

STEP 1: LOGIN OR CREATE ACCOUNT

1. If you don't have an existing account for HRM's Recreation system, click this link for step by step video instructions on how to [set up a new account](#) (or copy this link <https://youtu.be/0AgPyfMaPHo>) into your browser address bar.
2. Login at recreation.halifax.ca with your email address and password.

Note: You cannot make an online booking if your account has any outstanding unpaid charges.

NEW USER? If you are new to our recreation system, click the **Create a New Account** button on the right to get started. Here are some video links with step by step instructions on how to set up a new [Client Profile](#) or [Search/Register](#) for programs.

EXISTING USER? If you already have an account in our system, but cannot access it online, please contact us. Staff will be able to link your email address to your account profile and provide you with online access.

Email address*

Password*

[Reset Password](#) [Login](#)

STEP 2: SEARCH FOR AVAILABLE ICE TIME

3. Once logged in, choose **Facility Rentals Availability**



4. Several options are available to search by Rec Centre (arena), date, day of week and time:

Advanced search

Type of Event * (indicated by a red arrow)

Capacity (indicated by a blue arrow)

Rec Centre (indicated by a green arrow)

Rental duration : (indicated by a purple arrow)

Event time

Event Type: Choose **(Online) Arena Booking**. The * indicates this is a required field.

Capacity: **LEAVE BLANK**. Do NOT enter a value.

Rec Centre: Click this field to select a specific arena or leave as is to search all arenas.

Rental duration: Minimum rental is one-hour. Add extra time in 15-minute increments, as needed.

Advanced search

Type of Event

Click to choose a specific **Day of the Week** or leave as **All Days**.

Choose a **Date range** by clicking the calendar icon or type the dates in the boxes.

Choose a **Time range** by clicking the clock icon or type the time in the boxes.

Event time

All days

From Date * (MMM DD, YYYY) Oct 28, 2021

To Date * (MMM DD, YYYY) Nov 28, 2021

From Time * (hh:mm A) 12:21 PM

To Time * (hh:mm A) 11:59 PM

Rental duration

01 : 00

NOTE: To Time will default to 11:59 PM. The last available timeslot that can be booked online ends at 11:45 PM. If you need a booking that ends at 12:00 AM, contact the arena scheduler.

5. Click **Search**, or to start over again, choose **Clear Filter** and enter new search criteria.

STEP 3: REVIEW SEARCH RESULTS

6. Review the search results. Available time slots are listed in chronological order.

HRM 4-Pad Bedford - Arena D Ice (online)

Available From Date: Oct 29, 2021 Day of Week: Friday

Available From Time: 10:15 PM Available To Time: 11:45 PM

Capacity: 0

View Details Book

Search results will show availability for the next 14 days.

Select **View Details** for arena address and phone number

Select to **Book** and pay for this date/time and arena.

If your search results list is too long:



- ✓ Choose one or more *specific* arenas in **Search for Rec Centres**.
- ✓ Choose a shorter date range or a specific date or day of week.
- ✓ Narrow down your **From** and **To Times**.

STEP 4: BOOK AND PAY

- When you select **Book** (above), a rental summary is displayed. If needed, you can make changes to the Start Time and Duration, or choose **Search Again**. Choose **Next** to proceed.

Facility details	Summary
<p>Start date * (MMM DD, YYYY) End date * (MMM DD, YYYY)</p> <p>Oct 30, 2021 Oct 30, 2021</p> <p>Start time * (hh:mm A) End time * (hh:mm A)</p> <p>10:30 PM 11:30 PM</p> <p>Rental duration ^</p> <p>01 : 00</p> <p>Notes</p>	<p>Name Online Arena Rental</p> <p>Facility Arena</p> <p>Event type (Online) Arena Booking</p> <p>Start time Saturday 30 October 2021 10:30 PM</p> <p>End time Saturday 30 October 2021 11:30 PM</p> <p>Total discount \$0.00</p> <p>Total Tax \$34.50</p> <p>Total including tax \$264.50</p> <p>Search again</p> <p>Next</p>



- If your online account has any outstanding charges/debt, this message will appear. **You cannot make any online bookings until all outstanding debt on your account is paid.**

Facility booking	Summary
<p>Your account is blocked, you appear to be in debt. Please visit the Bills and Payments page.</p>	<p>Name Online Arena Booking</p> <p>Facility Arena</p>

After making a payment to clear the debt, you will be able to make an online booking.

- Review the **Last-minute Rental Rules and Conditions** that outline the terms of the rental.

Facility booking
<p>i >>> LAST MINUTE RENTAL RULES AND CONDITIONS: 1. Last Minute Rentals are not and cannot be used to replace regular bookings. 2. All terms & conditions of a standard rental contract for the facility apply to Last Minute Rentals. Rental contract terms & conditions can be found at halifax.ca/LastMinute. 3. Last Minute Rentals are final and are non-refundable. 4. HRM reserves the right to limit Last Minute Rentals</p>

- Complete the required list of questions. Note that **if you require additional equipment or set-up, you must contact the arena scheduler** to confirm these details. Additional charges may apply.

Online Last-Minute Ice Rental Bookings

Customer Guide

11. Indicate that you accept the Last Minute Rental Rules and Conditions and the [rental contract terms and conditions](#) for the facility. When finished, choose **Add to cart**.

The screenshot shows a web form for booking an ice rental. On the right side, there is a vertical navigation menu with three buttons: "Search again", "Add to cart", and "Previous". A green arrow points to the "Add to cart" button. The main form area contains several sections:

- "Are you an individual or part of an organization? *": A dropdown menu with "Please select an option".
- "If an organization, enter the organization name": A text input field.
- "If individual, enter insurance company & policy #": A text input field.
- "Do you require any additional setup or equipment?": A dropdown menu with "Please select an option".
- "I accept all rental rules & conditions noted above *": A dropdown menu with "Please select an option".
- "I accept the rental contract terms for facility: *": A dropdown menu with "Please select an option".

12. The booking is added to the online Cart. The next page will show the details of your rental. You can choose to **Add another rental** to make another booking, or **Go to cart** to make payment now.

The screenshot shows the details of a booking. At the top, there are three tabs: "Event details", "Facilities and items", and "Notes". Below the tabs is a table with the following information:

Reference	380727	New
Name	Online Arena Rental	
Event type	(Online) Arena Booking	
Dates	Oct 30, 2021 10:30 PM - Oct 30, 2021 11:30 PM	
Expected Attendees	Not Set	

 At the bottom right of the page, there are two buttons: "Add another rental" and "Go to cart". A green arrow points to the "Go to cart" button.

13. From the **Cart**, review your rental summary and choose **Continue** to make payment. To cancel the rental from your cart, click the and confirm that you want to remove the booking.

14. View the **Terms & Conditions** and click "I accept the terms & conditions". Select **Continue to Payment**.

Subtotal before tax	\$220.00
Tax	\$33.00
Total to pay	\$253.00

Total to pay now \$253.00

[Continue to payment](#)

[Previous](#)

[Book another](#)

15. Enter your credit card information and choose **Pay Now**.

Card payment

Cart Summary | Payment options | Payment Summary | **Payment** | Confirmation

Amount payable: \$253.00

MasterCard | Maestro

VISA VISA

DEBIT

Return to cart | **Pay now**

16. You will receive a **Confirmation Notice** (receipt) email. Check your Junk/SPAM folder if the email does not appear in your inbox. Bring the confirmation notice with you to the facility on the day of your rental.