



# OPEN HOCKEY PROTOCOL

(Updated of November 11th, 2020)

The following procedures have been implemented for the purpose of contactless transactions and in order to cap sessions to meet capacity and distancing protocols.

## REGISTERING FOR OPEN HOCKEY SESSIONS

- Stick & Puck session attendance will be capped at 40 people.
- Pickup sessions will have a cap of 26 players and 3 goalies.

Open Hockey session time must be reserved and paid for in advance through the sticker system. **IN-PERSON REGISTRATION WILL NOT BE PERMITTED.**

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Skaters are required to register for Open Hockey sessions through **the Greensboro Ice Hub**, our online registration system.

Skaters will go to our website @ [greensboroice.com](https://greensboroice.com), select “Ice Hub” on the main menu, and create/log into their customer account to register for their sessions. Select “Register for Ice Time” on the menu, and select “Pickup” or “Stick and Puck. Sessions for each will be listed on their respective calendars.

For admission, select “Purchase Stickers” on the menu, and select “Open Hockey Stickers”.

For more detailed instructions on how to utilize our Online Skater Portal, please review our [Ice Hub User Guide](#).

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Open Hockey session time will be available to skaters on a first-come, first-serve basis, based on the time of their online registration. If a session reaches capacity, the session will no longer be available for registration.

Skaters successfully registering for Open Hockey session time will receive an email confirmation, and may be asked to show it to the check-in attendant upon arrival.

Sticker purchase will require the completion of an on-line waiver by all participants. An adult parent or guardian will complete the waiver on behalf of minor participants.

**The Greensboro Ice House will not issue any refunds.** Please plan ahead of time and be confident in your schedule selection. In the event of illness, please contact our Admin Team @ [GSOIcehouse@gmail.com](mailto:GSOIcehouse@gmail.com).

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### **STICKER SYSTEM:**

A new system of “stickers” has been implemented for skaters to purchase and pay for their Stick & Puck and/or Pickup session ice time. Each Open Hockey sticker represents a 60 minute Stick & Puck session or 1 Pickup session. Stickers will only be sold online as follows: \$75 for five 60 minute session stickers and \$150.00 for ten 60 minute stickers.

**\*\*Please note: The initial online transaction by each customer will require the purchase of Adult Noon Skate session stickers. Stickers are only sold in sets of 5, not individually.**

Skaters must label their stickers with their name. **Lost stickers are not refundable.**

When skaters run out of stickers, they will need to purchase new stickers via the online portal. **Stickers will not be available for purchase at the front desk.** Once purchased, new stickers may be picked up from the check-in attendant.

**\*\*Note: If a skater has stickers labeled Stick & Puck,** they will be able to use them for Pickup sessions until they run out, and then will need to purchase subsequent Open Hockey stickers.

The check-in attendant will require skaters to affix one sticker to the designated Open Hockey session sheet each time they skate a Stick & Puck or Pickup session. **Skaters will not be allowed on the ice without sticker placement.**

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### **CHECK-IN PROCESS AND RINK PROTOCOL**

Open Hockey skaters should arrive at the rink, in advance of their sessions, to allow time to check-in and to be processed through a health screening and temperature check.

***Please allow plenty of time for screening, etc. to ensure skaters are on-time for sessions and/or lessons. Skaters may check-in up to one hour prior to the start of the session.***

Anyone approaching the check-in table must be spaced at socially distant markers and wearing a face covering over the nose and mouth. In the event you forget your face covering, the Greensboro Ice House will have a limited supply of face coverings that will be available for purchase.

The check-in attendant, located outside the rink, will confirm pre-registered, and/or Open Hockey ice time. **Reminder: no walk-on's permitted.**

The check-in attendant will deliver pre-paid stickers at your first check-in.

**\*\***In the situation that a player purchases stickers and they aren't available upon arrival, they will need to show the check-in desk attendant their registration confirmation email, and sticker confirmation. The skater will then be allowed to skate and one sticker will be removed for that session and the remainder of the stickers will be available for pick up at their next visit.

