

Arena User Guidelines

Panorama Recreation



Arena spaces are shared between a variety of user groups and use types. As facility users, you play an integral role in contributing to a safe, positive and inclusive recreation and sport environment.

Prior to use of the facility, please take time to read these guidelines and share them with others involved in your booking. Procedures outlined are to ensure smooth functioning – recognizing transitions are typically tight and user group presence can overlap. Thank you in advance for your cooperation!

Code of Conduct

Panorama Recreation promotes a safe, welcoming, positive, and inclusive environment where everyone is valued and respected. Staff, volunteers, participants, and facility users are expected to be considerate, respectful of others, and take proper care for our facility and equipment. Prior to commencing facility use, please familiarize yourself with Panorama Recreation's [Code of Conduct policy](#).

Insurance

We require proof of insurance, covering all sessions within your contract, at least 2 weeks prior to the first session within the contract. The Certificate of Insurance must include:

- At least \$5,000,000 Commercial General Liability;
- Capital Regional District named as additionally insured (not Panorama Recreation); and
- Severability of Interests and cross liability noted.

Insurance may be purchased through a provider of your choice or CRD-partnered InstantRisk > <https://crd.instantriskcoverage.com/login>.

Cancellation or Amendment

Request for cancellation or amendment (including rescheduling) of one or more sessions within your contract must be made at least 30 days prior to the desired date(s). Please contact our Arena Coordinator for cancellation and amendment requests.

Changerooms

Room Assignment:

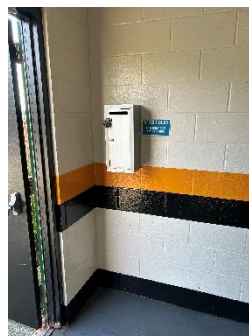
- Rooms are assigned based on the facility schedule. Specific room requests are only accommodated as capacity allows. If your group has a specific request, please connect with our Arena Coordinator.
- Room assignments must be followed to ensure other user groups are not impacted. Assignments often are made with specific considerations in mind.

If you have concerns about your room assignment, please address them respectfully with the staff assisting you. Verbal abuse or physical threats toward employees will not be tolerated. Keys and Timing:

- Your assigned changerroom(s) will be available 1 hour prior and 30 minutes after your booked timeslot. If you require additional time, please contact our Arena Coordinator to discuss. Additional time may or may not be possible based on volume of bookings and their unique requirements.
- Keys may be signed out at Reception by individuals aged 19 or older. You will be asked to provide your name, phone number, and the team name for which you are signing out the key. By signing out a key, you are assuming responsibility for ensuring the associated room is left in an acceptable (see next section).
- If your timeslot finishes outside of reception hours of operation, please return your key to an After-Hours Key Dropbox (by the automated door in Arena A or dressing room hallway in Arena B).
- If your timeslot starts outside of reception hours of operation, please connect with a member of our Maintenance team for dressing room access. If you are provided a key, please return it to an After-Hours Key Dropbox once finished.



(Arena A)



(Arena B)

User Expectations:

- Rooms must be left in a clean, safe condition; including all garbage and recycling deposited in the correct receptacles, water turned off, personal items removed and the door locked.
- Youth groups must have appropriate adult supervision both in the changerooms and arena common spaces.
- Any incidents—such as vandalism, damage, or significant mess—will be the responsibility of the individual who signed out the key, or of another directly involved adult. As per our changeroom guidelines, cameras and video recording are not permitted.
- Items such as alcohol, tobacco, cannabis and vaping products may not be used/consumed on CRD Property.
- Only certified and assistance animals are permitted in the facilities.

User Group Transitions and Ice Cleans

Time on Ice:

- Before stepping on the ice, please wait until your booked start time, or that the preceding ice clean has been completed and ice resurfacer bay doors are closed.
- Session times will be based on the clocks located in the arena. If these clocks are out of sync with digital devices, we ask that users follow the arena clocks for the session and notify staff of the discrepancy afterward. Users are vacate the ice by the end of their booked time, including of all equipment and participants. Repeated failure to exit on time may result in additional charges.
- Effective September 1, 2025, the start and end times listed on your facility rental agreement* indicates the period you may physically be on-ice. The ice clean required between your session and the next user is no longer included in your booked time. A mid-session clean (10 minutes), during your timeslot, must be requested in advance.
** Please note: This is a recent change, and our agreement templates have not yet been updated to reflect it. We are in the process of revising them.*

Accessing the Surface:

- For Arena B, please enter the ice surface using the end corner gates.

Equipment & Mitigating Damage to Surface:

- Equipment may be brought on/off at the start/end of your contracted timeslot. All equipment must be cleared from the surface by the end of your booked time – including picking up of pucks/balls, removal of nets, mats or other training equipment
- Equipment must be used in a manner that does not cause more than reasonable wear to the surface. If significant damage occurs for any reason, please inform a member of our Maintenance team immediately. No heated beverage containers are permitted on the ice surface as it may cause melting

- While using equipment on the ice, please take care to avoid damage – such as repeated skating patterns for drills, placing nets pegged on no-crease areas or leaving equipment in the same spot for extended periods.
- Each arena is equipped with emergency call buttons. Buttons must always remain accessible; free of blockage by equipment.
- During user group transition, equipment may be moved on and off the surface. Please be respectful of this process and of other groups' equipment. Climbing on or shooting pucks/balls at mats, nets or other off-ice training aids not permitted.

First Aid

- Facility renters are responsible for providing their own first aid – including incident response and supplies.
- If an ambulance has been called, please let a member of our Reception or Facility Maintenance know – so they may notify others in the facility of the situation.
- Each arena is equipped with an emergency call button. During hours of operation (please refer to website), in the event of a major first aid or life-threatening situation in which time is of the essence (such as an incident affecting an individual's level of consciousness), please press the emergency call button. Staff will respond to assist.



Arena A

Located on wall behind
penalty boxes.



Arena B

Located on wall behind
penalty boxes.

Other Notes

Supervision:

- Children must be supervised when on-site – keeping in mind the Rule of Two in Safe Sport. This includes on the playing surfaces, in the changerooms, and in shared spaces such as the lobby, viewing and seating areas.

Food Services:

- A concession-like café, offering various concession food and drink options, can be found in the arena. The hours of operation vary and are set by the operator.

- A variety of snacks are available for purchase from Reception during hours of operation. Products vary but, typically include: fruit popsicles, power and granola bars, pretzels and nuts.
- Snack, cold and hot beverage vending machines are available in the arena and main lobbies.

Transportation To/From Facility:

- Accessible parking stalls are available in the north and south lots.
- BC Transit stops are conveniently located on East Saanich Road.
- EV charging stations, part of the Flo network, are available in the south parking lot.

Facility Care & Issues:

- Please report any facility concerns to Reception or Maintenance promptly so it may be addressed in a timely manner. Examples include:
 - Unclean or clogged/flooded washrooms;
 - Board or playing surface issues that are hazardous and unsafe;
 - Leaks or damage to parts of the facility.
- Ball hockey is NOT permitted in or around the facility unless on a designated playing surface.

Thank you for renting arena time with Panorama Recreation!

If you have any questions or concerns regarding use of the facility, please contact us.

We look forward to seeing you on the ice or dryfloor soon!

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