

# USER'S GUIDE

## Facility availability site

### Consultation site access

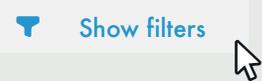
1. Go to [clic.dieppe.ca](http://clic.dieppe.ca)
2. Click on the Reservations tab at the top of the page.

A screenshot of a navigation bar with a teal background. A white button with the text "Reservations" is highlighted, and a mouse cursor is pointing at it.

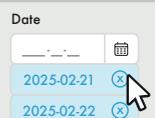
### Available facility search

#### Method 1: View all available facilities

On the home page, click Afficher les filtres **Show filters** to define the parameters of your search.

A screenshot of a button with a blue filter icon and the text "Show filters". A mouse cursor is pointing at the button.

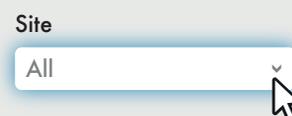
If you have a specific date in mind, delete the unwanted dates by clicking on the **X**.

A screenshot of a date selection interface. It shows a "Date" label, a calendar icon, and two date options: "2025-02-21" and "2025-02-22". Each date has a small "X" icon next to it, and a mouse cursor is pointing at the "X" for "2025-02-21".

To remove all dates, click on **Reset**.

A screenshot of a button with a circular arrow icon and the text "Reset". A mouse cursor is pointing at the button.

To filter by site or facility type, use the drop-down menu and select the desired option.

A screenshot of a drop-down menu labeled "Site". The menu is open, showing the option "All". A mouse cursor is pointing at the bottom of the menu.

**Scroll down to see the facilities available based on your criteria.**

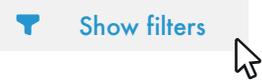
#### Method 2: Search by facility type

On the **home page**, select either **Ice** or **Meeting Room**.

A screenshot of three buttons: a teal home icon, a purple "Ice" icon with a hockey rink, and an orange "Meeting Room" icon with chairs.

Select the desired site in the chosen category.

Click on **Show filters** and apply the desired criteria (see "View all available facilities").

A screenshot of a button with a blue filter icon and the text "Show filters". A mouse cursor is pointing at the button.

### Reservations

To book a rink or room, contact the reservations team:

 **506.877.7989**

 **[reservations@dieppe.ca](mailto:reservations@dieppe.ca)**

Online booking is currently unavailable.

### Conditions

1. All reservation requests must include full payment.
2. Payments are non-refundable for cancellations within 14 days of the booking date.
3. Changes are free with at least 14 days' notice.
4. Cancellations with at least 14 days' notice will receive a full refund, minus a \$20 administration fee.
5. Failure to comply with the rules may lead to suspension or revocation of facility access.
6. The City may cancel reservations if facilities are closed, issuing full refunds in such cases.