

Gateway Arena Frequency Asked Questions

Why are Arena Rental rates increasing?

It has been several years since ice rental rates have increased. The Town subsidizes the operation of the Arena in the amount of \$25-50,000 per year. In addition, our operating costs have increased over the years: electricity, repairs, labour, supplies. To improve the finances of the Arena there will be a \$5 across the Board increase for 2021/22 and another \$5 across the board increase in 2022/23.

Why is pre booking of Ice time required?

We try to accommodate all requests for use of the Arena. This is a challenge when two groups want the same ice time. In addition, pre booking helps us in planning staff hours and when cleaning of dressing rooms re COVID-19 requirements.

We hope to have an Online Booking system so you will be able to see online what ice time is available at anytime,

Why does the Arena close around March 21st each year?

Our Electric meter is a Demand Meter and read by Maritime Electric on the 23rd of each month. We are billed on the highest demand set each month and the plant only has to run for 15 minutes after the 23rd and we would be billed at that Demand for April. We would require \$6,000 in bookings between March 23th - April 21st to stay open later than March 21st.

Why am I now being asked to fill out a Customer Information Sheet? I never had too before!

We are improving our records systems for communicating, accounting and audit purposes. It gives us a contact person for every group using the Arena and knowledge who is responsible for each group. Even one-time users will be required to fill out a Customer Information sheet.

Why do I now have to apply for Credit?

We need to know who is responsible for the bills being issued and so users are fully aware of payment terms. To keep rates to a minimum and to manage the Arena Cash flow better, we will require payment within 10 days of issuing an invoice. Most groups have their fees collected up front so this shouldn't cause any hardship to you the user

Only Users in Good standing (no outstanding balances) will be granted credit privileges.

Will interest be charged on Outstanding Accounts?

For accounts paid on time, no interest will be charged. Overdue accounts will be charged interest monthly at a rate of 2% per month.

What are my Payment Options?

We prefer debit, or e-transfers sent to: accounts@borden-carleton.ca

What else is NEW?

Users will be required to sign off on ice time used every time is used. This is for audit and accountability.

We may be installing cameras around the Arena for Security purposes

Canteen services schedule to be established with separate call in/text number for Canteen Orders.

COVID-19 Safety Plan

Users of the Arena are required to be knowledgeable of and adhere to the Arena Covid-19 Safety Plan and all provincial health regulations and restrictions. Please note these requirements are subject to change at any time and may affect the use of the Arena