



### **PRIVACY POLICIES & TERMS**

**Thank you for considering Ice Dreams Skating Academy programs. Please read our policies carefully. Thank you.**

### **WEEKLY LESSON POLICIES**

#### **PAYMENT & WAIVER POLICIES**

- Full payment is required to book any session or program at Ice Dreams Skating Academy.
- NSF cheques will be subjected to a \$35 NSF fee.
- A \$25 administrative fee is applied to all late registrations.
- A \$25 administrative fee is applied to any changes to registrations.
- No post dated cheques please.
- All weekly lesson fees are non-refundable once the season has started unless you choose to opt in to the Tuition Refund Option, which allows for a proportional refund of program fee for days missed within the first 21 DAYS of the start of the season during the season as a result of illness, vacation, no interest or injury.
- The Tuition Refund Option only allows for a refund for the program fee and **NOT** for Private Lessons.
- The Tuition Fee Refund Option is not a substitute for a make up class.
- When you register for our weekly programs, we are holding the spot for you. A \$40 non-refundable fee will apply to each registrant who cancels prior to the start of the season.
- A credit will be applied to a skater for medical reasons with a doctor's certificate **ONLY**.
- Credits are only held until the next official season and a \$35 administrative non-refundable fee will apply to all credits.
- Registration is accepted on a first come, first serve basis.
- In order to secure a spot Ice Dreams Skating Academy must receive a completed and signed Registration form as well as payment in the form of credit card (Visa or Mastercard), Interac, cheque or cash.
- Clients will be notified of any declined credit card payments and will be charged a \$25 fee
- Any unpaid balance will automatically be charged to your credit card and a receipt will be emailed.
- Lessons are not transferrable between siblings, family members or friends.
- All prices are CAD.
- We will not sell your information to any third party company.
- All you information will be kept safe and secure through our system.
- Parent/Guardian of skater must stay at the rink for the entire duration of the child's lesson time.

#### **WEEKLY CLASS POLICY**

- Due to our high enrollment rate and in order to ensure and to maintain our quality of instruction, we cannot schedule make-ups during other classes.
- Ice Dreams Skating Academy is not responsible for any ice sessions cancelled by the facility.
- Ice Dreams Skating Academy reserves the right to alter/cancel any scheduled programs, and to cancel/change regular sessions due to special events.
- Instructors are not guaranteed & can change without notice.
- We reserve the right to reschedule and/or adjust start times.
- Lessons are available on a first come, first serve basis.
- Schedule of ice times and fees are tentative and are subject to change depending on enrolment.
- All skaters must pay in full before entering the ice.
- Lessons are not transferrable between siblings, family members or friends.
- Every effort is put forth to maintain the skater to coach ratio, but due to unexpected circumstances we do not make any guarantees.
- To avoid cancelling classes, some classes may become split classes. We do ensure that the skater will be taught according to their skill level.

## **PRIVATE & SEMI-PRIVATE LESSONS**

- **48hr advanced notice is required to qualify to reschedule** a lesson including illness, play-offs etc. Cancellations less than 48hrs will result in full lesson charge.
- Private/Semi-Private tickets expire at the end of each season and cannot be carried over into another season.
- Reserved time slots expire after the package is complete.
- Instructors are not guaranteed & can change without notice.
- We reserve the right to reschedule and/or adjust start times.
- Lessons must be pre-booked and paid in full.
- Private/Semi-Private tickets are not transferrable between siblings, family members or friends.
- When registering for semi-private lessons, the parent/organizer is responsible for creating the group. Ice Dreams Skating Academy does not find other skaters for lessons.
- All participants in a semi-private lesson (groups of 2 or more skaters) must be in agreement when booking or canceling a lesson. There are no make-ups for a skater in a group that misses a session.
- No refunds, transfers or credits.

