

**Belmont Sports  
Complex  
Operations Manual  
September 9, 2025**

The **Belmont Sports Complex Operations and Policies Manual** outlines the procedures, expectations, and responsibilities that guide the facility’s operations. It defines the relationship between the Complex, its staff, the community, and key stakeholders.

Ice rentals will be the primary source of revenue, and ice time is considered a valuable resource. This manual establishes clear policies to ensure that all users respect the facility, follow scheduling procedures, and understand the importance of maximizing efficiency for the benefit of all renters.

During the first 18 months of operation, staff will collect data to evaluate the rink’s performance and capabilities. After this period, the ice will be removed for maintenance, and the facility will explore temporary **non-ice uses** for the space.

The Complex will also support events at **Harris Field and nearby areas** by offering access to restrooms and, when appropriate, opening the concessions stand as determined by the Rink Manager.

### **Mission Statement**

The Belmont Sports Complex will provide the community with a welcoming and fun environment that allows town recreation, schools, youth sports, and other groups to run programs that make a positive impact.

### **Code of Conduct**

All staff and guests of the **Belmont Sports Complex** are expected to contribute to a safe, respectful, and inclusive environment. The facility is intended to foster community, support recreational activities, and provide a positive space for youth sports to thrive.

Any behavior that violates this standard—or is inconsistent with the facility’s mission—must be reported to a staff member immediately. Staff will complete an incident report, which will be reviewed by the Rink Manager and, if necessary, referred to Town Administration for further action.

### **Hours of Operation**

#### **6:30 AM – 11:00 PM**

We’re open bright and early through the evening to welcome skaters, athletes, and visitors of all ages. These hours are subject to change during holidays or special events, updates will be posted in advance.

## **Ice Rentals**

We're thrilled to offer ice time for everything from practices and games to birthday parties and community events. To help ensure smooth scheduling and a great experience for all, please take a moment to review the following guidelines:

- Ice rentals are booked through **MyRec** and payment is due at the time of booking, unless other arrangements are made with the Rink Manager.
- Long Term Tenants including BYHA, BHS, Belmont Hill, and Belmont Recreation, may have more flexible payment options as recognized stakeholders.
- Rentals must be made by an individual 18 years or older, and an adult must be present at the facility throughout the rental period.
- If payment isn't completed before the rental, we offer a one-strike grace system, allowing you to settle your balance before booking again.
- If the balance remains unpaid for more than 30 days, we may need to temporarily pause rental access for up to three months, or the remainder of the fiscal year.
- Ice rentals cannot be sublet to other groups.

*We kindly ask that renters ensure all participants treat the facility with care. The designated rental contact is responsible for their group's conduct—including any damages, excessive trash, or injuries.*

- *Damage may result in additional fees.*

## **Special Events/Parties**

- Hosting a birthday party, company skate, or community celebration? We're happy to offer access to a multipurpose room where you can bring your own food, set up tables, and enjoy the space.
  - A \$200 custodial deposit is required if food is being served.

## **Reporting Incidents or Injuries**

- If an accident, injury, or concern arises during your rental, please notify the Manager on duty right away.
  - Incident forms can be filled out digitally using the QR code at the front office, or paper copies are available from staff.
  - All reports will be reviewed within 48 hours.

## **Dressing Rooms**

- Each rental includes access to one dressing room (Rooms 1–4).
  - Additional rooms can be requested when booking.
  - Rooms 1–2 and 3–4 feature barn doors that can be opened to create larger spaces, just let us know in advance.

## **Alcohol, Illegal Substances and Vaping**

- Alcohol (Illegal Substances and Vaping) is not permitted on site.
  - All safety protocols (including police detail, if needed) must be arranged by the event organizer.

## **Cancellation Policy**

We understand that plans can change, and we do our best to be flexible while also ensuring fair access for all users of the facility. To help keep things running smoothly, please note the following guidelines for cancellations:

- If you need to cancel your rental, we kindly ask for at least one week's notice in order to receive a full refund.
- Cancellations made with 48 hours' notice or more won't count against your rental history.
- If a rental is missed without any notice ("no call, no show"), that time slot may be made available to other renters going forward. Frequent no-shows may affect future booking priority.

## **Public Dressing Rooms**

We aim to provide a clean, safe, and respectful space for all teams and guests using our dressing rooms. Please help us keep these shared spaces welcoming for everyone by following the guidelines below:

- Each team will be assigned one dressing room by default. If additional space is needed, feel free to request it during the booking process, we'll do our best to accommodate.
- Guests are responsible for their personal belongings. While we do our best to ensure a secure environment, dressing rooms are used at your own discretion.
- Dressing room assignments will be posted daily in the front lobby alongside the schedule.
- Keys will be provided to a designated coach or team contact (18+), in exchange for a car key or valid ID. These will be returned when the room key is brought back.
- Teams may enter their assigned dressing room up to 30 minutes before their rental begins, or as soon as the previous group has exited.
- We ask that teams vacate dressing rooms within 20 minutes after their session ends so we can prepare for the next group.