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### **LOCKER ROOM INFO**

#### **Open Hockey Locker Rooms:**

Stick & Puck and Pickup skaters, **who are able to dress themselves**, will be permitted to enter the building (wearing a face covering and following the temperature check and health screening) 25 minutes prior to the start of the session and may utilize the designated locker rooms. Skaters are encouraged to wear their face masks and abide to social distancing protocols while within the locker room.

Open Hockey skaters who are eligible to use the locker rooms will access the ice from the hockey bench side of the rink at precisely the start of the Stick & Puck or Pickup session. Open Hockey skaters may not utilize the hockey benches or enter the ice prior to the start of the Stick & Puck or Pickup session.

Skaters using locker rooms must exit the facility within 15 minutes of the conclusion of session time, wearing their face covering.

Remember: showers may be used, but players must still exit within the 15 minute window after their session.

Stick & Puck skaters, ***who are not able to dress themselves***, should arrive at the rink as fully dressed as possible. Upon arrival, these skaters should check-in (wearing their face covering over mouth and nose) for the temperature check and health screen. Once checked-in, these skaters should return to their vehicle to finish dressing and to put on skates. Skaters may wish to bring a foldable chair to help facilitate lacing skates. Please make sure to have skate guards as the pathway from your vehicle to the rink entrance is cement.

Stick & Puck skaters who are not able to dress themselves and therefore not able to use a locker room, may enter the rink 15 minutes prior to the start of the Stick & Puck session. These skaters will enter the rink through the front door entrance and will enter the ice from the door just past the large, wooden Learn to Skate check-in table at precisely the start of the Stick & Puck session. Face coverings will not be required to enter the building due to helmet wear.

Skaters not using locker rooms will exit the ice within 5 minutes of the conclusion of session time wearing their face mask/covering.

Only pre-paid, pre-registered, pre-screened coaches and skaters will be able to enter the building; no parents, caregivers or guardians permitted. Parents, caregivers and guardians may subscribe to LiveBarn to watch sessions from outside the building. [livebarn.com](https://livebarn.com), save 10% with promo code: 4da5-ed17

If a parent, caregiver, guardian, sibling, etc. needs to use the restroom, they may do so wearing a face covering and following the health screening and temperature check.

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### **GENERAL RULES**

**Skaters should bring pre-filled water bottles.** All water fountains are temporarily disabled except the touchless fountain nearest the referee room and just outside of party room #1. The touchless water fountain is suitable to refill water bottles / it is not a drinking fountain.

**No spitting on the ice or in hockey benches.** Skaters must dispose of their own tissue, immediately following use, into trash receptacles.

**Skaters must make sure to collect all of their belongings** as lost and found items will not be held at this time.

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### **SPECTATORS**

Only prepaid, pre-registered, pre-screened coaches and skaters will be able to enter the building (no non-skating guests permitted).

Guests of Open Hockey skaters may subscribe to LiveBarn to watch sessions from outside the building. Visit [livebarn.com](https://livebarn.com), and save 10% with promo code: 4da5-ed17

If a guest needs to use the restroom, they may do so wearing a face covering and following the health screening and temperature check.

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### **SUMMARY:**

1. Register for Pickup or Stick and Puck session time and purchase stickers **in advance** using the **Greensboro Ice Hub**.
2. **Arrive early** to allow plenty of time for health screen and temperature check prior to Open Hockey sessions and/or lessons.
3. **Remember face masks** and pre-filled water bottles! Skaters putting skates on outside of the building must remember skate guards, and may wish to bring a folding chair to use when putting on skates.
4. Skaters unable to dress themselves without assistance may ENTER the building through the front door entrance **15 minutes prior to the start of sessions**, wearing their face covering).
  - a. They must EXIT through the emergency exit door nearest the pro-shop **within 5 minutes of the end of sessions**, wearing their face covering.
5. Skaters able to dress themselves without assistance may ENTER the building through the front door entrance **15 minutes prior to the start of their session** (wearing their face covering) and must proceed directly to the designated locker room.

- a. They must EXIT locker rooms (wearing their face covering) **within 15 minutes of the end of their session** through the exit door nearest the pro-shop.