

Guidelines for Arena Use

Everyone from spectators, parents, guardians, and players, to coaches, officials and City Staff are all expected to treat one another in a courteous, professional, considerate, and respectful manner.

We are committed to ensuring a welcoming and safe space for all regardless of ethnicity, race, gender identity, sexual orientation, ability, or position, and will not tolerate discrimination or hate directed toward any group.

The City of Guelph will not tolerate any unsafe and/or offensive behaviour that may go against the values identified in the [City's Community Plan](#) and the [Strategic Plan](#), or these guidelines. Failure to abide may result in ejection or suspension from entering any or all City of Guelph facilities.

We are all accountable for our actions and it's more than being responsible for what you say or do. Each of us has a responsibility to report any act that goes against the values that we stand for. So, if you see something, say something.

General Facility Regulations

- All facilities are smoke-free, including tobacco, vaping, cannabis, and chewing tobacco.
- Alcohol is prohibited without proper permits. Violators will lose rental privileges.
- Arrive no more than 45 minutes before your scheduled time and depart within 30 minutes after your booking ends.
- Facilities must be left clean and undamaged. Extra charges may apply.

Ice Regulations

- Each hour includes 50 minutes of ice time + 10 minutes for resurfacing.
- Do not enter the ice before your scheduled time. Exit promptly to avoid delays.
- Youth must be supervised by a coach on the ice.
- No water bottles or pucks on arena boards during ice resurfacing.
- Do not sit on the edge of boards while ice resurfacer is operating.
- No markers (including dry erase) on ice, glass, or dressing room walls.
- No sticks, pucks, or balls outside the ice surface.

Warm Up Activities

- Use only designated warm-up areas if they exist – do not block or disrupt others.
- No sports equipment or props during warm-ups.
- Coaches/team officials must supervise all warm-up activities.
- Running inside facilities is prohibited for safety.
- No music in hallways or public areas.
- Community rooms may be rented in advance for warm-ups.

Change Rooms

- Two change rooms are provided for ice rentals. Co-ed teams will be accommodated with additional dressing rooms at no charge when available but are not guaranteed.
- Access allowed 30 minutes before ice time with adult supervision.
- Rooms must be vacated within 30 minutes after use.
- Staff may reassign rooms if needed.
- Change room vandalism will not be tolerated. Permit holders will be held liable for the full cost of damages.
- The city of Guelph is not responsible for lost or stolen articles.
- Music must be positive and appropriate for all ages. Offensive language is prohibited.
- Keep the music volume contained in the room. Staff may ask for volume reduction.
- Change room privileges may be revoked for non-compliance.