

POLICIES AND PROCEDURES



EAST ELGIN ***Community Complex***

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INTERNAL ADVERTISING GUIDELINES

The following procedure shall be implemented regarding the East Elgin Community Complex internal advertising.

- 1) The list of current advertisers will be reviewed at the end of each year to ensure the list is accurate with current advertising in the Complex.
- 2) Current advertisers will have first right of refusal on their existing agreement.
- 3) A general letter, advertising agreement and invoice will be mailed out two months prior to the end of the agreement and is required to be completed and returned no later than one month prior to the end of the agreement or the advertising opportunity will be leased to another party.
- 4) Upon receipt of the signed agreement, payment and artwork (i.e. logo for ice, rink banner, decal for ice resurfacer etc.) a receipt will be issued as confirmation of the new agreement.
- 5) If an advertiser no longer wish to advertise at the Complex, one month's written notice is required. Adjustments will be made to the account and any balance will be mailed to the advertiser. The Complex staff will remove the advertising and the owner must remove the sign within three (3) business days of notification.
- 6) All advertising must be approved by the General Manager.
- 7) On occasion, for special events, tournaments and/or competitions, current advertising may be covered or removed.
- 8) Display and Bulletin Boards are intended to display information concerning organization or community events. All bulletins' and display materials are to be approved by the East Elgin Community Complex Administration prior to posting/display. Bulletin boards and display units are monitored daily, and any notices/materials not acceptable will be removed.

EXTERNAL ADVERTISING GUIDELINES

The following procedure shall be implemented regarding the East Elgin Community Complex external advertising.

- 1) External advertising must be submitted in writing to the East Elgin Community Complex Administration Office one week prior to posting.
- 2) The East Elgin Community Complex logo may only be used when written permission is received from the General Manager.

ICE ALLOCATION POLICY

PURPOSE: The purpose of this policy is to assist the East Elgin Community Complex in the allocation of ice time in a fair and judicious manner.

KEY PRINCIPLES: There are many key principles in the determination of ice time allocation such as age, gender, residency, universality, economic impact, revenue generation, number of hours requested, time of year, customer history, special events and extraordinary cases.

PRIORITIES – The ice allocation procedure is based on the needs of each group, with consideration given to facility use. (i.e. dressing room requirements and facility maintenance) Ice time shall also be allocated to maximize the utilization of the facility. Historical precedent will be a principle of the allocation system to give due consideration to the allocation of ice according to previous years. Significant changes to previous year's ice shall be based on changes to registration levels, registration composition or to emerging needs.

This policy applies to Winter Ice (September 1 to March 31). Summer Ice considerations are based on first-come-first-serve basis, number of hours and amount of rentals.

The following is a guideline to be followed during the allocation of ice time:

1. East Elgin Community Complex Programs
2. Resident Youth Groups (Aylmer Minor Hockey Association, B.A.D Girls Hockey Association, Aylmer Skating Club, East Elgin Schools)
3. Resident Adult Groups (Leagues, Teams and Individual Groups)
4. Junior C and Senior A
5. Private/Commercial Rentals
6. Non Resident Youth Groups
7. Non Resident Adult Groups

UNIVERSALITY – The East Elgin Community Complex supports the availability of ice time by all of the community, therefore, public skating, sundry rentals, under represented groups and special events shall form part of the ice allocation. Shortages of ice time shall be shared equally across major ice users in order of priority. All Users will be subject to all available hours to ensure ice time distribution is equitable.

PROCESS – Two (2) times per year, the East Elgin Community Complex shall request ice times from existing and new groups. This information shall be used to prioritize and organize the ice schedule for each season. The East Elgin Community Complex may adjust the initial allocations after registration for Resident Youth Groups in order to respond to annual growth or reduction. Organizations interested in obtaining additional ice time for new initiatives must request supplementary ice prior to program development. The East Elgin Community Complex may meet with users to discuss ice time allocations and other facility use guidelines. Any concerns with ice allocation must be submitted in writing to the **General Manager**.

