



Customer Handbook

McFarland Hockey, Inc.

Board of Directors approved – August 1, 2026

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MISSION STATEMENT

To provide a clean, safe, facility to serve the diverse, ice-based recreation, and sport needs of the community.

HANDBOOK PURPOSE

More than 25,000 skaters, their families, friends, and fans enter the doors of the McFarland Community Ice Arena (“MCIA”) facility every year. That is a lot of folks using the same facility for many different reasons and needs. The MCIA’s Board of Directors, McFarland Hockey, Inc. (“MHI”) and employees want everyone here to feel welcomed, comfortable, and productive.

We know this is a “second home” for many families, and we want this treasured facility to remain a vibrant community resource, and a place for our athletes to train, compete, and learn valuable life lessons.

That’s why the MHI’s Board of Directors (“BOD”) created this handbook, so all MCIA users will be on the same page regarding facility management and to help maintain this community gem for everyone to enjoy.

COACH SUPERVISION

- At no time are minor aged athletes allowed to be on the ice without a certified coach or at least one adult not participating in the on-ice program to supervise.
 - Examples include:
 - Spartan Ice
 - MHS athletes can book what is commonly called “Spartan Ice” before the season begins and after the season ends.
 - MHS athletes can book Spartan Ice during the season with permission from the MHS’s head hockey coach.
 - Teams of any kind with participants who are minors.
 - Ice purchased for private use such as lessons or practices.

CONCESSIONS

- **General Policies**
 - The MCIA Concessions is operated in partnership with the McFarland Youth Hockey Association (“MYHA”).
 - Both organizations are responsible for upholding the rules and procedures laid out in the Concessions Agreement.
 - Please reference the agreement for more information.

CONFERENCE ROOM

- **General Policies**
 - The Conference Room is primarily intended for our MCIA user groups to hold meetings and support special events such as tournaments and performances, free of charge.
 - It is also available free of charge for a nominal fee to the general public.
 - No storage is allowed in the Conference Room unless approved by the MCIA Facilities Manager.
 - Please contact the MCIA Business Manager to reserve this room.

EMERGENCY SITUATIONS – BUILDING & WEATHER

- **Building Evacuation**
 - Pause all activities and immediately leave the facility if internal warning alarms sound. This includes:
 - Fire Alarm
 - Gas Leak Alarm
 - Ammonia Alarm
 - Do NOT re-enter the facility unless authorized by a MCIA employee or first responders such as fire or police.
- **Shelter In Place - Weather Emergency**
 - Pause all activities in the facility and immediately seek shelter in Locker Rooms 1-5, within the Spartan Rink, during a Tornado Warning for the McFarland area.
 - If you receive an Emergency Alert message of a Tornado Warning via cell phone, this means a tornado is imminent.
 - Do NOT leave the locker rooms unless authorized by a MCIA employee or first responders such as fire or police.
- **Shelter In Place - Evacuation for Active Shooter**
 - Run: If you are able, evacuate the facility and run as far away from the facility as possible.
 - Hide: If you are unable to evacuate the facility, hide in a locker room and lock the door.
 - Fight: Your last resort is to fight the active shooter with any available weapon (hockey stick, ice skates, etc.)

FACILITIES

- The uses of the MCIA facilities, which includes all areas within the building, are outlined in the User Agreements.
- The installation of any equipment, furniture, banners or graphics anywhere inside or outside the facility must be approved by the MHI BOD.

GUEST AND USER EXPECTATIONS

- **General Policies**

- MCIA welcomes everyone to enjoy this facility, owned and operated by McFarland Hockey, Inc. as a 501(c)(3) non-profit organization.
- **Entry into MCIA by athletes must be via the Player Entrance. Skate bags, hockey bags, and sticks are NOT allowed in the lobby area.**
- We ask that you treat our facility, its employees, and the volunteers who help operate its programs, with respect and care.
- MCIA has many common spaces that are occupied by multiple users at any given time, and the actions of individuals or groups should not take away the enjoyment of the facility from others.
- Please leave the facility as you found it. Individuals are asked to place trash in the provided garbage cans. User groups are asked to vacuum and/or sweep floors or bleachers after space is used, if needed. The next user group should not be required to clean up what the previous group left behind.
- MCIA employees and/or Ice Officials have the right to ask anyone to leave who, after a warning, is not adhering to these values of respect and care. In extreme cases, MCIA employees are authorized to call for police assistance.

