



City of South St. Paul

Doug Woog Arena



ICE RENTAL RETURN POLICY

The goal at Doug Woog Arena is to accurately schedule access to ice rental times while providing quality ice conditions, maintenance, safety and comfort for our customers. If for any reason a customer feels the need to return reserved ice rental time, they are welcome to do so under the following conditions:

30 Days Prior to Rental: Ice time rental will be refunded in full if paid in advance. All rental cancellations must be received in writing to be eligible for a refund. Doug Woog Arena does not exchange or offer credit for returned ice rental time. Please note that refunds may take up to 30 days to be issued, based upon city council procedure.

Less than 30 Days Prior to Rental: Ice time rental is non-refundable or returnable within 30 days of the date of the ice rental. Any ice rental return requests within the 30-day period must be paid in full. If any scheduling error has occurred on our end, we will resolve with the customer on a case to case basis.

We are dedicated to our customers and their satisfaction with our facility. To those who have already been customers, we thank you with the goal of keeping our relationship strong. For new customers, we are ready to welcome you at Doug Woog Arena! Give us the chance to earn your business.

Questions? Contact Doug Woog Arena at 651-554-3332 or E-mail jwilcox@sspnmn.org, to either set up a time to meet or handle your request over the phone.

October, 2021