RATES – The rental rates shall be determined through the budgetary process of the East Elgin Community Complex. Consideration shall be given to the amount of rate increases, timing and phasing of increases in consultation with or consideration of our users.

TOURNAMENTS AND SPECIAL EVENTS – The East Elgin Community Complex supports tournaments and special events and shall have the discretion to pre-empt regular use of the facilities to assist with such an event. These requests, in all efforts, shall be booked in advance of regular bookings. To accommodate tournaments and special events, seasons may start early and/or be extended.

ICE CATEGORY DEFINITION

PRIME TIME – The duration of hours where the ice is in the greatest demand

Monday to Friday 5:00p.m. to 1:00a.m.

Saturday and Sunday 6:00a.m. to 1:00a.m.

NON-PRIME TIME

Monday to Friday 6:00a.m. to 5:00p.m.

YOUTH SUBSIDY – This rate is applicable to youth organizations recognized under the Joint Municipal Recreation Subsidy. (Examples: Aylmer Minor Hockey Association/B.A.D. Girls Hockey Association/Aylmer Skating Club)

SCHOOL RATE – School groups that are using ice time as part of the Physical Education Program, Varsity School Practices and Games or recreational skate. Schools must pay applicable prime-time rates for prime-time hours booked.

Monday to Friday 6:00a.m. to 5:00p.m.

PUBLIC SKATE – Ice time allocated by the East Elgin Community Complex for recreational skating. (i.e. 1.5 hours on Sundays) Ice time is also scheduled during holidays and on school P.A. Days and Early Dismissal Days.

TINY TOTS – Ice time allocated by the East Elgin Community Complex for pre-schoolers and their parents. This time is for unorganized recreational skating only. No sticks, pucks or facility chairs will be allowed on the ice surface during this time.

ADULT SKATE – Ice time allocated by the East Elgin Community Complex for adults only. This ice time is for unorganized recreational skating only. No sticks, pucks or facility chairs will be allowed on the ice surface during this time.

SHINNY – Ice time allocated by the East Elgin Community Complex for pick up hockey. Recommend CSA approved helmet, full face mask, gloves, neck protector and stick.

MINI SHINNY – A unique combination of the current Tiny Tots and Shinny Hockey programs, Mini Shinny is an opportunity for parents to bring their preschool age children out to play hockey in an unstructured environment. Recommend CSA approved helmet, full face mask, gloves, neck protector and stick.

FIGURE SKATING – Ice time allocated by the East Elgin Community Complex for figure skating.

SEASONS

Winter Ice September 1 to March 31

Summer Ice April 1 to August 31

ICE HOUR – One (1) hour of ice is fifty (50) minutes in length plus ten (10) minutes of maintenance. An hour and one-half (1 ½) is generally equal to eighty (80) minutes of ice time plus ten (10) minutes of maintenance. However, the East Elgin Community Complex has the discretion to add additional floods during ice rentals in order to maintain the integrity and condition of the ice and to ensure participant safety.

FEES

Public Skating	Student	\$2.00
	Adult	\$3.00
	Family	\$6.00
Shinny	Per Person	\$5.00
Adult Skate	Per Person	\$3.00
Tiny Tots		No Charge
Mini Shinny	Per Preschooler	\$2.00
Figure Skating	Per Person	\$5.00