## **Respecting Shared Space**

We truly appreciate everyone's help in keeping dressing rooms clean and welcoming. Coaches are asked to support this by ensuring teams take care of the space:

- If a room is left messy, damaged, or otherwise misused (e.g., excessive trash, graffiti), staff will document the condition and submit a report to the Rink Manager.

- In such cases, the following may apply:
  - **1st offense:** Loss of dressing room privileges for one session
  - **2nd offense:** Dressing room access suspended for one month
  - **3rd offense:** Privileges suspended for the remainder of the fiscal year, or at least three months

We'd much rather work *with* you than enforce consequences, so please don't hesitate to reach out with questions or concerns.

- For public skating and recreation programs, dressing rooms will be left unlocked and available for general use.
- During hockey games, opposing teams will not be assigned adjacent rooms to ensure privacy and ease of transition.
  - Example: Game 1 uses Rooms 1 & 3; Game 2 uses Rooms 2 & 4
- Visiting high school or college teams may be assigned double-wide locker rooms to better accommodate larger rosters.
  - The Head Coach or Athletic Director need to contact the Rink Manager in advance to coordinate any special needs.

### **Skate Room**

The Skate Room is here to support your time on the ice, whether you need a pair of rental skates, a quick sharpening, or help with equipment. We're happy to help make your visit as smooth and enjoyable as possible!

- The Skate Room will be open for skate rentals and sharpening during designated hours, which vary based on season and events, *subject to available staff*.
- During peak season (November- March):
  - **Weekdays:** Open at 4:00 PM and close once the final rental of the day begins (Staffed by 1)
  - **Weekends:** Open at 8:00 AM and close once the final rental begins (Staffed by 1-2)
- Please note the Skate Room will be closed during BHS games and select special events, as scheduled.

### **Skate Rentals**

- Skates will be available in a variety of youth and adult sizes, including both figure and hockey styles.
- Rentals will be offered according to our posted rental policy, visible at the Skate Room service window.
- A pair of shoes will be held as collateral during the rental period.
- Rental skates must remain on-site and should be returned promptly after your skate session, event, or party.
- If skates are damaged or not returned, the renter may be responsible for repair or replacement costs.

## **Sharpening Equipment**

- Only trained and authorized staff may operate the Sparx skate sharpening machines.
- In addition to skates, the Skate Room may also carry useful items like:
  - Hockey tape, mouth guards, neck guards, and Belmont-branded apparel
- Cash payments will only be accepted when the Rink Manager is on-site. Otherwise, digital payment methods will be used.
- Access to the Skate Room is limited to *authorized staff only*, to ensure safety and proper equipment handling.

## **Concessions**

We're committed to providing a safe and enjoyable experience at our concessions, and appreciate everyone's cooperation in following these guidelines.

- All staff will participate in training to ensure they follow the Belmont Board of Health's best practices.
- Our management team holds ServSafe certification to help maintain high food safety standards.
- Staff will wash their hands regularly, before and after handling food, after using the restroom, and as recommended by health guidelines.
- Concessions hours and staffing will be tailored to support events, including:
  - Weeknights during BHS games
  - Weekends from 8:00 AM until the start of the last rental
  - Additional weekend times to be determined based on demand
- The exterior window facing Concord Ave. will open during games at Harris Field or other events as requested by the Town.
- Groups like POMS and other 501(c)(3) organizations may be invited to operate concessions at select Harris Field events. To participate, groups should:
  - Obtain their own Board of Health license
  - Add the Town to their insurance policy and provide proof to the Town Administrator and Rink Manager
  - Have all volunteers sign a waiver acknowledging understanding of food service responsibilities and Town rules
  - Help keep the concessions area clean after use; failure to do so may result in loss of privileges
- Clear operating procedures will be posted at each service window and in the kitchen for all staff and volunteers to follow.
- At the end of each shift, staff will carefully clean all used equipment according to manufacturer and management guidelines.
- All trash and leftover food will be properly disposed of in the designated dumpster.
- Equipment used includes hot boxes/food warmers, popcorn machines, refrigerators/freezers, microwaves, Merrychef ovens, coffee/hot chocolate machines,

shelves/racks, and electric griddles—all approved by the Health Department and Rink Manager.

- Menus with prices will be clearly displayed near the service counters and may be updated as needed.
- Please note, cash payments are accepted only when the Rink Manager is on-site.