- **Horseplay**

- Parents and/or Guardians are reminded that MCIA is not a place to allow their children to “run wild,” even if you are observing them. Their actions may endanger themselves and disturb others who are also using the facilities.
- As noted in the Lobby and Training Center general policies (below), horseplay is not allowed inside or outside MCIA. This includes but is not limited to:
 - Running, jumping and / or chasing others.
 - Out of control screaming.
 - Wrestling on the floor.
 - Climbing on chairs and tables.
 - Playing and/or running with hockey sticks.
 - Any other activities which are disruptive to other arena users.
- MCIA employees are authorized to warn parents and/or their children that their behavior is violating MCIA’s horseplay policies.
 - A second warning may result in the parent or guardian and child being asked to leave the facility.
 - The matter may also be referred to the partner organization to which the parent and child belong (i.e., MYHA, SWFSC, etc.) for further follow-up.

- **Alcohol use at MCIA**

- Alcohol use is NOT permitted when youth programming is in the facility.
 - Alcohol use is allowed at celebrations or family activities as approved by the MHI BOD of that youth group. Waste needs to be disposed of in the MCIA’s dumpsters outside the building. Do not dispose of in the facility indoor garbage cans.

- Alcohol is allowed by adult groups with respecting the facility by cleaning up afterwards.
 - All alcohol waste needs to be removed from the facility after consumption and disposed of in the MCIA dumpsters outside the facility's west side. Do not dispose of in the facility indoor garbage cans.

ICE RENTAL PAYMENTS

Payment Options and Terms

The McFarland Community Ice Arena offers customers two payment options (credit card or check). We do not accept cash payments. Every MCIA customer will receive an electronic invoice using the FinnlySport software.

• Payment Options

- Credit Card: This is the preferred option for online reservations such as ice rentals for birthday parties, etc. Regular customers may also use this option.

If a customer chooses to pay with a credit card they must go to <https://mcfarlandcommunityice.finnlyconnect.com/> (scan QR code) and create an account. To create an account, select "Log In" in the upper right corner, then choose "Sign Up" on the bottom of the login window. Once completed, add your invoice to your cart and proceed to the payment steps.



Note: A 3% processing fee applies to credit card payments and is the responsibility of the customer.

- Check: This is the preferred option for multiple payments for regularly scheduled rentals such as adult leagues and other major customer activities. Occasional users may use this option; however, payment is due upon date of usage. Please make check payable to:
MHI (McFarland Hockey, Inc.) OR
MCIA (McFarland Community Ice Arena)

- **Payment Terms**

Regular customers are given 30 days to pay the invoice after it is sent via email while occasional users must pay their invoice on the day of ice usage.

MHI reserves the right to charge a 1.5% per month late fee if payment for the invoiced amount is not received within 30 days of the date of invoice. Returned checks will incur an additional \$15 charge.

Customers who are past due 90 days or more from the invoice date face additional penalties including possible suspension of rink access and/or a requirement to pay “up front” with a credit card.

We understand that situations arise where full payment of an invoice may not be possible within 30 days. MHI is willing to work with customers who put in a “good faith” effort to pay the invoice including creating payment plans. This “good faith” effort requires contact with the MCIA Business Manager prior to the invoice being more than 30 days past due.

ICE RESURFACING

- **Safety**

- It is the responsibility of the Zamboni driver to ensure safety during ice resurfacing and report any infraction to the MHI BOD.
- All doors to the ice surface must be closed.
- No one can be sitting on the boards or on the team benches.
- No one is allowed on the ice while the Zamboni is resurfacing with the exception of two adults (18 years or older) to move the nets.
- No one else is allowed on the ice surface until the Zamboni is off the ice and the doors are closed.

- **Warnings and Penalties**

- First infraction can be either written or verbal. This infraction must be recorded and forwarded to the user group and MHI BOD.
- Second infraction will result in that user group risking the use of MCIA and must be addressed within the user group to ensure it will never happen again.
 - The MHI BOD reports it to the user group to have their disciplinary group address the infraction and consider penalty as appropriate.
- Third infraction will result in that user group risking use of MCIA.
- These rules are for the safety of the participants and are part of an industry standard. We take these rules very seriously and will enforce them strictly.