PASSES

Public Skating	Student	\$40.00 + GST
	Adult	\$65.00 + GST
	Family	\$150.00 + GST

ICE RENTAL AGREEMENT

RULES AND REGULATIONS

1. THE USER COVENANTS AND AGREES WITH THE EAST ELGIN COMMUNITY COMPLEX AS FOLLOWS:
 - a) To rent the ice surface during the stipulated time periods as set out on the ice rental agreement. Ice rentals may not be sublet to another renter.
 - b) Payments shall be made prior to all private ice rentals at the time of booking and no less than three (3) business days (not including the rental day) prior to the ice rental unless otherwise stipulated in your signed rental agreement with the East Elgin Community Complex
 - c) User Group ice rental payments are due monthly. The payments for use during each calendar month are due and payable, at the beginning of the month or ice privileges will be immediately revoked until payment is made
 - d) To pay monthly interest to the East Elgin Community Complex on all overdue accounts at the rate set forth in the Town of Aylmer's Interest Rate By-Law
 - e) To supervise and be responsible for all players and members of the user organization while the user is renting the facility and to report all incidents, at the time of the incident, involving players and members of the user organization to the Facility Operator on duty.
 - f) To be liable and responsible for all damage caused to the facility by the players and members of the user organization, howsoever caused
 - g) The East Elgin Community Complex reserves the right to change any cost, responsibilities or operational procedures relating to this agreement. The East Elgin Community Complex will notify the applicant by registered mail, within ten (10) days of any policy change. Following notification, the applicant has ten (10) days in which to accept or reject the agreement. Should the applicant reject the changes to the agreement, he/she will be entitled to a 100 percent refund of any deposit previously paid and this agreement will become null and void. Should the applicant not respond within ten (10) days, ice time will be rented to another party.
 - h) The User must conform to all by-laws and policies as set out by the Town of Aylmer, including but not limited to the Town of Aylmer Municipal Alcohol Policy, Unruly and/or Disruptive Behaviour Policy and Smoking By-Law
 - i) In accordance with the Municipal Alcohol Policy and the provincial Liquor Licence Act, alcoholic beverages are forbidden in the dressing rooms and any violations may result in the cancellation of ice time pursuant to Appendix B of the Municipal Alcohol Policy, attached hereto, as well as the notification of the Police.
 - j) In accordance with the Smoke Free Ontario Act and Town of Aylmer Smoking By-Law, smoking is prohibited in all areas inside the Complex and may result in cancellation of ice time.
2. THE USER, ITS PLAYERS AND MEMBERS AGREE TO OBEY THE FOLLOWING RULES:
 - a) No one is allowed on the ice until the ice resurfacers are off the ice and the Complex staff have closed the gates
 - b) For an early morning rental period, the User will not be entitled to enter the Complex more than one-half hour (30 minutes) before the beginning of the rental
 - c) After the last rental period of the day, all persons must leave the dressing room and Complex no later than one-half hour (30 minutes) after the end of their rental period
 - d) Dressing rooms are available for the rental period thirty (30) minutes prior to and following the ice rental.
 - e) No alcoholic beverages are permitted in the Complex, unless in a properly licenced area and in accordance with the Facility's policies.
 - f) Alcoholic beverages are forbidden in the dressing rooms. A violation of this policy by any User may result in the cancellation of the individual and/or their group's ice rental and violations will be reported to the Police.
 - g) The EECC staff and/or Police may conduct periodic inspections of the dressing rooms before, during and after their use to ensure compliance with these Rules and Regulations.

- h) During an inspection, should EECC staff notice alcoholic beverage containers or packaging in a dressing room, their presence shall be taken as proof of a violation of these Rules and Regulations and staff shall follow the procedures set out in Appendix B of the Municipal Alcohol Policy, attached hereto.
- i) Users will alert staff of any participants appearing to be under the influence of alcohol and immediately remove the participants from the ice area and take steps to ensure their safety including calling the Police if severe intoxication or impaired driving is suspected.

