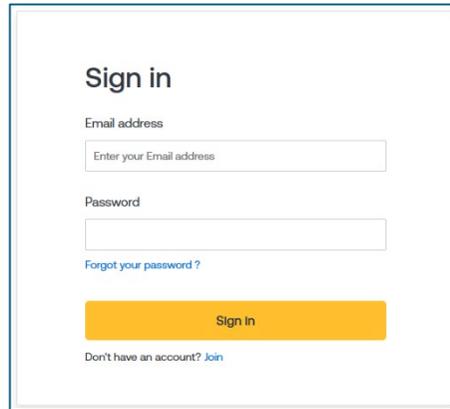


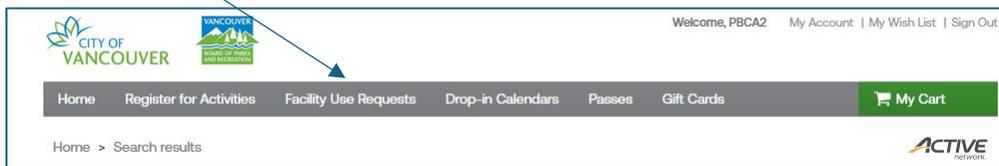
How to Request a Facility Reservation (Organization)

1. Sign into your online account or open one using a personal email address.

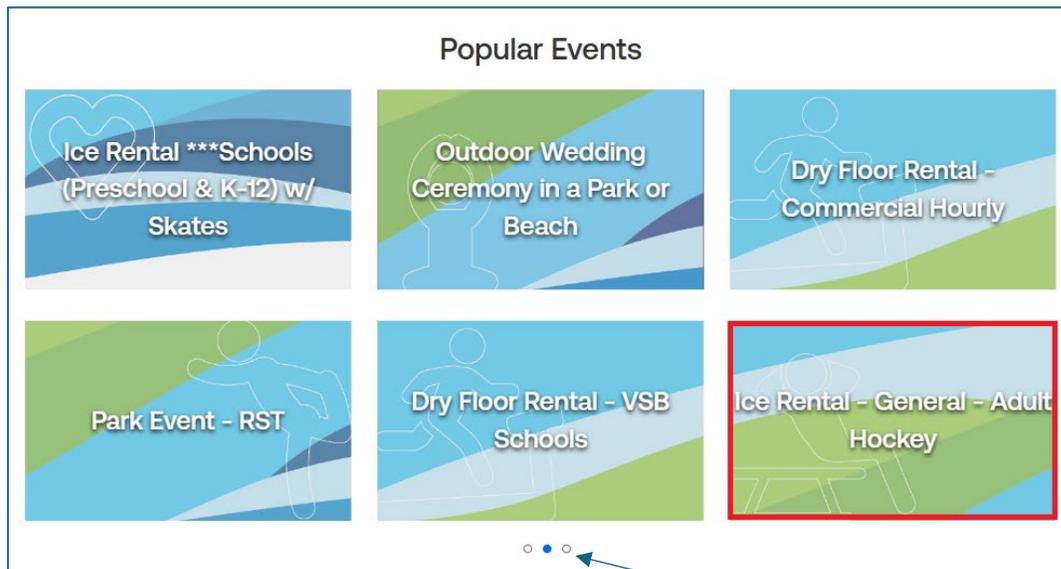


A screenshot of a web form titled "Sign in". It contains two input fields: "Email address" with the placeholder text "Enter your Email address" and "Password". Below the password field is a link that says "Forgot your password?". At the bottom of the form is a yellow button labeled "Sign In". Below the button is a link that says "Don't have an account? Join".

2. Click on **Facility Use Request** at the top menu bar.



3. Under **Popular Events** click on the "Ice Rental General" category/tile to submit a request.



If the ice rental general category/tile is not displayed on the first page, click on the 2nd or 3rd dot here, then click on the appropriate tile.

- The system will display the list of locations available to rent under the category/tile selected.

Resource Search

Search for locations or facilities to reserve

Search

Date and time ▾ Attendee ▾ Facility type ▾ **1 Event type ▾** Reservation group ▾ Amenity ▾ [Reset all](#)

Found 3 matching result(s) Sort by: Distance ▾

- Facility**
*Hillcrest Rink 3.08 km
*Ice Rink
*Hillcrest Rink Unlimited Reserve by minute
- Facility**
*Trout Lake Rink 3.43 km
*Ice Rink
*Trout Lake Rink Unlimited Reserve by minute
- Facility**
*Sunset Rink 5.36 km
*Ice Rink
*Sunset Rink Unlimited Reserve by minute

- The reservation system will display a calendar set to the current month by default. Click the arrow in the top-right corner to move to the next month.

