



ARENA USER GROUP GUIDE

City of Burnaby

contact: arenaallotments@burnaby.ca

Created 2025 Sep

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Territory Acknowledgement

We respectfully acknowledge that the City of Burnaby is located on the unceded territories of the [xʷməθkʷəy̓əm \(Musqueam\)](#), [Skwxwú7mesh \(Squamish\)](#), [səlilwətaʔ \(Tsleil-Waututh\)](#), and [kʷikʷəʔəm \(Kwikwetlem\)](#) Peoples. Each Nation has distinct histories and distinct traditional territories that fully or partially encompass the city.

We encourage you to learn more about the Host Nations whose ancestors have occupied and used these lands, including parts of present-day Burnaby, for thousands of years.

Burnaby STRATEGIC PLAN

OUR PURPOSE To create the city that we all want to live in and be in.

OUR VALUES Community | Integrity | Respect | Innovation | Passion

PEOPLE

Empower happy, engaged
and committed staff

We hire, develop and support staff to connect to our purpose and values. Our people have the tools and skills to do high-quality work, and the confidence and trust to work together, take risks, and dream big.

CUSTOMERS

Provide industry-leading and
innovative customer experience

We find new ways to make it easy for residents and businesses to get things done. We remove barriers, listen to internal and external customers and make each interaction a positive experience.

Our long term GOALS

COMMUNITY

Create vibrant communities

We build communities that inspire people to live their best lives. We build a city that is sustainable, inclusive and livable.

Updated: June 2022



Making Life Better: Parks Recreation & Culture Master Plan

We're developing a 25-year plan to guide how Burnaby delivers parks, recreation and cultural services. The plan will be shaped by input from Council, residents, community groups and other interested parties

[Making Life Better: Parks, Recreation and Culture Plan | Your Voice | City of Burnaby](#)



Arena Facilities & Amenities

Rosemary Brown Recreation Centre

- Rink A - NHL-sized rink with 263 seating capacity
- Rink B - NHL-sized rink with 148 seating capacity
- Skate rental shop & sharpening services
- Meeting room - 86 sq. m. and can accommodate up to 47 people for a seated event
- Multi-purpose room - 178 sq. m. and can accommodate up to 96 for a seated event
- Upper lobby viewing area & Outdoor rooftop patio
- [Bastion Café](#)
- Accessibility
 - Parking -There are 5 designated parking stalls.
 - On the ice
 - ice sledges and skate aids are available during the fall and winter season for anyone that needs a bit of extra support. No lift available.
 - Entry/Interior Access
 - Barrier free entry through the main entrance doors which are close to parking.
 - Doors are automatic for entry into the facility, rinks and toilets.
 - Rink A and B are accessible for participants and spectators (integrated).
 - Elevator access to the second floor.
 - Washrooms & Showers
 - Accessible washrooms are provided on each floor. Accessible showers in changerooms.



Bill Copeland Sports Centre

- Ice Rink - NHL-sized rink with 1984 seating capacity
- Skate rental shop & sharpening services
- Lakeview Room - 84 sq. m. and can accommodate up to 35 people for a seated event, 40 people theatre style
- Warm-side Arena viewing
- Concession for special events
- Accessibility
 - 6 designated parking stalls
 - Entry/Interior Access
 - Barrier free entry through the main entrance doors
 - Ice Rink is accessible for participants and spectators.
 - Elevator access to the second floor.
 - On the ice
 - ice sledges and skate aids are available during the fall and winter season for anyone that needs a bit of extra support. No lift available.
 - Washrooms
 - Accessible washrooms are provided on each floor.
 - All dressing rooms have accessible showers.



Kensington Complex Arena

- Ice Rink - NHL-sized rink with 620 seating capacity
- Skate rental shop & sharpening services
- Community room - can accommodate up to 35 people for a seated event
- Warm-side Arena viewing
- Accessibility
 - Parking
 - 2 designated parking stalls in the parking lot, but stairs prevent direct access between the parking lot and the facility.
 - Mobility device users can access the facility via Curtis Street.
 - Entry/Interior Access
 - Barrier free entry through the main entrance doors
 - Ice Rink is accessible for participants
 - On the ice
 - ice sledges and skate aids are available during the fall and winter season for anyone that needs a bit of extra support. No lift available.
 - Washrooms
 - Accessible washrooms are provided.
 - All dressing rooms have accessible showers



COMING! Burnaby Lake Recreation Complex

- NHL sized arena (ice/dry floor)
- combined surface and underground parking
- at-grade pedestrian crossing across Kensington Avenue to connect to the Christine Sinclair Community Centre



Burnaby Intern Allocation Policy

Currently Burnaby has contracted a consultant to present a transition to a benefits based approach to allotments across Recreation. During this process changes should be expected as we align the service model to ensure fair & equitable access to all user groups.