3. ICE CANCELLATION POLICY

- a) Once ice time has been allocated/booked, it is the responsibility of the rental. There are no cancellations and ice rentals may not be sublet to another rental. On occasion, Users may find they have a surplus of ice. Securing another User for surplus ice is acceptable provided, both Users agree to this in writing and the East Elgin Community Complex Administration Office is notified, in writing, during regular business hours. (Monday to Friday, 8:30a.m. to 5:00p.m. – except Saturday, Sunday and Holidays). The General Manager will make the final approval of any swapping of ice times. Once approved, the ice schedule will be changed to reflect the correct User. Ice contracts will also reflect the changes. Ice rates will reflect the category of the new User. (For example: If any Non Resident-Adult takes over ice for a Resident-Youth, they would pay the Non Resident Adult rate.) Existing payment policies also remain in effect.
- b) Ice cancellations will be accepted in the case of inclement weather and playoff season when the series has been completed. In the case of a User canceling their ice time due to inclement weather, no participant may use any part of the ice time in order to receive a credit for this ice time.
- c) A business day is defined as Monday to Friday, 8:30a.m. to 5:00p.m. Business days do not include holidays, Saturday or Sunday.
- d) The East Elgin Community Complex reserves the right to charge an administration fee, based on a percentage of the rental fee, for changes, cancellations or the like to ice rentals.
- e) Following the ice allocation process, ice must be returned to the East Elgin Community Complex no later than two (2) weeks from the date of the letter confirming ice allocation. If ice is not returned in this time frame, the User Group is responsible for payment of the ice time unless the East Elgin Community Complex is able to fill the ice time for the season (winter – September 1 to March 31, summer – April 1 to August 31) with another User.
- f) Tournaments – Request for Ice Time. Ice time requested must be returned to the East Elgin Community Complex two (2) weeks prior to the first day of the scheduled tournament. If the ice is not returned in this time frame, the User Group is responsible for payment of the ice time unless the East Elgin Community Complex is able to fill the ice with another User

4. It is understood and agreed that for the purpose of ice rental, one (1) hour of rental includes: fifty (50) minutes of time during which the ice may be used by the user and ten (10) minutes of maintenance time, during which the User shall remain off the ice surface. On occasion, the Complex has been able to show a courtesy of allowing an ice rental either 10 minutes prior to the rental or 10 minutes following the rental, when the ice may be available. User Groups that exceed their scheduled ice rental will be requested and expected to vacate the ice.

5. All groups are recommended to bring a first aid kit when utilizing the Complex. Tournaments and Special Events are required to provide adequate medical services (i.e. St. John’s Ambulance) and the appropriate levels of personnel for security and crowd control for the event.

6. Contact activities (i.e. hockey) – recommend CSA approved helmet and full protective equipment.

7. All concerns, safety or otherwise should be reported on a timely basis to the East Elgin Community Complex staff.

8. The East Elgin Community Complex covenants and agrees with the User as follows:

- a) Subject to the terms hereinafter provided, to allow the User to use the ice in the ways contemplated by this agreement during the time period set forth

9. Additional rental periods may be agreed upon between the User and the East Elgin Community Complex. Such request shall be in writing and signed by the appropriate authority. These rental periods will be subject to the terms and conditions of this agreement and the applicable hourly rate will apply.
10. The East Elgin Community Complex reserves the right to cancel an event when safety, structural or ice repairs necessitate, and to restructure ice rental schedules as playoffs necessitate. Notification to the affected groups will take place as soon as possible.
11. The East Elgin Community Complex reserves the right to immediately terminate this agreement if any of the Terms and Conditions of this Agreement is breached by the User or on sixty (60) days notice in any event.
12. Ice rental agreements must be signed and payment received in order to confirm ice rentals.
13. During ice scheduling, once ice time has been allocated and an agreement has been signed, the User has two (2) weeks to return ice without being charged and gives up any right to that scheduled period.
14. All users must provide a certificate of insurance (\$2,000,000).
15. All users must provide two (2) contacts that will have authority to book and/or cancel ice time.
16. The East Elgin Community Complex will not provide waivers for any rental fees.
17. Nothing shall be affixed to the permanent structure of the building (i.e. taping posters on walls, glass and doors) All entrances and exits must be kept clear at all times.
18. The East Elgin Community Complex is a smoke free facility.
19. Ice Rentals are allowed 2 dressing rooms (3rd assigned to girls/women). Dressing Room keys are available upon request from the Operator on duty. The User will sign out a key. If the Operator on duty is not readily available, the intercom system should be used to contact him/her.
20. All organizations and regular/ongoing rentals are required to submit a \$100.00 key deposit at the beginning of the season. If a key is not returned immediately following each rental, thus requiring a change of lock, the full deposit will be used to cover the cost and another deposit of \$100.00 will be required. If all keys are returned, and the deposit is remaining at the end of the season, the full deposit will be returned. All rentals will be required to sign out dressing room keys indicating their name and phone number.
21. The User agrees to gather up garbage and place in the garbage bags/containers provided.
22. The User agrees to pay for extra cleaning time if the facility is left in poor condition as determined by Management. (\$50 per hour + materials and damages)
23. The East Elgin Community Complex is not responsible for any damages or loss of personal property.
24. The use of photographic devices including cellular phones and personal assistants is prohibited in the dressing rooms and washroom areas.
25. The East Elgin Community Complex understands leagues may have a policy as to whether or not a game will be curfewed (i.e. coaches' determine prior to game) and that some games (i.e. playdowns) require to be played out. With that in mind, User Groups are requested that when scheduling games they need to have a buffer (schedule a practice following a game) to compensate during their ice time should games go over the originally scheduled time and that their overall ice time cannot exceed the ice time that has been