Facility openings calendar Today < Jun 2025 >

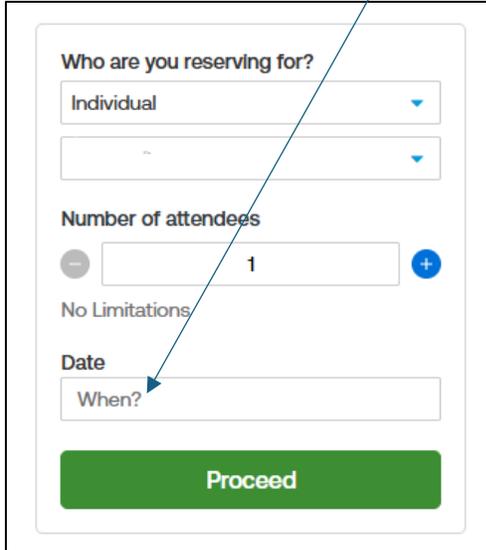
| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| 1 12:00 AM - 12:45 AM 1 More | 2 12:00 AM - 12:45 AM 1 More | 3 12:30 AM - 12:45 AM 2 More | 4 12:30 AM - 12:45 AM 2 More | 5 12:00 AM - 12:45 AM 1 More | 6 12:15 AM - 12:45 AM 1 More | 7 11:30 PM - Midnight |
| 8 12:00 AM - 12:45 AM 1 More | 9 12:00 AM - 12:45 AM 2 More | 10 12:30 AM - 12:45 AM 2 More | 11 12:30 AM - 12:45 AM 2 More | 12 12:00 AM - 12:45 AM 1 More | 13 12:15 AM - 12:45 AM 1 More | 14 11:30 PM - Midnight |
| 15 12:00 AM - 12:45 AM 1 More | 16 12:00 AM - 12:45 AM 2 More | 17 12:30 AM - 12:45 AM 2 More | 18 12:30 AM - 12:45 AM 2 More | 19 12:00 AM - 12:45 AM 1 More | 20 12:15 AM - 12:45 AM 2 More | 21 11:30 PM - Midnight |
| 22 12:00 AM - 12:45 AM 1 More | 23 12:00 AM - 12:45 AM 2 More | 24 12:30 AM - 12:45 AM 2 More | 25 12:30 AM - 12:45 AM 3 More | 26 12:00 AM - 12:45 AM 3 More | 27 12:15 AM - 12:45 AM 2 More | 28 1:00 PM - 3:15 PM 1 More |
| 29 12:00 AM - 12:45 AM 2 More | 30 12:00 AM - 12:45 AM 2 More | 1 | 2 | 3 | 4 | 5 |

| | | | |
|---|---|---|---|
| 18 12:30 AM - 12:45 AM 2 More | 19 12:00 AM - 12:45 AM 1 More | 20 12:15 AM - 12:45 AM 2 More | 21 11:30 PM - Midnight |
| 25 12:30 AM - 12:45 AM 3 More | 26 12:00 AM - 12:45 AM 3 More | 27 12:15 AM - 12:45 AM 2 More | 28 1:00 PM - 3:15 PM 1 More |

Hover the mouse pointer over the word “more” (in blue) to view the additional times available.

Example: on June 19, the hours between **9:45am and 12:00pm** are open, but **only available to rent until 11:45am**. The system reserves the last 15 min for an ice clean at the end of the booking.

To proceed with the reservation, click in the box located on the right-hand side of the screen under **“Date,”** to display the **“Event Dates selection box.”** Then, under **“Time Range,”** input the start and ending times - these hours will be the rental’s duration. Then click on **“Apply.”**



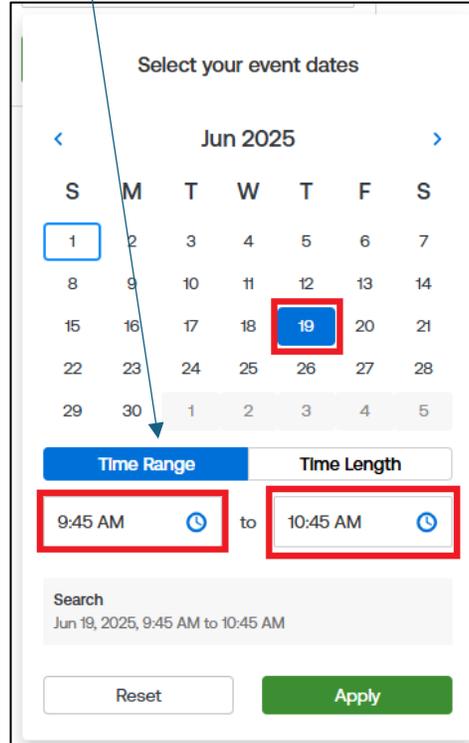
Who are you reserving for?
Individual

Number of attendees
1

No Limitations

Date
When?

