

**City of St. Joseph  
John and Dede Howard Ice Arena  
Payment of Ice Account Policy**

**SEASONAL RESERVATIONS**

All seasonal reservations require a contract to be signed through the City of St. Joseph Finance Office. Ice time will be allocated by resolution of the City Commission.

**Payments**

1. All payments must be pre-paid at the beginning of each season, unless otherwise negotiated at the time the ice is reserved and confirmed in writing.
2. An agreement detailing the reservation details and the amount due for the season will be mailed to the league contact person by the City of St. Joseph Finance Office no later than November 15<sup>th</sup> of each season.
3. The amount due will be based on the ice time reserved for the entire season. Changes in ice hours actually used due to arena cancellations will be corrected at the end of each season and a refund will be remitted to the league contact person, when applicable. Once ice time has been reserved, no refund will be given for cancellations by the league.
4. Payment will be by cash or check payable to the City of St. Joseph, 700 Broad Street, St. Joseph, Michigan. Post-dated checks will not be accepted.

**Late Payment**

If the account payment for the actual hours billed is not received within 30 days of the billing date, a delinquent charge of 10% will be added to the account. If payment is not received within 60 days of the original billing date, no further ice time will be available for the group until the account is paid in full.

**Liability**

All Ice Rental Agreements are to be signed and payment remitted prior to the beginning of the season.

**Cancellation**

1. The Arena may cancel ice time at any time for weather related situations. Any cancellations caused by weather conditions or power failures, will be considered unavoidable and the league will not be charged for ice time reserved.
2. Leagues wishing to cancel ice time on any particular day, shall notify the Arena Office by contacting (269) 983-8795; no refund will be given for league cancellations of reserved time.

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**OCCASIONAL RESERVATIONS**

All occasional reservations require a contract to be signed through the City of St. Joseph Finance Office. Ice time will be reserved based on current availability.

**Payments**

1. An agreement detailing the reservation details and the amount due for the rental will be mailed to the contact person by the City of St. Joseph Finance Office upon request.
2. All payments must be paid upon receipt of the rental agreement and invoice.
3. The amount due will be based on the current applicable rate times the number of hours reserved.
4. Payment will be by cash or check payable to the City of St. Joseph, 700 Broad Street, St. Joseph, Michigan. Post-dated checks will not be accepted.

**Late Payment**

If payment is not received within 30 days of the original billing date, the reservation will be cancelled.

**Cancellation**

1. The Arena may cancel ice time at any time for weather related situations. Any cancellations caused by weather conditions or power failures, will be considered unavoidable and the renter will not be charged for ice time reserved.
2. A renter may cancel the reservation no less than 30 days before the scheduled date and receive a refund equal to three-quarters of the rental fee; the remaining one-quarter of the rental fee shall be forfeited as a cancellation penalty.
3. There will be no refund for a cancellation by a renter within 30 days of the day of the reservation.
4. All refunds to the renting party shall be processed as a check through the normal accounts payable process.

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**WALK-INS**

Customer walk-in on the same day he/she desires to book open and available time.

**Payment**

1. All occasional or walk-in reservations shall be paid at the time of reservation by check made payable to the City of St. Joseph. Request for one-time reservations should be referred to City Hall for reservations. However, we will certainly not turn a customer away who wishes to reserve ice time the same day, providing ice is not otherwise in use. Facility staff needs to be knowledgeable of payment requirements and the fee is to be collected prior to the group going on the ice.
2. A \$30 handling charge will be applied to all checks returned and/or not honored by the bank.

**Liability**

An individual rental agreement must be signed by the customer to acknowledge their understanding and acceptance of the Arena's terms and the time used is to be recorded on the daily revenue accounting sheets.

**Cancellation**

Not applicable.