allocated (scheduled), therefore, cannot run into another User Groups' ice time. The Complex also realizes that this may result in a change to the scheduled floods but that priority for floods will be given to the rink that is on schedule.

26. The Complex does not permit any food or drinks brought into the facility. The use of small cooking appliances is forbidden in the arena, dressing room and lobby spaces.
27. The Concession has first right of refusal as supplier to tournament/competition type of events. If the parties cannot come to an agreement on a predetermined date, the tournament/competition organizer may seek another vendor.

PAYMENT

1. Payments can be made by the following methods: cash, cheque (post dated cheques not accepted), interac, VISA/MasterCard/American Express and pre-authorized payment. There will be a \$25.00 charge for NSF cheques.

FACILITY RENTAL AGREEMENT

RULES AND REGULATIONS

1. The Renter must abide with the Rules and Regulations as set out by the Liquor Licence Board of Ontario, with regards to a Special Occasion Permit.
2. All facility bookings must be accompanied by 50% deposit with the remainder of the fees to be paid no later than 10 business days prior to the event.
3. A damage deposit of \$250.00 is required for all events. Complex staff will complete a Facility Rental Checklist prior to and following each rental. Should the Complex determine through the post event inspection that damage and/or extra cleaning to the facility or equipment was caused by the rental, the entire amount (\$250.00) will be retained by the East Elgin Community Complex. If it is determined that the damage and/or extra cleaning is excessive, a quote for the repairs/cleaning will be obtained, and the renter will be responsible for the cost.
4. All events serving alcohol must secure additional liability insurance (\$2,000,000) naming the East Elgin Community Complex, Township of Malahide and Town of Aylmer as coinsured. All other events must sign a Hold Harmless Agreement.
5. The Renter shall be responsible for any additional charges not noted at the time of the signing of the agreement.
6. Bookings will not be confirmed until all the requirements as set out in the Town of Aylmer's Municipal Alcohol Policy and Elgin St. Thomas Health Unit Special Events Food Vendor Application Form have been met. Proof of insurance, special occasion permit, special events food vendor application and checklist for renters are required ten (10) business days prior to the date of your function. The East Elgin Community Complex reserves the right to cancel your booking if proper documentation is not supplied within the specified time. A business day is defined as Monday to Friday, 8:30a.m. to 5:00p.m. Business days do not include holidays, Saturday or Sunday.
7. Notice of cancellation shall be in writing and delivered, faxed or emailed to the East Elgin Community Complex four (4) weeks prior to the date of the function. The Renter will be responsible for all rental fees for cancellations with less than four (4) weeks notice. All cancellations will result in a \$25.00 administration fee.
8. All rentals must purchase pop through the East Elgin Community Complex. (exception: donation of pop – a letter from the company donating the pop is required)
9. No confetti or rice allowed.
10. The East Elgin Community Complex is a smoke free facility.