The following organizations endorse these safety measures: Wisconsin Ice Arena Managers Association, Minnesota Ice Arena Managers Association, S.T.A.R Rinks Management Program, S.T.A.R S.I.R.O classes, Rink Magazine, and manuals for ice resurfacing machines (Zamboni and Olympia).

- **Clean vs. Dirty Ice Policy**

- We are committed to providing each customer with a clean (resurfaced) sheet of ice. However, there are circumstances when that is either not possible or a customer specifically asked for dirty (non-resurfaced) ice.
 - If the customer asks explicitly for dirty ice, the MCIA will provide that ice at the regular price listed on our Pricing document.
 - If the customer wants a clean ice sheet (which is customary) and MCIA is unable to provide a clean ice sheet, the customer can:
 - Cancel the reservation with no penalty OR
 - Use the dirty ice if they wish and be charged at the regular price listed on our ice Pricing document (i.e. there is no “dirty ice” discount).
 - If the customer rents two or more hours of ice, MCIA will provide ice resurfacing at the top of each hour or as prescribed by WAHA and WIAA rules.
 - Customers who rent more than an hour but less than two shall be provided with clean ice only at the start of the session (example, a 90-minute ice reservation will not be provided additional resurfacing during that time frame).

LOBBY

- **Bulletin Boards**

- The Lobby Bulletin Boards are reserved for posting any announcements, activities, and fundraisers, directly related to MCIA customers.
- Please keep announcement to 8 ½” x 10” sized posting.
- All other postings are prohibited and may be removed by MCIA.

- **General Policies**

- The MCIA lobby functions as an open, general usage space for passage to and from the exterior of the building and/or the various spaces within the building.
- It is also used as a gathering place for the family, friends, and fans of athletes during practices, games, competitions and performances.
- There are use exceptions based on specific customer and community needs which are addressed in the MHI Lobby Reservation Policy (see below).
- The following activities are not allowed in the lobby:
 - Locker Room: Athletes are NOT allowed to use the Lobby as a locker room (i.e. to change from street shoes into skates, etc., and leave items in lobby). All skaters will be assigned a locker room or bench area at the south end of the Spartan Rink.

- Skates: Walking on skates in the Lobby is only allowed between the Spartan Rink doors and the Concessions area or Restrooms on the rubberized flooring. The remainder of the Lobby concrete floor is NOT appropriate for skates, even with skate guards on.
- Horseplay: The Lobby is NOT a playground for children.
 - MCIA employees are authorized to warn parents and/or their children that their behavior is violating MCIA's horseplay policies.
 - A second warning may result in the parent or guardian and child being asked to leave the facility (see GUEST AND USER EXPECTATIONS).
- **Lobby Sign Up Procedure (see RESERVATION PROCESS)**
 - Upon completion of use of the Lobby the users must:
 - Clean all counters and chairs used. See MCIA Facilities Manager or Concessions Stand for supplies.
 - Vacuum or sweep the Lobby.
 - Return all chairs to their designated location.

LOCKER ROOMS

- **General Room Assignments**
 - MCIA will post locker room assignments either on the monitors located above the Player Entrance and the main Lobby Entrance OR the dry-erase board outside the Spartan Rink.
 - No other spaces in MCIA will be used as "locker rooms" including the Lobby and Training Center without prior approval from MCIA management.
- **McFarland High School (MHS) Locker Room**

In Season: Open 30 days before official Hockey Program commences and closed 10 days after last official game

 - Open: October 9, 2026 for 2026-27 season
 - Closed: 10 days after the last official game of the season
 - MHS locker room will be used by the McFarland High School team only.
 - The MHS Hockey Head Coach will ensure all WIAA rules and regulations regarding locker room safety are enforced.
 - Any equipment storage or other additional usage rules will be established by the MHS Hockey Head Coach.
 - On April 1 of each year, the following will take place.
 - All key codes will be erased, and a new code will be provided to the MHS Hockey Head Coach, the MCIA Business Manager, the MCIA Facilities Manager, by the MHI BOD President.
 - Any equipment left in the MHS locker room will be cleared from the locker room and donated.

