

What to Expect When You Visit City of Waterloo Facilities

- **Follow the Respectful Behaviour Policy** – the following behaviours are inappropriate in our facilities
 - Use of profanity or obscene language
 - Violence, intimidation or harassment
 - Blocking hallways or exits
 - Behaviour that hinders the ability of others to safely enjoy this facility
 - Inappropriate behaviour may result in loss of facility use

Click for full policy [Respectful Behaviour Policy](#)

- **Ice Dressing Room Allocation**
 - All teams are assigned dressing rooms – please only use assigned rooms listed on our screens
 - We guarantee access to dressing rooms a minimum of 30 minutes before rental time UP TO 1 hour, as rooms are available
 - All dressing room keys are to be picked up at customer service, at all facility locations
 - A vehicle Key for Key exchange is required for dressing room keys
 - Coaches/ trainers must pick up the dressing room key – not spectators/parents
 - Please keep your room key secure and lock your dressing rooms – leaving keys in the door is not recommended
 - Please do not give dressing room keys to any teams/groups that follow your use of the room – all key exchanges must go through customer service
- **Rental Time** is a 50-minute hour. Do not enter sport play area early and please vacate promptly when time has expired. (a buzzer is sounded, or Operations staff notification is given)
- **Ball Play** is not permitted in the hallways or outside of your rented space
- **Warm Up.** We encourage any and all warm ups to be conducted outside or in your rented space, out of any common area and not inhibiting public traffic flow within the facility
 - Running and warming up with balls or equipment in any common area of our facilities is not permitted

Thank you for making our facilities enjoyable to all those who enter – walkers, spectators, Wi-Fi users, sport participants, guardians and staff.

