



NOHA HOTEL BEHAVIOUR POLICY

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The Northern Ontario Hockey Association (NOHA) is committed to promoting healthy environments for all of their players, coaches, officials, participants and businesses who provide services to those participating in hockey programs.

As part of this commitment, NOHA has developed a Hotel Code of Conduct Policy to address the issues of unruly behaviours at Hotels that provide accommodation to our hockey players, staffs and families.

Rationale:

Hosting hockey teams in Northern Ontario is becoming more and more difficult for Hoteliers.

In order to curb unwelcome behaviour at their establishments, Hotels have had to resort to hiring off-duty police officers to provide security.

Typically, it costs on average \$1100.00 per night for off duty police officers. This means for a 3-night tournament, hotels have to pay \$3300.00 in order to have extra security in order to control the behaviour of guests associated to the event.

Other issues that are faced by hoteliers include:

- Having to provide a complimentary stay to guests who were disturbed by the behaviours of guests associated to hockey teams.
- Negative feedback and reviews from patrons whose hotel experience was negatively impacted by hockey teams staying at their hotel.
- Staff who book sick due to hockey teams staying at the hotel.

Some hotels have started to reconsider hosting hockey teams. This negatively impacts tournaments as well as teams who are attempting to find suitable accommodations.

Purpose:

The purpose of this Hotel Code of Conduct Policy is to:

- a. Promote a spirit of collaboration between the stakeholders in the NOHA and hotels so that requisite out of town accommodation can be maintained and obtained for hockey events.
- b. Inform participants about the costs and repercussions associated to managing unruly hockey guests at Hotels in Northern Ontario.
- c. Establish guidelines and consequences for inappropriate conduct at hotels.

Policy

As part of the Tournament Sanctioning process, the NOHA requires all Teams staying at hotels to review, acknowledge, and sign the Hotel Code of Conduct policy (Appendix A) and return it to the Host Tournament Committee.

The Team Member shall also keep a copy of the signed Hotel Code of Conduct Policy to be submitted to the Hotel upon check-in.

The Team Member responsible for the permit shall provide to the Hotel, the contact's name, phone number, and e-mail address of a team contact person who is staying at the Hotel for the duration of the event, who will assist the Hotel with any team-associated issues.

The Hosting Tournament Committee shall provide a contact name, phone number, and e-mail address to the Hotel Manager to assist them with managing conduct complaints. This contact must be available throughout the tournament weekend to respond and assist with complaints.

Hotel Staff shall inform the Team Contact of any conduct issues surrounding their hockey team at the hotel.

The Team Contact person shall work in conjunction with the Tournament Contact and Hotel Staff to resolve any conduct issues.

The Tournament Contact shall be available while games are in progress at the tournament.

The Tournament Contact is not expected to be able to assist with issues after hours.

The Hotel Association (Hotel) shall provide a copy of their Hotels Rules and Regulations to the Team Member arranging the booking of the Hotel for the Tournament. The Team Member shall forward the Hotel Rules and Regulations to all families staying at the Hotel.

The Hotel will also provide a copy of their Code of Conduct to all families upon check-in.

As a courtesy, the Tournament/Association will be kept informed by the Hotel Contact of any serious infraction from the Sports Team.

If there are any issues surrounding conduct at a hotel a synopsis of the information SHALL be forwarded to the NOHA Office and the Tournament Committee for review and consideration.

The following should be included in this synopsis:

- Name of the Tournament
- Name of the Hotel
- Name of the Team who is the subject of the complaint
- Name of the Team Member advised of the complaint
- Name of any Team members who form the basis of the complaint
- Synopsis of the complaint
- Any action taken in regard to the complaint

The complaint form can be found here: <https://forms.gle/hAaEcxpufXsqcQJC8>

For teams that are not part of the NOHA and who are participating in a Tournament under the auspices of the NOHA, the Tournament Committee shall provide a copy of the NOHA Hotel Code of Conduct Policy to the team member registering the team for the tournament.

Sanctions

First Time: Warning to the individual by hotel staff along with notification to team contact.

- All guests must follow staff instructions immediately.

Repeat: If any disruptive behaviour continues after a warning, hotel staff will notify the tournament manager AND the individual will be asked to leave the hotel with the player forfeiting their chance to play in the tournament.

Disruptive behaviour from multiple people in a team will lead to the entire team being removed from the tournament with no refunds.

- Misconduct on the last night bars the team from its next tournament and forfeits that entry fee