Off Season: Remainder of calendar year.

- The MHI BOD President may approve the use the MHS locker room on a case-by-case basis. Other than those rare exceptions, NO ONE else is allowed to use the MHS locker room for any reason during these dates except for the head high school hockey coach (mainly to access his or her office) and MCIA staff (mainly for maintenance purposes).
 - The MHS locker room will only be accessible by key code given to the MHS Hockey Head Coach, MCIA Facilities Manager, MCIA Business Manager, and MHI BOD President.
 - Those individuals shall not leave the door unlocked (using the toggle on the lock, jamming the door open, etc.) unless present.
 - None of those individuals should give the key code to anyone else.
 - If the code is obtained by others, or the door is left unlocked and unattended, and the MHS locker room is used by anyone else not listed above or by individuals and groups not approved by the MHI BOD President, the code will be changed, and the locker room will only be accessible by the MCI Business Manager, MCIA Facilities Manager, and the MHI BOD President.
- **Monitoring**
 - The organization that purchased the corresponding ice time is responsible for monitoring locker rooms for all issues (safety, behavior, etc.).
 - Those organizations must adhere to all applicable Safesport rules and regulations.
 - MCIA, its board of directors, and employees are not responsible for locker room monitoring.

RESERVATION PROCESS

- **User Agreements**
 - A representative of each customer or customer group must register with the MCIA Business Manager before any facility reservation will be accepted. That registration includes:
 - Contact information (name, address, phone # and email address).
 - A signed Facility Use Agreement, including insurance waivers and acknowledgement receiving, reading, and complying with the MHI Customer Handbook.
 - Please contact the MCIA Business Manager by email mcfarlandice.business@gmail.com or call 608-838-7451 or 608-206-7402 for assistance.
 - Reservations are required for the following:
 - Spartan Rink
 - Starion Bank Rink
 - Training Center
 - Conference Room
 - Special events in the MCIA Lobby Area

- **Reservations**

- After agreements are signed, the representative of each customer or customer group can make a reservation via the following channels:
 - Call the MCIA Business Manager at 608-838-7451 or 608-206-7402
 - Email the MCIA Business Manager at mcfarlandice.business@gmail.com
 - Via our reservation website. More details to come.
- The MCIA Business Manager is the only MCIA employee authorized to accept customer reservations.
- Fees for renting MCIA facilities can be found on our website at www.mcfarlandice.org on the Services page.
- Reservation Timing
 - The registered customer representative can make reservations up to a year in advance or 48 hours prior. Reservation requests more than a year out or less than 48 hours in advance are at the discretion, and must be approved by, both the MCIA Business Manager and the MCIA Facilities Manager.
 - The registered customer representative can cancel the reservation up to 48 hours before the start of the reservation with no penalty.
 - However, if the registered customer representative cancels a reservation with 48 hours or less notice, that customer will be charged the full rental fee.
 - Exceptions to this rule include:
 - McFarland High School Hockey: When a practice or game is canceled due to a school closure either in McFarland or the opposing team's school district, or the opposing team is unable to travel to McFarland due to road conditions.
 - Any group when the National Weather Service has issued a Winter Storm Warning for any part of Dane County during the reserved time
 - Any group when the National Weather Service has issued a Tornado Warning for any part of Dane County during the reserved time
 - At the discretion of the MHI BOD in an extraordinary circumstance
- MCIA reserves the right to cancel and/or reschedule a reservation for any reason with at least 48 hours notice.
- MCIA reserves the right to cancel and/or reschedule a reservation with less than 48 hours notice under the following circumstances:
 - Facilities failure (no electricity, etc.)
 - Equipment failure (Zamboni not functioning, etc.)
 - Employees unable to safely travel to MCIA
 - Other circumstances beyond our control

- **Hours of Operation**

- MCIA facilities is available for rent between 6am and Midnight.
- Reservations before or after these times must be approved by the MCIA Business Manager and the MCIA Facilities Manager.