Burnaby Parks Recreation and Culture Interim Facility Allocation Policy

SOURCE:	Parks, Recreation and Culture		
APPROVED BY:	General Manager, Parks, Recreation and Culture		
EFFECTIVE DATE:	January 1 2024	REVISION DATE:	November 14, 2023

1.0 POLICY STATEMENT

The City of Burnaby will allocate parks and facilities to align the right activities with the right spaces in order to maximize user experience and make the most effective use of Parks, Recreation and Culture (PRC) infrastructure. The City values equitable access by all residents and having fair and transparent processes that promote the greatest public good. Burnaby parks and facilities are first and foremost for the benefit of Burnaby residents.

2.0 POLICY PURPOSE

The purpose of the Interim Facility Allocation Policy is to provide a framework to ensure fair and equitable allocation of the City of Burnaby's Parks, Recreation and Culture parks and facilities.

3.0 ALLOCATION POLICY

The City of Burnaby owns and operates many indoor and outdoor facilities that benefit and provide opportunities for community members to be involved in a variety of activities.

4.0 PRINCIPLES:

Activity Alignment: when applicable, the Allocation Policy will utilize standards based on leading practices to ensure groups are provided with the appropriate amount of time in spaces that best fit the activity needs.

Equity: Public parks, recreation and culture services and programs are meant to be accessible to all, regardless of income, ethnicity, gender, ability or age.

Accessibility: City programs value inclusion and strive to welcome and support all people to participate.

Space Efficiency: Recognizing that significant resources are required to develop and operate facilities, the City will ensure that existing space capacity is effectively utilized. The Allocation Policy will also help ensure future facility planning is based on a true understanding of supply and capacity.

Clarity: The Allocation Policy will provide clarity and transparency in how space is allocated.

Collaboration: The City provides parks, recreation and culture facilities because they provide public benefit. As such, optimizing how these spaces are used is a shared responsibility between the City and community groups.

Adaptability: Recognizing that trends and space needs are continuously evolving, the Allocation Policy needs to be adaptable and able to respond to the fluidity of parks, recreation and culture programs and activities.

Framework:

The following will be used as a framework within which the City can make fair and equitable facility allocation decisions:

1. The top priority for facility usage is City of Burnaby programs and services. The City reserves the right and first priority to any times in the schedule and to be able to recover any time period as required.
2. Groups who have participation of 60% or greater of Burnaby residents will be given priority over those groups who have less than 60% residency. Exceptions for residency are outlined below.
3. The City reserves the right to impose an 80% Burnaby residency requirement during times when demand exceeds supply (above the 60% requirement noted in #2).
4. In some circumstances, enhanced sport, recreation and culture opportunities may take priority if the City determines an athletic, social, culture or economic value to the community.
5. The City supports the Long-Term Athlete Development – Active for Life Model (Canadian Sport for Life).
6. The City recognizes the challenges facing girls and women to be involved in sports and may give priority to a sport group that is promoting the participation of girls and women.
7. The City reserves the right to waive residency to support participation of people with disabilities, historically underserved and emerging groups.
8. In-season use will be prioritized over out-of-season use: In-season is the generally accepted season for each sport.

Allocation Priorities:

1st Priority	a) City run programs/events. b) Existing contractual obligations for tenants, leases, licenses, agreements and special events including School District.
2nd Priority	Burnaby non-profit groups serving children and youth in-season.
3rd Priority	Burnaby non-profit groups serving adults and seniors, in season.
4th Priority	Casual Burnaby Users and Groups – in season.
5th Priority	Groups and users out of season, below residency requirements or extra practices above the allocation/standards of play or using non-traditional spaces.
6th Priority	Private and commercial users, including non-association/club/ skill development programs

5.0 OTHER CONSIDERATIONS

1. Allocation requests must be completed, with the Groups' most current membership statistics, to include; the number of active participants by: city of residence, gender, age group served, and division, if applicable. Proof of residency may be required in some situations.
2. The Group must be "In Good Standing" with the City.
3. Requests that are received after the deadline or that are incomplete will be processed outside of the interim process, based on a first come first served basis, according to facility availability.
4. It is expected that groups will use the facility for the purpose and intent, level of participation, type of activity, and age group stated on the application form/booking contract and/or the season schedule.
5. Sub-leasing facilities is not permitted.
6. It is expected that all community groups are efficient with the time allocated to them. It is understood that groups may occasionally find that a booking is unneeded due to unforeseen circumstances. However, habitual failure to report unneeded or unused time, or last minute cancellations, may result in penalties as outlined in the specific facility procedure document or the Fees and Charges Bylaw and a loss of "In Good Standing" status for the season.