### **Ice Maintenance**

- Our management team takes great care in maintaining the ice surface. They handle tasks like driving the Zamboni, measuring ice depth, recording surface temperature, and monitoring the mechanical and refrigeration systems to keep everything running smoothly.
- Part-time staff members support these efforts by driving the Zamboni and helping with other maintenance tasks as needed.
- To ensure safety and efficiency, you'll find helpful instructions posted around the Zamboni garage area.
- The newer model 552AC Zamboni is our main machine, while the older 552 model is used primarily as a backup and during scheduled maintenance times.
- For everyone's safety, Zamboni drivers will wait until all skaters have left the ice before starting, and skaters are kindly asked to wait until the Zamboni has returned to the garage and the doors are closed before stepping back onto the ice.

### **Staffing**

- Our team includes management staff, the Rink Manager and Assistant Manager/Head of Maintenance, as well as part-time employees who help with Zamboni driving, concessions, and the skate room.
- When a manager isn't on-site, a shift lead or manager on duty will be appointed, ideally someone with Zamboni experience or at least 21 years or older.
- Concessions and skate room staff roles can be flexible, as long as everyone is properly trained in food service.
- Zamboni drivers are assigned shifts based on seniority and cover both morning and evening hours.
- Drivers also help keep dressing rooms 1-4 and public restrooms clean, along with other janitorial duties. (Facility staff handle private dressing rooms A-D.)
- Morning shifts typically run from opening (around 7:30 AM or first rental) until 4 PM, while night shifts start at 2:30 PM and go until the last rental ends and dressing rooms are cleaned.
- Staff schedules are managed through an online system and set every two weeks. Once a shift is accepted, employees are responsible for arranging any coverage and informing management of changes.
- Full-time staff ensure that at least one manager is present during all BHS games and special events.
- Sometimes, roles may overlap during busy times or emergencies; for example, Zamboni drivers might also operate skate sharpening machines.

- All staff, both full- and part-time, must pass CORI/SORI background checks before beginning work.
- Everyone is encouraged to pitch in by picking up wrappers, tape, bottles, and other debris to keep the facility welcoming for all.

### **Partnership With Belmont Schools**

- BHS Athletics is welcome to use the ice and assigned locker rooms.
- To help with scheduling, BHS Athletics will share their game and practice calendars before each fall, winter, and spring sports season begins.
- While varsity games and MIAA special events will be given strong consideration, requested times can't always be guaranteed.
- BHS will be responsible for honoring their rental commitments, as the rink schedule needs to balance all users.
- If any games or practices need to be rescheduled, please let us know at least two weeks in advance so we can give those changes priority.
  - We kindly ask for understanding that other community and private rentals won't be moved without this notice.
- Events at Harris Field and the nearby grass field will have access to the rink lobby restrooms for convenience, *contingent on staffing*.
- The concession window facing Concord Ave will generally be open for football games, unless other arrangements are requested by Belmont High School (BHS), *contingent on staffing*.
- Assigned locker rooms (A-D) will be accessible during operating hours by rink management and authorized BHS Athletics staff and coaches.
- Hallway doors will be unlocked during practice times, but student-athletes won't receive individual key cards.
- Facilities staff will take care of cleaning BHS locker and restrooms.
  - The BHS Athletic Director, coaches, and student-athletes will be asked to help keep the space respected and in good condition, with any concerns addressed promptly.
- Teams will have access to their locker rooms during their respective sports seasons only.
- Storage spaces around the facility will be shared between Athletics and BHS clubs.
- Keys to storage will be held by management and designated to BHS personnel.
- Both rink management and BHS will keep inventory records, with any missing items handled promptly.
- BHS Athletics is welcome to display banners celebrating past championships and athletes, with approval from the Town Administrator and Rink Manager.
- Ticket sales for hockey games and other rink events will be managed by rink staff to help support operational and maintenance costs.
- Physical Education programs at BHS may use the rink with proper supervision and signed liability waivers from students or guardians.
- PTA skate nights will be coordinated with the Rink Manager and school Principal.

