



DELORAIN-WINCHESTER DOC BONAR ARENA
ARENA POLICY & PROCEDURES MANUAL
EFFECTIVE SEPTEMBER 1ST, 2025

General Use Guidelines

- a) All persons entering the Deloraine-Winchester Doc Bonar Arena are obliged to govern themselves in accordance with the regulations posted therein. The staff of the facility is responsible for ensuring that the regulations are adhered to by the patrons. A staff member is required to be on duty to ensure the safety of patrons, secure the facilities, and assist persons, groups, or organizations during public functions.
- b) Rowdiness, horseplay, running, foul language, physical violence, abusive behavior towards facility staff and volunteers, and other such acts which disrupt the programs or the enjoyment of the events, by our patrons, or compromises public safety, will not be tolerated. All local User Groups are responsible for their members during their allotted scheduled times, and persistence in these acts will result in eviction from the facility. Repeat offenders will be turned over to the Rink Board who reserves the right to suspend any person for a discretionary period of time with just cause. Anyone found deliberately defacing or damaging the facilities will be responsible for making restitution for those damages. Depending on the extent of damages, suspension from the facilities and criminal prosecution of the individual(s) will be at the discretion of the Rink Board.
- c) Alcoholic beverages are not allowed on the premises of the Arena unless an Authorized Permit for such an event is secured and posted in accordance with Manitoba Liquor Gaming & Cannabis Authority of Manitoba. Notice must be given to Management no less than TWO WEEKS prior to the event. Manitoba Liquor Gaming & Cannabis requires a letter of support from the facility before they will issue a permit. Smoking and Smokeless tobacco are not permitted on the premises of the Arena. Smoking is not allowed within 20 (twenty) feet of the entrance.
- d) Management and Staff will not be held responsible for loss or theft of articles within and on Arena property.
- e) Coaches, Managers, supervisory, or authorized personnel hosting an event will be responsible for the conduct of all participants associated with their program.
- f) *****NEW for 2025/2026 – The hallway for dressing rooms 1-4 may be blocked off or closed during games to keep the area clear for players and coaching staff as well as to keep people back from the Zamboni ramp for safety reasons. Patrons not observing the signage may be asked to leave the facility.*****

- g) The time clock is available for all user groups to operate, provided that individual has been given the proper instruction on how to run the equipment. The use of equipment within the upstairs sound booth, will be by authorized persons only.

Arena Operating Season

The **Winter Operating Season** shall be inclusive of the following dates: **September 15 to March 31**. These dates can fluctuate based on continuous programming requirements.

Priority use will be based on, but not limited to, the following categories:

- 1) Rec Board programming
- 2) Deloraine Minor Sports Groups (Hockey/Skate Club)
- 3) AAA 15U Wildcats
- 4) Deloraine Royals Senior Hockey
- 5) High School Hockey
- 6) Adult Rec Hockey
- 7) Public Skating/Sticks and Pucks
- 8) Casual/Outside Rentals

The arena will close on December 24th at the caretaker's discretion and remain closed until December 27th. The arena will be closed on January 1st. – NO EXCEPTIONS

Skating Fee

- a) Each individual belonging to a user group/team that does not pay a flat rate to use the facility during the Operating Season must pay for a skating fee, be it an individual fee or part of a family skating fee.

Current Skating Fees: Individual - \$55
Family - \$140 (immediate family only)

*****Casual users will not be required to purchase a skate fee*****

- b) The skating fees shall be collected by their regular user group at the beginning of each season and remitted to the Municipal Office.

Rental Fees (unless stated differently below)

- a) Local Rental Rate - \$40 per hour (provided all individuals have skating fees)
- b) Other groups - \$100 per hour or \$300 per day
- c) **OFF SEASON** – \$150 full day or: local renter/user group \$20 per hour, outside users \$50 per hour.

User Groups

- a) **Minor Hockey** –
 - a. The Deloraine Minor Hockey Association will pay an annual user fee of \$12,000 in lieu of ice rent, skating fees and canteen rent to be paid in January of each season.

- b) **Figure Skating Club** –
 - a. All Skating Club members/coaches are to purchase an individual skating fee or a family skating fee. No skater is allowed on the ice until paid.
 - b. Skating fees are due December 1st each year to the Municipal office along with a list of names.
 - c. Rental fee is \$40 per hour for any skating competitions held by our local skate club.
 - d. The seasons rental fees and reports are due March 31st each year.

- c) **Colts Highschool Hockey** –
 - a. All Highschool Hockey players/coaches are to purchase an individual skating fee or a family skating fee. No player/coach is allowed on the ice until paid.
 - b. Skating fees are due December 1st each year to the Municipal office along with a list of names.
 - c. Rental fee is \$40 per hour for all hockey games.
 - d. The seasons rental fees and reports are due March 31st each year.

- d) **Royals Senior Hockey** –
 - a. The Royals Senior Hockey Team will pay an annual user fee of \$2,500 in lieu of ice rent and skating fees to be paid at the start of the hockey season. The team roster will be provided to the Municipality by December 1st.
 - b. During the regular season the Senior Men's team will have exclusive use of the room known as "The Royals Room" located in the upstairs of the arena.
 - c. The only tournaments that will be given use of the room are Novice League Tournaments and Provincial Tournaments.
 - d. Any tournaments that are invitational (home tournaments hosted by local teams) will use dressing rooms 1 – 4.