Bylaw Fees & Charges

Burnaby Consolidated Fees & charges Bylaw # 14485 - Schedule F

Every year the fees & charges applied to allotment rentals are reviewed. Recommendations are made by City staff to City Council and Council passes the recommendations into City Bylaw. City Staff then use this document to apply fees to allotment user groups bookings. Typically new fees come into effect Sep 1 of every year.

Currently Burnaby has contracted a consultant to present a transition to a benefits based approach to allotments across Recreation. During this process changes should be expected as we align the service model to ensure fair & equitable access to all user groups.

User Group Definitions

Rental Application forms are required to be filled out in order to rent space. The information gathered from the form allows staff to evaluate and determine what definition the user group falls under. Once a group's status is determined then staff follow the allocation priority and apply appropriate bylaw fees & charges

- Commercial:** Any individual, company, group or organization engaged in the pursuit of business for profit.
- Private:** Any individual, company, group or organization
- General:** Registered societies, not-for-profit community groups or informal community groups whose participants/members are less than 60% Burnaby residents.
- Community:** Registered societies, not-for-profit community groups or informal community groups whose participants/members are 60% or greater Burnaby residents.

Arena Rental Applications & Information Requirements

Arena Rental Application forms can be found on the landing page of the facility webpages. The forms are designed to capture all the information required to apply status to the organization and apply the fees and charges to bookings included on your permit/contact.

Burnaby prioritizes groups or organizations with 60% or over Burnaby residents. This is reflected in the allotment process and bylaw fees & charges applied to Arena bookings.

Non-profit organizations

- Certificate of Incorporation and Statement of Directors & Registered Office
- Rosters – submit from last completed season of play, every year are audited to assess the percentage of Burnaby residents

Private /Commercial

- Certificate of Incorporation for a business, then
- A profit/ loss statement is required to determine if the Private or Commercial status are to be applied.

Incomplete applications will not be considered and will be returned.

Seasonal Allocations

Seasons & Intake Dates

The scheduling process takes place 2 times a year. Fall/ Winter and /Summer Spring

Season dates	September- March	April – August
Seasonal Applications due:	April 7	Nov 7
Events request due:	Mar 31	Oct 31

Scheduling Process

1. Following the intake process deadline, all rental applications are reviewed, and the status of each organization is determined. Organizations are then ranked in order of the allotment policy priority list.
2. Burnaby Recreation schedules in activities and programs for public.
3. Non-profit youth sport organizations with over 80% residency are placed first, following next is youth sport organizations with over 60% residency. Consideration of regional sports organizations & sport organizations that serve D.E.I. populations are also included.
4. Non-profit & informal casual adult sport organizations with over 60% residency are then placed.
5. This is not an exact linear process as collaborations and adjustments are made to mutually benefit organizations and groups.
6. The allocation process takes into consideration the training & competition requirements of each unique sport.

Events & Tournaments

Burnaby Arenas is proud to host a variety of events & tournaments throughout the year.

Events will be on separate permit from ongoing bookings.

Damage Deposit is due 60 days prior to the event

Arena event checklist will be provided, reviewed ideally 2 months prior to and details of event requirements finalized no later than 2 weeks prior to the event.

NOTE:: special requests such as glass removal will incur separate charges.

Staff charges will be applied depending on the event & expected attendance. This may include Arena Service Workers (ICE maintenance), Building Service Workers (janitorial and set-ups) or Recreation Leaders (set ups, facilitation of event & managing behaviors within the facilities)

Insurance Requirements

What is Liability Insurance?

Liability insurance is a contract that requires an insurer to pay on behalf of the parties it insures for legal liability arising out of the activities of the insured parties.

Why is User Group Insurance important to Burnaby?

