

**Return To Play Guidelines 2020  
Core Entertainment (FirstOntario Centre) Additional Protocols**

**COVID-19 ALERT:**

We have taken enhanced health and safety measures to protect our venue guests and staff. However, there is an inherent risk of exposure to COVID-19 in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Hamilton Public Health Services (PHS), senior citizens and guests with underlying medical conditions are especially vulnerable. By entering the venue, you voluntarily assume all risks related to exposure to COVID-19, and the venue disclaims any and all liability related thereto. In accordance with the guidance and recommendations set forth by the PHS and local health officials, we respectfully request that the following guests not attend your rental:

- Guests who are feeling sick or experiencing cold or flu-like symptoms (including fever, cough, and shortness of breath).
- Guests who have been diagnosed with, or believe to have contracted, COVID-19, unless you have had no fever for 72 hours (without the use of medicine) and ten days have passed since symptoms first appeared.
- Guests who have been in contact with an individual diagnosed with COVID-19 within the past 14 days.
- Guests who have travelled internationally in the past 14 days.

For more information, please visit [CoreEntertainment.ca](http://CoreEntertainment.ca).

**\*\*All clients must notify Core Entertainment immediately if a participant and/or guardian has tested positive for COVID-19 after visiting FirstOntario Centre. \*\***

**CLIENT EXPECTATIONS**

- Rental dates are considered confirmed when the contract and Return to Play document is signed, and payment is received.
- Your arrival window is 15 minutes before your ice time. Anyone arriving before or after that 15 min window **will be refused entry**. Please allow time for screening.



**\*\*Please note it is very important to run on time\*\*. One (1) hour of rental includes 50 minutes of ice time, and a 10-minute flood at the end of the hour.**

- It is mandatory that all participants entering the facility wear a mask at all times, with the exception of players on the ice wearing a helmet.
- All on-ice participants must arrive fully dressed (exception of helmet, gloves, and skates). Players must also leave the facility fully dressed the way they came (same exceptions).
- Ice time includes the use of one microphone and audio system. Anyone using the microphone/audio system is always required to wear a mask.
- All clients must check-in and provide contact information at the screening table and pass a screening questionnaire and temperature check. All clients 16 years of age or younger must have a guardian check them in.
- No spectators are permitted entry into the FirstOntario Centre at any time. ONE guardian is permitted per skater 16 years of age or younger.
- Skaters and guardians will be held in the lobby until the bulk of their party arrives.
- Applicable guardians will be welcome within a designated viewing area. Siblings or additional family members are not permitted. Please wait for instruction from FirstOntario Centre staff on your designated viewing area.
- FirstOntario Centre does not permit re-entry once your rental begins. Upon arrival, please decide if you will be accompanying your player and/or staying for the entirety of the ice time.
- No more than 20 athletes and up to five instructors will be permitted on the ice - no exceptions.
- All clients must always try to remain two metres apart when inside the building.
- Anyone entering the FirstOntario Centre must always wear a mask (exceptions: while on the ice). Coaches/instructors who are not on the ice MUST wear a mask.
- Clients are asked to respect and follow directions of FirstOntario Centre staff and directional signage at all times.
- Upon entry, clients will be escorted to the "skate change area." Once ready, participants may not enter/exit the ice until instructed by venue staff.
- Absolutely no spitting or horseplay at any time. These actions are against COVID-19 guidelines and will not be tolerated.
- Please note outside food and beverage are not permitted into the venue at the discretion of management. A water bottle is allowed for on-ice participants only.
- Paid parking lots are available around the venue.
- FirstOntario Centre is not responsible for any loss due to theft, vandalism, or misuse of the facility.

## **OTHER IMPORTANT INFORMATION**

- Personal water bottles are permitted on the ledge of the benches.
- No dressing room access: this included hallways and showers.
- Washrooms for skaters and guardians will be identified.
- There is absolutely no access to the stands, and off-ice warm-ups are not permitted.
- The skate change areas will have 25 chairs placed out for on-ice participants to lace/remove skates.
- Athlete's guardians can view the ice from a specified viewing area identified by venue staff. Guardian's will then move to the exit area to assist young athletes with their skates.
- Once on-ice participants are ready to go on the ice, they must take all belongings to the player's benches.
- Once your ice time is completed, on-ice participants will exit the ice surface at the penalty boxes.
- All belongings must travel across the ice to the penalty box.
- Guests will be buzzed off at the end of their ice time.

## **ON-ICE DETAILS – GROUP DETAILS**

If your group wishes to play shinny or scrimmage, the following rules apply:

- You are allowed up to 20 athletes and five staff on the ice at any one time while being respectful and maintaining social distance.
- Battle drills, face-offs, or horseplay is not permitted.
- Please note all on-ice activities/types of rental must be approved by venue management, including bench use or similar nature. Please forward your requests to Roxana Teymourian at [roxana.teymourian@spectrapp.com](mailto:roxana.teymourian@spectrapp.com).