



What to expect for your rental

These measures (Red Control) will remain in effect starting on Monday, November 16th

Public health guidelines and protocols are in place:

- Mandatory masks or face coverings are mandatory for use in indoor public spaces
- Screening protocols
- Physical distancing
- Enhanced cleaning and sanitizing protocols
- Each user to follow and review updated Return to Play guidelines established and/or provided by your sport's National and/or Provincial Sport Organization. [Learn more about Ontario's Return to Play guidelines.](#)

Important Information

- **Groups can accommodate total of 10 persons** for your rental (inclusive of athletes, coaches etc...)
 - Trainers for hockey groups completing skill development and drills are not counted as the 10 person limit.
 - Trainers are not to be on-ice and must be situated at another part of the facility that does not have a capacity that exceeds 10 persons.
- **All game play or scrimmages are suspended (skill development and training can continue)**
- All player contact should be avoided
- Dress in as much of your equipment as possible
- Change rooms will NOT be available
- Spectator access will NOT be allowed
 - Guardians of players under the age of 10 will be permitted to help put skates on and take them off but must exit the zone immediately after.
- Washrooms will be available for emergency use only

Arriving at the Facility:

- Ensure your entire group is present before entering the facility (late participants will not gain access to the facility).
- 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.
- Facility staff will open doors based on the below scheduling at each facility.
- Please refer to your facilities access schedule below:

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Rink	Flood Time	Rental Start Time	Rental End Time	Entry Time
AG East	5 minutes after the hour	15 minutes after the hour	5 minutes after the hour	On the hour
AG West	10 minutes before the hour	On the hour	10 minutes before the hour	15 minutes before the hour
Mt. Joy	On the hour	10 minutes after the hour	On the hour	5 minutes before the hour
Markham Village	On the hour	10 minutes after the hour	On the hour	5 minutes before the hour
Centennial	On the hour	10 minutes after the hour	On the hour	5 minutes before the hour
Crosby	On the hour	10 minutes after the hour	On the hour	5 minutes before the hour
Thornhill West	5 minutes after the hour	15 minutes after the hour	5 minutes after the hour	On the hour
Thornhill East	10 minutes before the hour	On the hour	10 minutes before the hour	15 minutes before the hour

Walking Through the Facility.

- Masks or face covering is required at all times, except when participating in physical activity or sport.
- A designated staff or coach must escort your group to the designated space by the arena pad where belongings can be placed. Watch for stickers on the floor to place your items.
- All members of the public are to maintain a physical distance and follow directional signage.
- Participants will be asked to keep their belongings in the designated spaces around the arena.

After Your Rental:

- Users ready to leave the facility may do so immediately through identified exit points.
- Teams must ensure all participants leave the facility immediately after their rental.

Things to Remember

- No contact between players.
- Do not leave valuables unattended in the facility.
- Spitting is strictly prohibited.
- Keep a safe distance of 2 meters or 6 feet from others at all times.
- Avoid contact with high-touch point surfaces.
- Make sure you wear a mask or face covering when walking through the facility.
- Your group must enter and travel through the facility together.
- Bring a full water bottle, labeled with your name (water fountains will be unavailable). Do not share water bottles.

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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 & Reinvigoration Plan*. The health and safety of our visitors, staff and the community remains our number one priority.

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.

Thank you for your ongoing patience and support.

We're all in this together

[markham.ca/recreation](https://www.markham.ca/recreation)

