

What to expect for your rental

We've made some changes to ensure a safe experience for all visitors, but you can expect to see the same friendly faces and quality customer service from our staff.

Public health guidelines and protocols are in place:

- Mandatory masks or face coverings in indoor public spaces
- Screening protocols
- Physical distancing
- Enhanced cleaning and sanitizing protocols

Prior to leaving your home:

- Dress in as much of your equipment as possible
- Change rooms and showers will be unavailable
- Washrooms will be available for emergency use only

Arriving at the facility:

- Arrive no earlier than 15 minutes before your rental
- Line up outside the Arena Entrance and follow all safety and directional signage
- Make sure you wear a mask or face covering when entering the facility
- Ensure your entire group is present before entering the facility (late participants will not gain access to the facility)

Getting to the ice rink:

- Make sure you wear a mask or face covering as you walk through the facility
- A designated staff or coach should escort your group to a designated seating area near the rink
- Keep a safe distance of 2 meters or 6 feet from others
- Participants will be asked to put their belongings in the designated areas marked by signage

While using the rink:

- Groups may bring up to a maximum of 25 participants for their rental (inclusive of coaches) starting September 8th, 2020
- Hockey Group may conduct non-contact modified 3v3 and 4v4 hockey starting September 8th, 2020
- All player contact should be avoided

After your rental:

- Make sure you wear a mask or face covering as you walk through and leave the facility
- Participants will return to their designated area to collect their belongings
- A designated staff or coach will escort your group to the exit doors of the facility

- All participants will leave while still wearing their equipment and are expected to leave the facility immediately after their rental (no outside stretching or dry-land training)

Protect yourself & others

Things to remember:

- No contact between players
- No spectators are allowed in the facility
- Do not leave valuables unattended in the facility or seating area
- Spitting is strictly prohibited
- Keep a safe distance of 2 metres or 6 feet from others at all times
- Avoid touching high-touch surfaces
- Make sure you wear a mask or face covering when walking through the facility
- Washrooms are for emergency use only
- Your group must enter, travel and leave the facility together
- At no time should anyone be walking through the facility without a City staff member or coach
- Bring a full water bottle, labeled with your name (water fountains will be unavailable)
- Do not share water bottles.

We continue to monitor and follow advice from Public Health officials at the federal, provincial and regional levels. The City is taking a responsible and measured approach to reopening, which is guided by the Government of Ontario's *Framework for Reopening the Province* and the City of Markham's *Response, Recovery & Reinvention Plan*. The health and safety of our visitors, staff and the community remains our number one priority.

Thank you for your ongoing patience and support.

We're all in this together!

Please provide a copy of these instructions to all participants prior to your rental. This will help City of Markham staff ensure that you have a safe and enjoyable experience.