

POLICY NAME ICE RENTAL CANCELLATION POLICY

POLICY NUMBER 1.1.10

CATEGORIES

DATE PROPOSED: 9/20/2017

DATE OF VOTE: 8/22/18

ACCEPT (Y/N): Y

Recurring Block Ice Renters (RBIRs) may cancel up to 2% of the total rental hours of advance scheduled ice during each 6 month contract period with 30 days notice. Cancellations in excess of the 2% limit will require 60 days notice to avoid being charged. In no case can an RBIR cancel more than 10% of their total ice time reservation during a contract period. Cancellations outside of these allowances will be charged full price unless the ice is rebooked.

All General Ice Renters must give notice of cancellation no less than 14 days before the scheduled ice time they wish to cancel or deposit will be forfeited.

Where minimum notice is not given or a Renter is a "no-show," the applicable ice rental fees will be charged unless the Senior Facility Manager (SFM) is able to rebook the ice time with another user.

If, due to mechanical failures, power outages, acts of God or other events for which the Municipal Ice Complex (MIC) has no direct control, the MIC is unable to honor this agreement, the SFM, will make a reasonable effort reschedule the value of the organization's unusable time ice time at a mutually agreeable time.

If the SFM cancels a Renter's ice time due to reasons other than non-compliance of the rental agreement, no ice rental fee will be charged.

COMMENTS: Amended 8/22 to update number of hours allowed to cancel for RBIRs and deposit forfeiture for General Renters.