## **CAMP POLICIES**

### **PART A: FEES & PAYMENT**

- Full payment is required and due upon booking of camp at Ice Dreams Skating Academy.
- All skaters must pay in full before entering the ice.
- NSF cheques will be subjected to a \$35.00 NSF fee.
- A \$25.00 administrative fee is applied to any changes to registrations.
- No post dated cheques please.
- When you register for our Camps, we are holding the spot for you. A \$40.00 non-refundable fee will apply for each week of camp for my child if I cancel prior to the start of the camp week.
- Without the Tuition Refund Option - A credit will be applied to a skater during camp for **severe** medical reasons with a doctor's certificate **ONLY**.
- Credits are only held until the next official camp and a \$35.00 administrative non-refundable fee will apply to all credits.
- Ice Dreams offers various promotions throughout the year to help keep many children active. In order to offer these promotions, there are absolutely **NO REFUNDS OR CHANGES** to camp enrolment, camp weeks, and camp days prior to the start of camp or during camp when a promotional offer is applied.
- Registration is accepted on a first come, first serve basis.
- In order to secure a spot, Ice Dreams Skating Academy must receive a completed and signed Registration form as well as payment in the form of credit card (Visa or Mastercard), Interac, cheque or cash.
- Clients will be notified of any declined credit card payments and will be charged a \$25.00 fee.
- Any unpaid balance will automatically be withdrawn from your deposit or will automatically be charged to your credit card and a receipt will be emailed.
- Camp fees may not be transferred to other regular weekly Ice Dreams lessons, private lessons or to other camps.
- Camp fees and camp days are not transferrable between siblings, family members or friends.
- In the event of absenteeism due to illness, vacation, etc., you are still responsible for full payment of the program unless the Tuition Refund Option is purchased.
- All camp fees are non-refundable unless you choose to opt in to the Tuition Refund Option, which allow for a proportional refund of camp fees for days missed during camp as a result of illness, vacation or injury.
- All pries are CAD.
- There are no refunds, no transfers and no credits without the Tuition Refund Option.
- The Tuition Refund Option only allows for a refund for the Camp fee and **NOT** for Private Lessons, Before Care, After Care, or Lunch & Snack Options.
- The Tuition Refund Option Policy – The Tuition Refund Option only begins and becomes effective once your camp week has started. This option does not allow for a full refund if you miss the whole week of camp.
- All sales are final for Private Lessons, Before Care, After Care, and Lunch & Snack Options during camp.
- Ice Dreams Skating Academy will provide as much notice of any cancellations due to enrolment.

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## **PART B: HEALTH**

- A **Medical Information & Medication Release Form** must be completed in full and signed before staff can give any medication to a child. Parent/Guardian must inform the staff if they have not filled out this form.
- No child may attend camp if they are judged to be ill or a source of infection.
- If a child is too sick to participate in the program, Parent/Guardian must understand that they may be called to pick up their child.
- Parent/Guardian must notify staff if their child contracts a communicable disease. Parent/Guardian must understand that their child may not return to the program until they are no longer infectious.
- In the case of accident or illness, the Parent/Guardian must consent for their child to be taken to the nearest emergency when themselves, or emergency contacts cannot be contacted. Parent/Guardian must consent for their child to receive medical treatment. Parent/Guardian must consent that in the event of a severe illness/injury or when a staff person cannot leave the facility, the means of transportation may be by ambulance at a cost to themselves.

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## **PART C: DELIVERY, PICK UP & ABSENTEEISM**

- No child will be released if staff are of the opinion that the child may be at risk
- We ask everyone to be on time for camp.
- The Parent/Guardian of the child is responsible for the care and transportation of the child to and from Ice Dreams Skating Academy's Day Camp and will deliver the child directly to a program staff member upon signing in.
- Child must be promptly dropped off and picked up by the start and end time for each day of the program.
- In the event of absenteeism due to illness, vacation, etc., the Parent/Guardian understands they are still responsible for full payment of the program unless the Tuition Refund Option was purchased upon registration of camp.
- Parent/Guardian must drop off and pick up their child in the lobby of the ice rink entrance.
- Parent/Guardian and/or whoever is responsible for picking up a camper must wait in the lobby for the camper.
- Parent/Guardian **MUST** sign the child in and **MUST** sign the child out.
- The registered child must be present when Parent/Guardian is signing in and/or signing out of camp.
- Once a child is signed out of the day camp, they will no longer be under the supervision of Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc.
- Parent/Guardian cannot go in the change room at anytime unless given the permission to do so.
- A child will only be released to the individual listed on the Camp Drop Off & Pick Up Consent Form for that specific day. If another individual who is not on the Drop Off & Pick Up Consent Form is responsible for picking up the child, the Parent/Guardian must send an email confirming this.
- Identification may be required if the individual picking up a child is not the parent and/or guardian.
- **Late Pick Up Fee:** Please make every effort to be on time to pick up your child. In the event that a Parent/Guardian is late to pick up a child from camp, a late fee will be charged. If you have not paid for after camp care and a child is picked up late, the after camp care fee will be charged to you. If a child is registered for after camp care and is picked up after 5:30pm, you will be charged \$2.50 per minute while they are in the care of Ice Dreams Skating Academy's staff.