Proceed



Select your event dates

Jun 2025

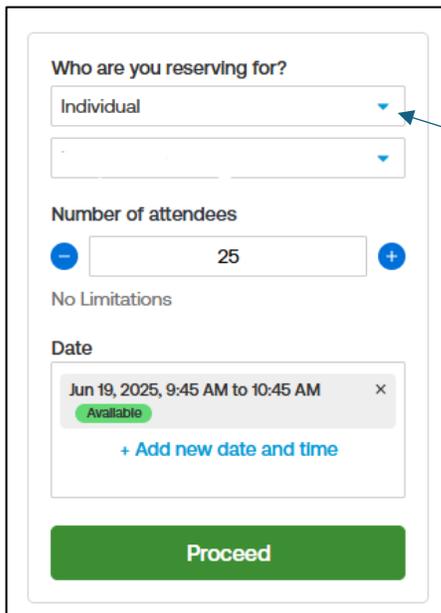
| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 1 | 2 | 3 | 4 | 5 |

Time Range: 9:45 AM to 10:45 AM

Time Length

Search
Jun 19, 2025, 9:45 AM to 10:45 AM

Reset Apply



Who are you reserving for?
Individual

Number of attendees
25

No Limitations

Date
Jun 19, 2025, 9:45 AM to 10:45 AM
Available
+ Add new date and time

Proceed

If permit holder is part of an organization, please click on the drop down under **“who are you reserving for?”** and select the organization or leave it as an **“Individual”** add the number of attendees and then click on **“proceed.”**

6. In the **Reservation Form** screen, input the event's details or add another booking.

Reservation form

* Required fields

Event details

Who are you reserving for? *

Individual ▼

Event name *

School Hockey Practice

Event type *

Ice Rental ***Schools (Preschool & K-12) w/ Skates ▼

School Hockey Practice

| | |
|-----------------|-----------------------|
| *Hillcrest Rink | 1 booking \$180.51 |
|-----------------|-----------------------|

Fee summary

| | |
|--------------|-----------------|
| Subtotal | \$180.51 |
| Tax | \$9.16 |
| Total | \$189.67 |

Add to cart

Add another resource

Booking information

[Remove all resources](#)

*Hillcrest Rink ✕

Thu Jun 19, 2025 9:45 AM - 10:45 AM ⏏

Scroll down and answer the custom questions. Once all custom questions are answered, it is required to initial the acknowledgments.

Waiver and information

Please read the following waivers and agreements carefully. They include releases of liability and waiver of legal rights, and deprive you of the ability to sue certain parties. By agreeing electronically, you acknowledge that you have both read and understood all text presented to you as part of the checkout process.

* I have read and agree to [Ice Rental Terms and Conditions](#).

* I have read and agree to [Recreation Facility Use Agreement](#).

Please enter your initials below

CA

- a. Click on the green **Reserve/Finish** button near the top of the screen to complete the reservation and then click **Finish**. This step will submit the reservation request.

PO
1 item, \$189.67 in total

Hockey Practice

*Hillcrest Rink

Jun 19, 2025 9:45 AM - 10:45 AM Attendee(s): 25 \$150.24 ✓

Resource level fee \$30.27 ✓

| | |
|--------------------------|-----------|
| Subtotal | \$180.51 |
| Taxes | \$9.16 |
| Deferred to Payment Plan | -\$189.67 |

RESERVATION REQUEST

1 Resource(s): *Hillcrest Rink

Number of booking(s): 1

Payment plan

Order Summary

| | |
|--------------------------|---------------|
| Subtotal | \$180.51 |
| Taxes | \$9.16 |
| Deferred to Payment Plan | -\$189.67 |
| Due Now | \$0.00 |

Finish

- b. Once the rentals office receives the online request, a staff member will review it and email the permit holder a request for a certificate of insurance. The rental fees will be added to the permit after the insurance is received.