

Dumfries Curling Limited

Company number SC606048



Title: **Ice Booking Policy**

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Registered Office: **7 Corse Hill, Haugh of Urr, Castle Douglas, Dumfries and Galloway,
DG7 3YE**

Dumfries Curling Limited

Ice Booking and Practice Terms & Conditions

Effective for the 2025/26 Season

I. General Ice Bookings & Payment

- **Payment Deadline:** All ice hire fees must be paid in full before the hirer leaves the rink facility.
- **Late Payment Fee:** Any ice not paid for before departure may be charged a **10% premium** on the original ice fees to cover additional administrative costs.
- **Advance Bookings (28+ days):** Bookings made more than 28 days ahead are subject to cancellation by Dumfries Curling Ltd. If cancelled, any prepaid fees will be fully refunded.
- **Member Prepayment:** Members have the option to prepay for their ice slots using the **Curlbase** system.
- **Booking Methods:** Ice can be booked and paid for through **Curlbase** or by contacting **Dumfries Curling staff**.

II. Rink Cancellation and Rearrangement

Dumfries Curling Ltd. reserves the right to cancel or rearrange any ice slot.

- **Rink Cancellation:** If the Rink cancels a prepaid ice slot, a **full refund** will be issued to the hirer.
- **Rink Rearrangement:** If the Rink rearranges your slot and the new time is unsuitable, you may request a cancellation and receive a **full refund**.

III. Hirer Cancellation Policy

This policy outlines the charges payable by the hirer if they cancel a booking.

- **More than 14 days' Notice:** **No charge** will apply (full refund if prepaid).
- **7 – 14 days' Notice:** **50%** of the full hire charge is payable.
- **Less than 7 days' Notice:** **100%** of the full hire charge is payable.

- **Less than 7 days' Notice (Game Rearranged):** If the cancelled game is successfully rearranged by the hirer, **no charge** will apply.
- **Exceptional Circumstances:** Unavoidable situations that prevent a game from being played will be reviewed and considered on an **individual basis**.

IV. Practice Ice & Practice Season Tickets

These rules apply specifically to all practice-related bookings and pass usage.

A. Standard Practice Bookings

- **Booking Window:** Practice ice can be booked up to **7 days** in advance.
- **Refund Policy:** All standard practice bookings are **non-refundable** and **cannot be rescheduled**.

B. Practice Season Tickets

Practice Season Tickets are available to members and are subject to the following rules:

- **Usage Policy:** Season Tickets are strictly for **practice only** and **must not be used to play games**.
- **Fair Use Policy:** To ensure ice access for all members, Season Ticket holders are asked to limit their practice usage to a maximum of **2 hours per day**. This applies whether you make the booking or join another member's practice session.
- **Misuse:** Misuse of the Practice Season Ticket may result in the **pass being withdrawn**.
- **No-Shows and Cancellations:** Repeat failure to attend (no-shows) or repeated late cancellations waste valuable ice time. Passes may be revoked after **3 occurrences**.

V. Exceptions

Any exceptions or variations to this must be approved in advance by Ice Rink Management.