Burnaby provides services and facilities to residents and visitors, including renting facilities to others to operate their own programs and activities. There is potential liability associated with programs and

activities (i.e. sports, celebrations, gatherings) provided by others that use a city facility. The rental agreement requires the User to assume the liabilities arising from their use and to “indemnify” the City when losses occur. The only way to reasonably ensure that a User has the financial means to meet this obligation is to require liability insurance.

What is a Certificate of Insurance?

It is a document that provides one party with evidence that another party has valid insurance. Certificates are used by property and project owners to confirm that those that use and occupy their lands or provide goods and services have valid insurance.

Key Elements of a Certificate of Insurance:

- a. Properly identifies the first “named” insured(s) and those “named” as additional insured - specifically the City of Burnaby and if applicable Burnaby SD#41, needs to be identified as an additional insured party.
- b. These should match the allotment contract
- c. Identifies the insurer (sometimes more than one)
- d. Includes a policy number
- e. Sets out the coverage period (start and end date). Booking to fall within current coverage
- f. Specifies the limits of coverage
 - i. \$5 Million per Occurrence, bodily injury/property damage etc.
 - ii. \$8 million per Occurrence for high-risk contact sport such as hockey
- g. Describes the basic coverage and endorsements (i.e. includes cross-liability, these words must appear on face of Certificate)
- h. Is executed by the insurer or someone authorized on their behalf (usually an agent or broker)
 - i. Includes a basic description of the “activities” or “operations” that are insured
- j. Includes a waiver of subrogation in favour of the City of Burnaby

AON Insurance:

Providing proof of liability insurance is mandatory when using Burnaby Parks, and Recreation and/or School District #41 facilities. The City of Burnaby offers access to the AON Insurance portal for the convenience of our user groups that wish to purchase coverage. The City does not recommend, endorse, approve and/or favor any one insurance provider over another.

Payments, Cancellations & Refund Policy

1. ONE TIME Reservation

Payment is due immediately upon booking

2. ONGOING - RECURRING, MONTHLY, SEASONAL Reservations

Payment made in full or by monthly payment plan

Monthly – payment is due the first of the month, one month in advance

Situation	Refund Guideline
Customer provides cancellation notice	
• 14+ days	Full refund
• 7 - 14 days	50% refund
• Less than 7 days	No refund
• No show	No refund
City cancels reservation	Full refund

3. EVENT Reservations

Full payment due immediately

Deposit due 60 days prior to event

Deposit refundable within 2 weeks after event (minus any claim charges)

Situation	Refund Guideline
Customer provides cancellation notice	
• 90+ days	Full refund
• 60 – 89 days	50% refund
• Less than 60 days	No refund
• No show	No refund
City cancels reservation	No refund

Booking or revising permits

To maintain a clean channel of communication any and all requests should come through one point of contact from the organization.

Requests for additional services to be added to a booking must be prearranged and outlined on the permit details, this includes requests for tables & chairs to be set up in the lobby for example.

Front line staff are not authorized to amend permits. All requests must be sent to arenaallotments@burnaby.ca.

This email address is monitored by multiple staff will ensure a response within 5 – 7 days.

Multipurpose Rooms & Ad Hoc Meetings

Groups and associations meeting the Community definition: must utilize City of Burnaby facilities on a regular and ongoing basis.

- a) May have a meeting to review regular group business ONE time per month.
- b) One room only, 4 hours maximum.
- c) Ad Hoc meetings will only be accepted if space is permitted, 3 – 5 days in advance.
 1. Kensington Complex -Community Room
 2. Rosemary Brown Recreation Centre - Multi-purpose 1

If a meeting room is required outside of the Ad hoc process the booking will have related fees applied. Please ensure to provide minimum 5 – 7 days notice to ensure the allotment clerk can meet the request.

City of Burnaby Code of Conduct

for users of City operated recreation and sports facilities.

Burnaby Parks, Recreation and Culture expect all user groups, allotment holders and participants at city operated recreation and sports facilities to treat users and city staff with respect and to conduct themselves in such a way as to promote safe and positive experiences.

Without limiting the above, there will be zero tolerance for:

- Intoxication or being under the influence of drugs or alcohol.
- Possession of, or consuming alcohol, illicit drugs or other intoxicating substances.
- Possession of weapons.
- Criminal behaviour of any kind but particularly violent or aggressive behaviour.
- Behaviour that promotes discrimination, racism, or hatred.
- Any activity or conduct that would be detrimental to the environment at the site or may negatively impact those in the immediate surrounding properties to the site.
- Damaging, defacing, fouling or polluting any park or facility.