SAFETY PRACTICES

- **First-Aid Station**
 - First-Aid supplies and the Automated External Defibrillator (“AED”) are located next to the Main Lobby Entrance. A second AED is located in the Starion Bank Rink.
 - The First-Aid supplies are available for adults to access to meet the needs of athletes and patrons.
- **Incident Reports**
 - Any on or off-ice incident requiring emergency services or reported to MCIA employees MUST be documented by either a MCIA employee or designated user group representative.
 - Any situation requiring first responder and/or law enforcement to be dispatched to MCIA should be documented.
 - These situations include:
 - Gas Leak
 - Altercations requiring police response
 - Damage to the facility
 - An Incident Report form can be found by the First Aid Station near the Main Lobby Entrance.
 - Completed Incident Reports should be given to a MCIA employee or slid under the Office door near the Player Entrance.

STORAGE

- **General Policies**
 - MCIA will continue to offer Hockey Factory, MHS Boys Hockey, MYHA, SWFSC, and Madison Speedskaters storage space as a courtesy for their commitment to being a primary customer. The recent expansion included additional storage space and some implemented changes to the existing storage space. Effective September 1, 2025, the new storage area assignments are:
 - Hockey Factory: Storage area is located above the far storage room (northwest corner) in what was formerly the McFarland Hockey Booster Room.
 - McFarland High School Hockey: Storage area is located within the MHS Locker Room to left of restroom sink and cabinets.
 - SWFSC: Storage area is located on the Mezzanine level two (2) caged areas above the Skate Sharpening Shop.
 - MYHA: Storage area is located behind Locker Room #3 accessed within Locker Room #3.
 - Speedskaters: Will continue to use the northwest corner of Spartan Rink between Locker Room #5 and MCIA Facility Storage Room.
 - Training Center: Storage room is located within that area for MCIA owned equipment for use in the Training Center.
 - The area on the Mezzanine level, above Locker Rooms #1 and #2, is no longer available for long term storage per the Village of McFarland Fire Inspector.

- Other storage areas may be available for short-term use. Contact the MCIA Facilities Manager.

TRAINING CENTER

- **General Policies**

- MCIA's Training Center is designated for athletes **with coaches** to work on physical training such as speed, agility, flexibility and weight lifting.
 - NO ONE else is allowed in the Training Center unless supervised by a coach or qualified instructor.
 - Due to liability and insurance issues, this area is NOT a "gym"; therefore, is not open to individuals, families, etc., to rent for training and exercise.
 - Non-rink athletes and/or groups are allowed to rent the Training Center and its equipment when:
 - The athletes and/or group ensure that sessions will be supervised by a coach or qualified instructor.
 - Provide the MCIA Business Manager with proof of qualifying insurance for its users.

- **Usage**

- The Training Centers's primary use is for coaches to train athletes.
- Registered users can reserve this space (see RESERVATION PROCESS).
- The following rules govern that usage:
 - At least one certified coach and/or adult must monitor athletes.
- Due to liability and insurance issues, this area is NOT a "gym"; therefore, is not open to the general public for training and exercise.
- The Training Center's secondary use is for the general public to conduct non-athletic training meetings or activities.
 - It is available for a nominal fee to the general public.
 - Please refer to the MCIA Pricing document for more information.
- The installation of any equipment in the Training Center must be approved by the MHI BOD.
- Music: Is played in many workout facilities for the enjoyment of athletes. Unfortunately, loud, bass driven music can quickly travel through the Training Center walls to be easily heard and disruptive to our neighbors across the street.
 - Music may be played at a **low level** with the Bluetooth speaker provided in the Training Center.
 - No other speakers, boom boxes, etc., are allowed in the Training Center.
 - Any complaints from neighbors will result in the prohibition of workout music for your group and perhaps others.

- The following activities are NOT allowed in the Training Center:
 - Horseplay: The Training Center area is not a playground for children. MCIA employees are authorized to warn parents and/or their children when their behavior is violating MCIA's horseplay policies. A second warning may result in the parent and child being asked to leave the facility (see GUEST AND USER EXPECTATIONS above).
 - Locker Room: Athletes are NOT allowed to use the Training Center as a locker room (i.e. to change from street shoes into skates and leave items in the Training Center) unless specifically approved by MCIA's management. All skaters will be assigned a locker room or bench area at the south end of the Spartan Rink for such purposes.
 - Skates: Skates are NOT allowed to be worn in the Training Center without skate guards.
- No storage is allowed in the Training Center unless approved by the MCIA Facilities Manager.