- Addressing existing inequities with respect to those who identify as women or girls.
- Special consideration will be given to reduce significant barriers to increase inclusion for all genders, but specifically focusing on those who identify as women or girls (start times, facility environment, facility location, program needs, and facility amenities).

10. Indemnification and Insurance Requirements

The user must, at all times, during which it is allocated ice time in Ben Boeke and Dempsey Anderson arenas, keep in force and in effect a Comprehensive General Liability insurance policy. A copy of the

insurance certificate must be presented to ACSFA before time of first booking with the following requirements being met:

- Minimum limits of two million (\$2,000,000)
- ACSFA added as “Additional Insured”
- A cross liability clause
- For organizations/group dealing with youth 18 yrs and under, Limit and Conditional Coverage for Physical and Sexual Abuse is required.
- The insurers will give thirty (30) days’ notice of cancellation of this policy to ACSFA.

11. Miscellaneous

Opening Arenas Outside of Standard Operating Hours

It shall be the policy of the City of Saint John to consider opening arenas outside of standard hours of operation and charge fees that cover all hourly rates as well as full operational costs, pending the availability of staff.

Health Protection Mitigation Measures

ACSFA will follow federal and state regulations governing health protection/COVID-19 mitigation measures to prevent the spread of pandemic and/or any communicable variants that may arise from this disease. All users and facility staff must comply with internal guidelines when the need arises, such as mask wear, regular hand sanitation, social distancing, staying home when sick, etc.

Inspection

ACSFA management and staff will conduct regular inspection of its programs, policies and facility operations to ensure the safety, security and welfare of all users while continuously finding ways to improve processes regarding customer service, ice arena management, workplace morale, revenue, etc. The General Manager (or designee) will conduct spot inspections at least twice during ice peak season and once during spring/summer season. In addition, the GM (or designee) will conduct a full program inspection annually.

12. Policy Review

ACSFA will review, update or amend any portion of this policy, as well as operational and managerial documents whenever it may be required to ensure policy principles are being met. Changes or amendments made to this policy will be fairly applied and must be approved by the Association’s Board of Directors prior to implementation. In addition, an annual review of the Ice Allocation and Management Policy will be conducted by the Executive Director and ACSFA’s Board of Directors.