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## **PART D: CAMP T-SHIRTS**

- An Ice Dreams Skating Academy camp T-shirt must be worn during the Camp week, which will be provided to each camper on the first day.
- The same T-shirt **MUST** be returned at the end of each camp week.
- A child will not be allowed to participate in camp if they are not wearing the Ice Dreams Skating Academy Camp T-shirt.
- Ice Dreams Skating Academy Camp T-shirts are only lent to the campers for the length of the camp week.
- A deposit of \$20.00 CASH per T-shirt borrowed must be received on the first day the camper arrives to camp.
- The \$20.00 CASH deposit will be returned on the campers last day of camp.
- The \$20.00 CASH deposit will not be returned if the T-shirt is not returned on the child's last day of camp or if the T-shirt has stains, is torn and by Ice Dreams Skating Academy's standards cannot be reused for another camp at a later time.

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## **PART E: ON ICE POLICIES, ACKNOWLEDGMENT AND ASSUMPTION OF RISK**

- There are **NO** make-ups for any on ice lessons missed during camp.
- Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. is not responsible for any ice sessions cancelled by the facility
- Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. reserves the right to alter/cancel any scheduled ice time or activity during camp.
- Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. reserves the right to reschedule and/or adjust start times
- Instructors and counselors are not guaranteed and can change without notice.
- Ice Dreams Skating Academy makes every effort to maintain low skater to coach ratios and camper to counselor ratios. Due to unexpected circumstances, Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. cannot guarantee this.
- In order to avoid cancelling lessons, some classes may become split classes. We do ensure that the skater will be taught according to their skill level.

- Schedule of ice times and fees are tentative and are subject to change depending on enrolment.
- **Applies to On Ice Instruction Only Skaters:**
  - Parent/Guardian of skater must stay at the rink for the entire duration of the child's lesson time.
  - Our staff is responsible for getting the Day Campers ready to get on and off the ice. Due to the large volume of Day Campers, parents/guardians are responsible for getting their own children ready to get on and off the ice.
- All food packed for my child must not contain any traces of nuts and must be Nut-Free.
- It is a public facility and it is out of Ice Dreams Skating Academy's / Ice Dreams Skating Academy Inc.'s / 1856380 Ontario Inc.'s control if there are traces of nuts around the camp, whether in other camper's lunch/snack or somebody else's within the public facility.
- Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. is not responsible for lost or stolen items.
- Any child considered to be causing a nuisance, bullying, using derogatory language or causing a disruption to other students or staff he/she will be expelled from the camp without refund or compensation.
- Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. policies have been set in place to ensure the safety of their campers. For the safety of our campers, any Parent(s) and/or guardian(s) considered to be causing a disruption within the Day Camp, which may include, not following the policies that are in place will be asked not to return back to camp without refund or compensation.
- Parent/Guardian must acknowledge and be aware of the details of the day camp activities and that there is a possibility of personal risk or damage of serious injury in the activities and willingly agree to assume responsibility for those risks as a condition of registering for the program.

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#### **PART F: EQUIPMENT AND RENTAL**

- Equipment rental will be available at an additional fee if a child has forgotten to pack their skates and/or helmet. The rental fee will be charged to your credit card or deducted from any deposit left with us.
- All rental equipment must be returned back to Ice Dreams staff at the end of your child's camp day.
- Any equipment that may be rented or borrowed from Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. during the use of the facility, is used at your own risk and it is expressly understood and agreed that Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. shall not be liable for any damage and/or injury resulting from the use of such equipment.
- Parent/Guardian is responsible for packing the following equipment for their child to ensure they have the most enjoyable time at Camp as possible:
  - Full Skating Equipment (skates, CSA approved helmet, gloves, warm clothing for on the ice)
  - Hockey Equipment (only Hockey Skills Academy or Power Skating Academy)
  - Running Shoes
  - Comfortable clothing for active off the ice activities
  - Lots of fluids, Snacks (AM/PM), Lunch – all Nut-Free
  - Sunscreen and Hot (when needed)
  - Bathing suit & Towel (when needed for Splash Pads)
- For the safety of your child, please ensure his/her on ice equipment is in accordance with Ice Dreams Skating Academy's / Ice Dreams Skating Academy Inc.'s / 1856380 Ontario Inc.'s standards. If they are not, please be sure to get the proper equipment.