Conduct that violates the Code of Conduct will result in appropriate action against user groups, the allotment holder and/or person(s) responsible. This includes, without limitation, suspension or termination of privileges to use City facilities and appropriate disciplinary or legal actions.

Arena Etiquette

To observe and abide by all regulations applicable by-laws and statutes including but not limited to indoor smoking by-laws, fire safety regulations, liquor consumption and service regulations.

Sport Play is NOT PERMITTED anywhere inside facilities except within the rink.

Warmups/activations and loud music is not allowed within the stands or lobbies.

Access to Facilities and Change Rooms

- Arena Facilities will open the building 30 min prior to the first booking of the day.
- Change rooms are available 30 min prior to bookings unless requested otherwise.
- Change rooms must be vacated within 30 mins of booking.

Safety Guidelines

- When the zamboni gates are open, no one is to be on the ICE/FLOOR. This is to ensure the safety of those participating on the ICE/FLOOR and the safety of the staff who access the floor to perform their required duties between bookings. The ASW will connect with a coach or official to coordinate nets on ICE.
- No warmups or sport play is allowed in lobbies or stands.
- User Groups are responsible for providing First Aid and Emergency Response for their members/participants & should have a Safety Plan readily available to Coaches & Volunteers onsite.
- Close all gates to rink upon end of booked time

Alcohol & Controlled Substances

Consumption of liquor in a public place (arena, parking lot, dressing rooms, or bleachers) is an offence under Section 47 of the Liquor Control and Licensing Act which states:

“Except in the case of liquor purchased and consumed in accordance with the license under this act permitting consumption in a public place, no person shall consume liquor in a public place.”

All alcohol consumption must be in accordance with the regulations of the site permit/license within the Liquor Control and Licensing Branch of the Province of British Columbia.

Repeated offences may result in loss of bookings and place the organization in bad standing.

Emergency Alarms & Procedures

Evacuation Procedures

The building may be evacuated for a variety of reasons including power outage, earthquake or fire alarm. The City has procedures in place and the staff onsite are trained to respond in each instance. Please follow the directions of staff onsite during an evacuation.

The Arena ice plant utilizes ammonia as part of the ice making process. The plant is regulated under Technical Safety BC and has many safety requirements including an ammonia alarm system. The alarm has different phases and can be set off for different reasons. If the alarm goes off. Stay put. The ASW on staff will immediately respond to the alarm and determine the required action. The ASW cell phone can be called if there are any concerns or questions.

Food & Beverage

Food Services are available with arena facilities, including vending machines, concession/cafe services and catering.

Please contact Food Services for more information [Food Burnaby | FoodBurnaby](#)

City of Burnaby Grants

Community and social service grants for non-profit organizations

We offer funding in the form of grants for non-profit social service groups and neighbourhood organizations to help build strong communities in Burnaby.

Community Grants & Sport Hosting Grants are available to support your organization & events

Link to webpage [Grants | City of Burnaby](#)

Promotional Opportunities

Opportunities to advertise within Burnaby Recreation

- Fliers to hand out to skate lesson participants – connect with the Centre Supervisor 2 for details
- Advertise in the Activity Guide – information [HERE](#)
- Ways to “Get Involved” - information [HERE](#)
 - Available grants
 - Sponsor or Donate
 - Get Recognized
 - Special Events

Please contact arenaallotments@burnaby.ca to set up a meeting if you would like assistance to apply for a grant.

Contact List

Arenas Main Contact

Recreation Centre Supervisor 2	Kimberly Suhr	kimberly.suhr@burnaby.ca	604.421.3280
Central Valley Complex Supervisor	Misty Troisi	misty.troisi@burnaby.ca	604.205.3059
Recreation Manager	David Rose	david.rose@burnaby.ca	604.320.2210

MAIN EMAIL CONTACT for all Inquiries: arenaallotments@burnaby.ca

Arena Service Workers	Bill Copeland Sports Centre	604.320.2212
Cell Phone #s	Kensington Complex Arena	604.220.2583
	Rosemary Brown Recreation Centre	236.858.5041
Bill Copeland Sport Centre	3676 Kensington Avenue V5B 4Z6	604.297.4521
Kensington Complex	6195 Curtis Street V5B 4X7	604.297.4535
Rosemary Brown Recreation Centre	7789 18 th Street V3N 5E5	236.858.5041

