

## Online Last-Minute Ice Rentals Public FAQ

### General Information

1. What is a Last-Minute Ice Rental?
  - Each season, arena/ice time that is available after all regular arena contracts have been confirmed will be made available online for last-minute rentals.
2. Which arenas have last-minute ice times available for online booking?
  - [HRM 4Pad \(formerly BMO Centre\)](#)
  - [LeBrun Arena](#)
  - [RBC Centre](#)
  - [Sackville Sports Stadium](#)
  - [St. Margaret's Centre](#)
  - [Zatzman Sportsplex](#)
3. Do the standard rental contract terms and conditions apply to last-minute ice rentals?
  - Yes. All terms and conditions of a standard rental contract for the arena apply to last-minute rentals. Standard rental contract terms and conditions and additional last-minute rental rules can be found at [halifax.ca/LastMinute](http://halifax.ca/LastMinute).
4. How far in advance can I see/book last-minute ice time online?
  - 14 days (2 weeks) of availability is shown at a time.
5. How close to my rental time can I make an online booking (i.e. advance notice)?
  - 72 hours (3 days) before the start time. If you want to make a booking that is less than 3 days away, contact arena scheduling staff directly.
6. How late in the evening can I book a last-minute ice time?
  - Most arenas are open to 12:00 AM (midnight), however, the last available timeslot displayed online ends at 11:45 PM.
  - Some arenas may have ice time available between 11:45 PM and 12:00 AM; if you would like to book this time, please contact arena scheduling staff to inquire.
7. What is the minimum rental time I can book online?
  - One hour, which includes 50 minutes of ice time and a 10-minute flood. Additional time can be booked in 15-minute increments.
8. Can I cancel my "regular" booking (i.e. a booking that is part of a rental contract) to make an online last-minute ice booking?
  - No. Regular season rental contracts cannot be cancelled once they are executed.

9. Can I cancel a last-minute ice booking online?

- No. Last-minute ice bookings cannot be cancelled.

10. Will a refund be provided if a last-minute ice booking is cancelled?

- Last-minute ice bookings are final and non-refundable. A credit note will be provided only if the facility needs to cancel a booking (e.g. a storm event).

11. Is insurance required for a last-minute ice rental?

- Facility staff may ask for proof of insurance for any arena rental.
- As an option, HRM offers a short-term insurance program through AON for those who need to purchase liability insurance. During the online booking process, the URL to [purchase AON coverage](#) is noted.
- During the online booking process, you must indicate whether you are booking as an individual or if you are affiliated with an organization. If an organization, you can enter the organization name. If an individual, you can enter your insurance company name and the policy number.

## Online Last-Minute Rental Bookings

12. How do I make an online last-minute ice rental booking?

- You can find the step by step customer Quick Reference Guide for **Online Last-Minute Ice Rental Bookings** at [halifax.ca/LastMinute](http://halifax.ca/LastMinute).

13. Do I need an online account to purchase last-minute ice time?

- Yes, you will need an online account to book and pay for last-minute ice rentals.
- If you are new to the HRM recreation system, you can create a new account at [recreation.halifax.ca](http://recreation.halifax.ca) by selecting the **Create a New Account** button.
- If you already have an account in our system but you can't access it online, please contact arena scheduling staff. Staff will link your email address to your existing account to provide you with online access.

14. I will be making bookings for an organization. Can I use the organization's online account?

- It is **strongly recommended** that you create a personal account with a personal email to make online last-minute rental bookings. Most arena rental organizations will have outstanding monthly charges on their account and accounts with any outstanding debt are blocked from making online bookings.

## Fees/Rates and Payment

15. What is the cost/hour?

- Last-minute rental rates differ depending on the arena and time of day. The price will be displayed after you select a specific arena, date/time and duration.

16. How many bookings can I make at a time?

- There is no limit to the number of timeslots that can be booked in a single transaction. Multiple bookings can be added to the online cart and processed in a single payment.

17. What methods of payment are accepted?

- Credit card: Visa or Mastercard

18. Can I make an online booking if I have outstanding charges/debt on my account?

- No. All outstanding charges/debt on your account must be paid before you can make an online booking. Select the Bills and Payments menu option in your MyRec account to view outstanding charges and make a payment.

19. Can I add last-minute bookings to an existing contract and be invoiced at a later date?

- No. Up-front payment is required to confirm last-minute ice bookings.

20. Can I pay onsite when I arrive at the facility?

- No. Up-front payment is required to confirm last-minute ice bookings.

21. What if I need additional equipment or set-up (e.g. extra nets, skate guards, party room, etc.)?

- During the online booking process, you can indicate that you need additional equipment or set-up, however, you must contact facility rental staff directly to specify and confirm the arrangements.
- If additional charges apply, facility rental staff will add these charges to your account. You can pay these additional charges through your online account.

22. Will I receive a payment receipt / booking confirmation?

- Yes. After completing your online payment, you will receive a booking confirmation email. **Bring this confirmation email to the arena;** facility staff may request to see it when you arrive. If you don't see the confirmation email in your Inbox, check your Junk/Spam folder.