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#### **PART G: PRIVATE & SEMI-PRIVATE LESSONS**

- **48hr advanced notice is required to qualify to reschedule** a lesson during a camp week including other commitments, illness, etc.
- Cancellations less than 48hrs will result in full lesson charge.
- Private/Semi-Private tickets expire at the end of each camp week and cannot be carried over into weekly lessons or other camp weeks.
- Reserved time slot for the private/semi-private lesson(s) expire after the package is complete.
- Instructors are not guaranteed and can change without notice.
- Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. reserves the right to reschedule and/or adjust start times.
- Private/Semi-Private lessons must be pre-booked and paid in full.
- Private/Semi-Private tickets are not transferrable between siblings, family members or friends.
- When registering for semi-private lessons, the parent/organizer is responsible for creating the group. Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. does not find other skaters for lessons.
- All participants in a semi-private lesson must be in agreement when booking or cancelling a lesson. No make-ups will be scheduled for a skater in a semi-private group that misses a lesson.
- There are no refunds, transfers or credits.

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#### **PART H: EXCURSIONS**

- Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. day camp groups may leave the facility location to walk to nearby green spaces, playgrounds and splash pads as part of the program.

- When signing up for camp, the parent/guardian gives permission for their child and/or children to go on excursions off site.
- All excursions will be adequately supervised.

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#### **PART I: CAMP FORMS AND DEPOSITS**

- The following deposits and forms must be completely filled out and signed before any child can participate with Ice Dreams Skating Academy at Camp:
  - Registration Form Waiver (if registration was not completed online)
  - Payment for Camp
  - Camp T-Shirt Deposit of \$20.00 CASH
  - Deposit of \$50.00 CASH or Credit Card number for possible equipment rental or late pick up fee.
  - Day Camp Agreement, Consent & Waiver Form
  - Medical Information & Medication Release Form
  - Day Camp Drop off / Pick up Consent Form

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#### **PART J: INDEMNIFICATION & RELEASE**

- Campers will be involved in a number of activities as part of this camp. These activities may include, but are not limited to: ice skating, running, walking, rock climbing, soccer, dodge ball, splash pads and other sports.
- Coaches, counselors, instructors, representatives, sub-contractors of Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. will be assisting the campers with their equipment in getting ready to go on and off the ice. This may involve my child being assisted while getting dressed or undressed during the day camp.
- Coaches, counselors, instructors, representatives, sub-contractors of Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. will assist campers to use the washroom if the camper needs assistance.
- Parent/Guardian must notify Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. if a child has any physical restrictions, which would prohibit his/her participation in the activities in the day camp. By signing all forms for the camp, the parent/guardian, on behalf of themselves, their heirs, legatees and assigns, agree to indemnify, save and hold harmless Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. or any of their agents, its proprietors, representatives, sub-contractors or assigns for their child's health, safety, or any injury and/or disability arising out of or resulting from the activities at Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. day camp.
- By signing below, the parent/guardian has read and understands the policies set in place by Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. or any of their agents, its proprietors, representatives, sub-contractors or assigns for the camper will not be held responsible for any accidents or loss however caused and agree to release Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. or any of their agents, its proprietors, representatives, sub-contractors or assigns for a child of all claims and damages which may arise as a result of such accidents or loss.

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#### **PART K: PHOTO RELEASE**

- During camps, digital media may be taken for media or marketing purposes.
- By registering, the parent/guardian hereby releases the right to use any photo and video materials for promotional, instructional and educational purposes for the programs which operate under Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. and its associated partners, while participating in the program without limitation on time or frequency.
- These photos may be used in program brochures, photo displays, and on our Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc. website and social media. We will not release any full names or give any other information out regarding the identification of individuals in the photos without their prior consent.

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#### **PART L: SIGNATURE**

- By signing the:
  - Registration Form Waiver (if registration was not completed online)
  - Payment for Camp
  - Camp T-Shirt Deposit of \$20.00 CASH
  - Deposit of \$50.00 CASH or Credit Card number for possible equipment rental or late pick up fee.
  - Day Camp Agreement, Consent & Waiver Form
  - Medical Information & Medication Release Form
  - Day Camp Drop off / Pick up Consent Form
  - I acknowledge that I have read and understand this agreement, consent and waiver and agree to abide by the information presented while my child is participating in the day camp at Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc.

The parent/guardian acknowledges that they have read and understand this agreement, consent and waiver and agree to abide by the information presented while their child is participating in the day camp at Ice Dreams Skating Academy / Ice Dreams Skating Academy Inc. / 1856380 Ontario Inc.