

Guidelines for Arena Use 2024-2025 Tournaments



It is our goal to make City of Guelph recreation centres enjoyable environments for all.

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 Information

All City facilities are designated smoke free facilities. This refers to all tobacco and smoking products, including smokeless tobacco, electronic cigarettes, cannabis and chewing tobacco.

Alcoholic beverages are not permitted in any City Facility without the appropriate permits. Groups not complying will forfeit their rental times and the time will be re-allocated.

The use of sticks, pucks, or balls outside of the ice area is prohibited.

All facilities shall be left in an acceptable condition or extra charges for damage or excessive clean up shall be charged to the permit holder. Permit holders will be notified of additional charges.

Any user/organization not in compliance with provincial or federal legislation or any City of Guelph policies or bylaws will forfeit their rental time.

Arenas are equipped with sound systems but groups are responsible for bringing their own cords and adapters for use.

Parking

West End Community Centre Arena parking is located in the back parking lot at the main arena entrance on the far side of the building. Please leave the front parking lot for customers of the swimming pool and library.

Concessions

Snack items (granola bars, muffins etc.) are available at West End Community Centre and Victoria Road Recreation Centre main customer service desks.

Refillable water bottles are sold in vending machines in most facilities.

Ice Regulations

One hour of ice consists of 50 minutes ice time and 10 minutes ice resurfacing. Users must not access ice surface prior to hours specified on the rental agreement. When your ice time is over, please vacate the ice quickly. When you extend your time by even 2-3 minutes, it impacts other users.

Minor/youth participants/players must not be on ice surface without being accompanied/supervised by a coach.

No objects or individuals are to be on the ice during ice resurfacing. This rule will be strictly adhered to by facility operations staff.

The City of Guelph strongly recommends that CSA approved ice helmets be used by all ice users.

Bingo dabbers and markers are not to be used to mark the ice. Writing or drawing on arena shielding/glass is not permitted. Writing or drawing on arena shielding/glass is not permitted.

Warm Up Activities

Teams may not run in facilities for warm-ups to protect the safety of all facility patrons. **Music is not permitted in the hallways or public areas.**

The designated warm up areas for West End Community Centre are on the platform on the north side of Rink 1 and the west rink entrance of the facility at the top of the stairs (weekends and evenings only).

The designated warm-up area for Victoria Road Recreation Centre is the back of the arena closest to dressing room 6.

Community rooms can be rented for warm-ups outside of these designated areas. Contact facilitybooking@guelph.ca to check availability.

Dressing Rooms

Dressing room access is permitted 30 minutes before a game with adult supervision.

Ice users must vacate dressing rooms within 30 minutes following a game.

Dressing room assignments are subject to change. Staff reserve the right to request user groups to relocate from assigned rooms, with minimal disruption, in the event of unforeseen circumstances.

Dressing room vandalism will not be tolerated. Permit holders will be held liable for the full cost of damages.

City of Guelph is not responsible for lost or stolen articles.

Coaches and bench staff are responsible for ensuring that any music played in the dressing room or ice surface is of a positive nature for the enjoyment of both adults and children. Foul, offensive or discriminatory language, or any form of profanity will not be tolerated.

Music in the dressing room must be contained in the dressing room. Facility Staff may direct you to cease or reduce sound if it can be heard outside of the room.

Dressing room privileges may be revoked by management at any time if the policies and guidelines are not followed.