- e) **Adult Rec Hockey** –
 - a. Local user groups that fall into this category have the option to pay a \$1,000 seasonal fee that would cover each member of the groups skating fee and all ice rental for the season, or the user group can pay a \$75/per hour rental fee.
 - b. Season fees are due December 1st each year to the Municipal office along with a list of names.
 - c. Rental fees are due at the end of each month, paid to the Rink Manager.

- f) **U15 AAA Female** –
 - a. The U15 AAA Female Hockey Team will pay an annual user fee of \$5,500 in lieu of ice rent and skating fees to be paid at the start of the hockey season. The team roster will be provided to the Municipality by December 1st.

Public Skating/Sticks & Pucks/Free Ice

- a) When on the ice, it is recommended that all skaters wear a properly fitted and CSA approved helmet secured with a fitted chin strap throughout the duration of time spent on the ice surface.
- b) Only persons with skates are permitted on the ice surface.
- c) Horseplay will not be tolerated (i.e. throwing snowballs, pushing, fighting).
- d) Skating aids are to be used only to aid a novice skater in skating.
- e) All minors who are skating must be supervised at ALL TIMES by a parent.
- f) No one allowed on during Free Ice Time unless authorized by the Rink Manager.

Scheduling

- a) For the purpose of this policy, a regular user will be defined as an individual or group that rents a specific block of time on a regular basis for the duration of the season or a concentrated time period. A casual or outside user will be defined as an individual or group that rents the ice in the arena on a “walk-in” or “call-in” basis and not on a seasonal basis. A special event will be defined as an event which does not occur in the Arena on a regular basis. This may be annually or a one-time event. This does not include tournaments hosted or held by regular users.
- b) Our arena is available for rent from 7:00 am to 11:00 pm each day during the winter season. Requests for bookings outside of these times will be considered as they are received.
- c) All groups are hereby advised that, in order to accommodate and develop new activities within our facility, circumstances may require existing groups to relinquish or relocate time, to accommodate this new activity. Their requests will be discussed during the annual scheduling meeting.
- d) The Rink Board reserves the right to make the final decision regarding facility rentals and scheduling.
- e) In order to maintain control of bookings, all bookings must be made through the Rink Manager. Prior to the September 15th start date and after the March 31st winter season closing date, bookings can be made at the Municipal office @ 204-747-2655.
- f) It is the responsibility of all groups to provide the Rink Manager at least one copy of their schedule requirements, at least one week prior to the commencement of usage, and also to book ample time for their activity or revise the activity to meet the time available.
- g) During the playoff season, it is imperative that the organizations involved are to inform the Rink Manager of their ice requirements as soon as possible, in order that adequate scheduling may occur.

- h) Tournament draws must be submitted to the Rink Manager a minimum of 5 days prior to the start of the tournament.

Cancellation Policy

- a) Regular user groups will be required to inform the Rink Manager of any cancelled assigned ice time as soon as possible.
- b) Local user groups will be given first priority for available ice.

***** Communication between all User Groups and the Rink Manager is imperative for everything to run smoothly *****

Accounts

- a) All user group fees are due as described in their above agreement in the "User Group" section.
- b) Payments received after the deadline dates will be subject to additional charges of 1.25% interest that may be applied at that time.
- c) Groups that are chronically late with their accounts may be required to prepay their ice time fees, along with any outstanding balance, prior to any ice allocation.
- d) Unless there is sufficient justification for not making payment by due dates, there may not be any consideration made for future ice time and the annual allocation of ice time blocks may be reassigned.

Dressing Room Regulations

The following regulations apply to the use of the change rooms within the Arena:

- a. Coaches, managers, and authorized supervisory personnel are responsible for the conduct of their program participants.
- b. Damages resulting from the use of the change room facilities will be the responsibility of the group, association or league. Inspections by staff will be carried out on a regular basis to identify damaged areas. It is the responsibility of the user to inspect the facilities prior to use and report any damage to the maintenance staff immediately.
- c. Each room is equipped with garbage receptacles. All users are requested to deposit all debris into the receptacles in order to help keep the rooms in a tidy condition for all users.
- d. Smoking and smokeless tobacco is not permitted in the facility.

- e. Use of cellular phones or video devices are **PROHIBITED** in dressing rooms and washroom facilities.
- f. During the regular season the Senior Men's team will have exclusive use of the room known as "The Royals Room" located in the upstairs of the arena.
- g. The only tournaments that will be given use of the room are Novice League Tournaments and Provincial Tournaments.
- h. Any tournaments that are invitational (home tournaments hosted by local teams) will use dressing rooms 1 – 4.

*****There have been multiple occurrences of damages done to the privacy doors that were installed in the dressing rooms. Going forward, user groups must inspect the rooms that both they and their opponent are assigned to before and after use as the caretaker may not be able to do so if they are tending to other matters such as flooding the ice for the next event. The Municipality and the Rink Board reserve the right to charge user groups and visiting teams for damages they are deemed responsible for. For visiting teams, refusal to take responsibility for your member's actions may result in being banned from the facility.*****

Concession

The concession is run and operated by Deloraine Minor Hockey with the understanding that all equipment within the concession area is the sole responsibility of Minor Hockey. Any repairs necessary to the equipment will be arranged and paid for by Minor Hockey. The current annual fee paid by Minor Hockey towards the Municipality for the use of the concession area is \$2,500 and is included in the flat rate as outlined above. A signed concession agreement is to be provided to the Municipality at the start of each season.

Program Promotion

The Rink Manager will promote the arena activities through the following means:

1. The link posted on the Municipality website, www.delowin.ca
2. On the screen at the facility.
3. Through the Municipality's facebook page by communicating with the office staff.