IMPERIAL HALL/BLUE LINE ROOM

1. Full day rentals for the Imperial Hall/Blue Line Room may have access to the facility at 7:30a.m. for wedding receptions and 4:00p.m. for all other rentals (unless otherwise stipulated on the agreement) on the reserved day. Hourly rentals will have access fifteen (15) minutes prior to the rental.
2. Music must cease at 1:00a.m. and all persons must vacate the facility no later than 2:00a.m. The only exception to the 1:00a.m. closing time would be during a New Years Eve event when the Special Occasion Permit indicates an expiration time at 2:00a.m. and all persons must vacate the facility no later than 3:00a.m. Hourly rentals must vacate the facility fifteen (15) minutes after the rental period.
3. Persons holding a Teen Dance are responsible for overseeing that no alcohol or minors suspected to be intoxicated are admitted into the event. A list of adult chaperons and/or security must be provided with your rental agreement.
4. All facility rentals serving food must adhere to the Elgin St. Thomas Health Unit Special Events Food Vendor Application and secure catering service from the East Elgin Community Complex approved list of caterers. Any catering service not on the approved list of caterers must be approved by the East Elgin Community Complex and the request must be submitted in writing no less than ten (10) business days prior to the date of your function.
5. The East Elgin Community Complex reserves the right to change any costs, responsibilities or operational procedures relating to this agreement. The East Elgin Community Complex will notify the applicant by registered mail, within ten (10) days of any policy change. Following notification, the applicant has ten (10) days in which to accept or reject the agreement. Should the applicant reject the changes to the agreement, he/she will be entitled to a refund in accordance with article 7.
6. All applicable licences and fees, in addition to those prescribed in the rental rates, for the entertainment in the Province of Ontario, with regards to the Society of Composers, Authors and Music Publishers of Canada, is the responsibility of the applicant.
7. All concerns safety or otherwise should be reported on a timely basis to the East Elgin Community Complex staff.
8. The Renter must conform to all by-laws and policies as set out by the Town of Aylmer; including but not limited to the Town of Aylmer Municipal Alcohol Policy, Town of Aylmer Parks & Recreation Unruly and/or Disruptive Behaviour Policy and Smoking By-Law.
9. Special Events must provide the following information: proof of insurance (\$2,000,000 naming the East Elgin Community Complex, Town of Aylmer and Township of Malahide as coinsured), letters of reference and security and crowd control plan. Special Events are required to provide adequate medical services (i.e. St. John's Ambulance) and the appropriate levels of personnel for security and crowd control for the event. The Management of the East Elgin Community Complex will determine if extra paid security is required. The East Elgin Community Complex will book the extra paid security and the cost of the paid security will be assumed by the renter.
10. For all video dance parties, a minimum of four (4) paid guards, secured by the East Elgin Community Complex, will be in attendance from 9:00p.m. to 2:00a.m. The cost of the paid security will be billed to the rental.
11. The East Elgin Community Complex will not provide waivers for any rental fees.

12. Nothing will be affixed to the permanent structure of the building. (i.e. decorations) The entrances and exits must be kept clear at all times.
13. Groups wanting Non Profit/Charitable rates must provide documentation of Non Profit or Charitable status prior to signing rental agreement.

OFFICE, STORAGE AND LEASES

1. Office, storage and leases are based on one (1) year and rental fees are due the first (1st) of each month.
2. The Renter is required to submit written notice one (1) month prior to the termination of a rental/lease agreement. Adjustments will be made to the account and any balance will be mailed to the Renter. The Renter must vacate the rental/lease space at the end of the final month and is responsible for any damages and necessary cleaning.
3. Any changes/modifications to the rental/lease space must be submitted in writing along with the design plans for approval of the Chief Building Official and Board of Management. All costs associated with all approved changes/modifications shall be that of the Renter and will not be reimbursed at the end of the lease agreement .
4. The Renter shall provide a list of equipment and combustible or hazardous material, if any, to be stored in the facility.
5. The East Elgin Community Complex is not responsible for any equipment or materials stored on the premises.

COMMUNITY BOOTH

1. Community Booth rentals must be booked at least one (1) week in advance of the rental and cancelled with written notice no less than ten (10) business days.
2. The Community Booth rental consists of one (1) eight foot (8 ft.) table and two (2) chairs, from 8:00a.m. to 6:00p.m. unless otherwise stipulated in the agreement.
3. Nothing shall be affixed to the permanent structure of the building or block pedestrian traffic. More than one (1) Community Booth rental can take place during the same rental day.
4. Renters are not permitted to remove and/or relocate the booth from the assigned booth location without prior approval from the East Elgin Community Complex.
5. The Community Booth shall not be sublet or otherwise assigned or used by persons other than the Renter.
6. Any products sold or information distributed must be approved by the East Elgin Community Complex.
7. Groups wanting Non Profit/Charitable rates must provide documentation of Non Profit or Charitable status prior to signing rental agreement.

