

HOW TO COMMUNICATE ICE CHANGE REQUESTS

To help the scheduling team process ice changes quickly and accurately, please use the format below for all ice change requests.

Subject Line

The subject line must include the full team name and should include a brief description of the request.

Example:

Peewee B1 Blue – Ice Change Request – Dec. 12

Message

Include the following information in the body of the email:

Team Name:

Team requesting the change

Date / Time / Location:

Date, scheduled ice time and rink

Type of Change:

Briefly describe what needs to change

Other Teams Involved / Additional Information:

Include any other teams involved or information needed to process the request. If not applicable, enter **N/A**.

Why include the information in both the subject line and message?

While some information may feel repetitive, having it in both places makes requests much easier to sort, reference and process—especially when multiple changes are being handled at the same time.

Who Should Submit Ice Change Requests?

To keep communication streamlined, ice change requests should come from **designated team staff only**:

- Head Coach or Team Manager should submit the request.
- The Head Coach and Team Manager should be copied on the request.
- If another team is involved, the Head Coach and Team Manager of that team should also be copied.

- If the change involves more than one level, the Level Coordinator for each affected level should be copied.

Assistant coaches, scrimmage coordinators and other team volunteers should work through their Head Coach or Team Manager rather than submitting requests directly. This keeps the number of contacts communicating with the scheduling team manageable and ensures the appropriate team leadership is aware of each change.

The Goal

This format should cover **approximately 80–90% of the ice change requests** we receive throughout the season and give the scheduling team the information needed to process requests without additional back-and-forth.

Examples

Example 1 – Change Practice to Scrimmage

Team Name: Peewee B2 Navy

Date / Time / Location: 11/15/26 at 1:00 PM on PIC A

Type of Change: Change practice to scrimmage

Other Teams Involved / Additional Information: Opponent will be Minnetonka PWB2 Blue

Example 2 – Release Ice

Team Name: Peewee B2 Navy

Date / Time / Location: 11/15/26 at 1:00 PM on PIC A

Type of Change: No longer using ice

Other Teams Involved / Additional Information: N/A

Example 3 – Swap Ice Times

Team Name: Peewee B2 Navy

Date / Time / Location: 11/15/26 at 1:00 PM on PIC A

Type of Change: Swap ice times

Other Teams Involved / Additional Information: We will trade ice times with Peewee C Gray. We will take their ice on 11/15/26 at 8:00 AM on PIC B, and they will take our 1:00 PM ice listed above.