### **Partnership with Belmont Youth Hockey Association (BYHA)**

- BYHA will be charged for ice rentals. While BYHA's scheduling requests will be given strong consideration, we can't guarantee every request.
- BYHA will have a regular weekly practice schedule, and any changes or cancellations should be communicated to the Rink Manager following the rental refund policy.
- Each BYHA team will be assigned one dressing room unless an additional room is requested at least 48 hours in advance.
- Rink equipment, such as temporary cross-ice boards, bumpers, and other training tools, will be available upon request and distributed by rink staff.
- BYHA banners may be displayed with approval from the Rink Manager or Town Administrator.
- Additional storage space may be provided with the Rink Manager's approval, and a liability waiver will need to be signed.
- Special events like tournaments will be coordinated with the Town Administrator to make sure all participants understand rink policies.
- BYHA games will be organized through the Valley Hockey League (VHL) and the Middlesex Yankee Conference (MYC):
- Referees and timekeepers will be provided by these organizations.
- Referees will have access to a designated changing room and lockers.
- BYHA will purchase ice time for MYC games.
- The VHL will maintain its own account and handle payments for its ice time.
- Annual fundraising events like the Ice Breaker and Ice Melter will be coordinated with the Rink Manager. BYHA will only be responsible for custodial fees related to these events.

### **Belmont Recreation Division under Community Services**

- Belmont Recreation will offer scheduled events during the week and on weekends, with specific times to be determined.
- Public skating and stick-and-puck sessions will be held separately to ensure a welcoming and enjoyable experience for all skaters, especially casual visitors.
- All skaters will be asked to sign a waiver of liability. For participants under 18, a legal guardian's signature will be required.
- Skate rentals will be available on a first-come, first-served basis, with a small additional fee for use of the equipment.
- During the school year, we may offer skating sessions after school and on early-release Wednesdays.
- Recreation camps will have access to restrooms and concessions during the summer and may offer additional programming within the rink, *contingent of staffing*.
- Belmont S.P.O.R.T will run programs primarily on weekends.
- Weekly public skating hours will be adjusted as needed based on participation and demand to best serve the community.

## **Partnership with Belmont Media Center**

- BMC is welcome to stream Town events held at the rink and will work closely with the Rink Manager and Town Administrator to ensure all safety guidelines and protocols are followed.
- A designated area will be set aside for announcers and camera operators to work comfortably.
- Any equipment like scissor lifts, ladders, or platforms will need prior approval from the Rink Manager before being brought into the facility.
- For safety reasons, BMC staff will only access the IDF Control Room or other mechanical/electrical areas with permission and supervision.
- To avoid overlap, Rink Management will pause the LiveBarn, if available, streaming service during BMC events.
- Public WiFi is available through the Town of Belmont Guest network (TOB Guest).
- Should additional internet access be needed, requests can be made and will be considered by Rink Management, the Town Administrator, and IT.

## **Advertisements**

All advertisements will follow a formal review and approval process to ensure compliance with Massachusetts procurement laws and town policies.

- To help maintain a consistent look and feel within the facility, all advertising materials will be reviewed and approved by the Rink Manager and Town Administration.
- Ad designs are encouraged to follow a clean format, typically a white background with the company's logo and contact details. Any additional messaging or artwork can be submitted for further consideration.
- The facility reserves the right to remove advertisements if they are found to be inappropriate or inconsistent with our policies.
- Please note that advertising related to age-restricted products (e.g., alcohol, gambling) may have limitations in alignment with Town guidelines.
- Advertising opportunities will be offered through a bidding process, with a minimum bid of \$1,000 for a one-year agreement.
- Vendors will work directly with the Rink Manager for coordination of final designs and delivery. Facility staff will assist with installation where needed.
- Bulletin boards in the lobby and rink areas will also be available for approved community flyers and notices.
- All sponsorship revenue will be directed to the rink's revolving fund to help support facility improvements and programming.

## **Safety Protocols**

We take the safety of our guests, participants, and staff seriously. The following protocols are in place to ensure a quick and coordinated response in case of emergency:

- Facility maps highlighting emergency exits will be posted at the front office, lobby, concessions, and bleacher areas.
- Emergency exits are clearly marked and alarmed for safety. These doors must remain closed at all times, including during events at Harris Field.
- A designated outdoor rally point may be used to help youth groups stay together and organized in case of evacuation.
- Fire extinguishers are located throughout the facility as per building safety plans.
  
- Emergency procedures will be clearly posted at the front desk, and staff will be trained on how to respond appropriately.
- Incident report forms will be available at the front desk and should be completed by staff involved, then reviewed by management.
- First aid kits are located at the front desk and in the training room.
- AED (Automated External Defibrillator) units are available in the rink area, training room, and lobby for quick access in case of a medical emergency.
- While we strive for a positive and respectful environment, we understand that emotions can run high during games and events.
  - Staff will be trained to de-escalate situations verbally when they feel comfortable doing so.
  - If an issue becomes disruptive, staff are encouraged to notify management right away.
  - Warnings may be issued for disruptive behavior, and more serious situations may result in removal from the facility.
  - If there's an immediate safety concern or risk of injury, Belmont Police should be contacted.
- For larger events (tournaments, showcases, and high school games), it is the responsibility of the organizing group to coordinate any necessary Police or Fire Department presence in advance.