PAYMENT

1. Payments can be made by the following methods: cash, cheque (post dated cheques not accepted), interac, VISA/MasterCard/American Express and pre-authorized payment. There will be a \$25.00 charge for NSF cheques.

PROGRAMS

RULES AND REGULATIONS

- 1) Participation in East Elgin Community Complex programs and activities involves the risk of injury. The participation in these activities shall constitute acceptance of that risk, regardless of the nature of the injury. The East Elgin Community Complex shall not be liable for any injury, loss or damage suffered by participants in said programming. Any person with known physical conditions that may be aggravated by participating in the activity/event, (Ex. epilepsy, heart conditions, joint problems, a state of poor physical fitness etc.), should consult with their physician before participating. East Elgin Community Complex management and staff are not responsible for the pre-activity/event screening of participants and/or injuries incurred during the event.
- 2) Any individual and/or group wishing to use the East Elgin Community Complex shuffleboard courts, carpet bowling courts, horse shoe pits and/or fitness equipment for an event/tournament at the East Elgin Community Complex, must provide \$2,000,000 liability insurance naming the East Elgin Community Complex, Town of Aylmer and Township of Malahide as coinsured.
- 3) Rental skates are available during Complex programs as well as school rentals that occur during regular Administration Office hours. Rental skates are available to private ice rentals provided the entire rack of skates is rented and paid for in advance and there is a primary contact accepting responsibility for the skates.
- 4) Helmets are available during Complex programs as well as school rentals that occur during regular Administration Office hours. Helmets are available to private ice rentals provided the entire rack of helmets is rented and paid for in advance and there is a primary contact accepting responsibility for the helmets.

FEES

Indoor Walking	Walker	\$1.00
Shuffleboard	Player	\$3.00
Carpet Bowling	Player	\$3.00
Horse Shoes		No Charge
Fitness Class	Participant	\$3.00
Rental Skates	Pair	\$2.00
Rental Skates	Entire Rack	\$94.00
Helmets	Participant	\$1.00
Helmets	Entire Rack	\$30.00

CONCERNS/COMPLAINTS

- 1) That the East Elgin Community Complex Board of Management approve the following policy: ‘The East Elgin Community Complex has a “zero tolerance” policy regarding intimidation of staff. This includes, but is not limited to, the use of foul language, shouting, loud disturbances and/or the physical or verbal intimidation directed at the staff including threats.

If a staff person has been sworn at, feels intimidated, threatened and/or unsafe, they have the authority to request the patron leave the facility and they will do so for a period of 12 hours. If the person does not leave the facility after the first request by the staff, staff have the authority to immediately contact the Aylmer Police Service to attend at the site and have the person identified and removed from the facility for at least 12 hours. The person may also be charged under the Trespass to Property Act and subject to the liabilities thereunder, for failing to leave the facility when requested to do so.

In addition, any person who fails to leave the facility when first asked such that the police must be called, will, in addition to any action taken by the police, be banned from the facility for a minimum of 60 days on the first offence. A second occurrence will result in a ban from the facility for one year or longer at the discretion of the Board of Management.

- 2) All concerns/complaints must be put in writing, attention the General Manager.
- 3) Any delegation wishing to come before the Board of Management must first submit a written request to the General Manager and only if the General Manager can not satisfactorily address the concern will a delegation be heard by the Board of Management. The concern and the General Manager’s solution/recommendation will be available for the Board of Management at the time the delegation is heard. The delegation will sign off on any concern that is successfully addressed.
- 4) The East Elgin Community Complex is not responsible for money lost in vending machines or arcade games. If there are any concerns with vending machines or arcade games, patrons are asked to notify Complex staff on duty so that service can be arranged. For money lost, contact information can be left with Complex staff for reimbursement by the owning company.