



**ICE DREAMS**  
SKATING ACADEMY

## Current On-Ice Protocols

No exceptions. Please assess and evaluate the risks accordingly.

- Before entry all skaters must have their equipment on, including their skates & helmet.

- **The first three weeks of every season** parents & spectators are not allowed entry into the facility. We need time to organize our session, so please put your trust in us while we are hard at work! The first couple weeks of a season is a time for us to assess and group the skaters. In order to ensure and to maintain our quality of instruction and for this to be done in a timely manner, please allow us time to do this.

- **From Week 4 and onward of every season:** Once your skater is dropped off at the designated rink door, parents & spectators are allowed entry into the building and can watch from the view gallery upstairs only and not the balcony area.

- **Parents & spectators are not allowed entry into the ice rink area for any reason.**

- If you enter the ice rink area or the balcony during your lesson time we will ask you to leave.

- We will direct you on the entrance to use when registration is complete. This entrance will be used for dropping off & picking up your skater(s). If you do not know which entrance to use please call us a few days before your lessons so we can direct you. Phone calls just before lessons are beginning will not be answered, as we will be busy coordinating the day of.

- We will open the doors right at your lesson time to let your skater in and at the end of your lesson time we ask all of you to meet at the same door to pick your skater up **on time**.

- We ask you to make this transition as smooth as possible and to not block the doorway so we can get all the skaters on the ice in a timely manner.

- We ask everyone to avoid using the lobby entrance when dropping off and picking up their skater(s).

- Parents & students are to adhere to all rules and regulations of Ice Dreams Skating Academy Program while on the property at all times.

- **Our policies & rules:** Please click here to read our policies in place prior to enrolling as we do not make exceptions and the rules apply for everyone.

- **We ask you to please follow our program rules otherwise it takes away from everyone's lesson time while we have to tend to people breaking the rules.**

- **Violence in the workplace will not be tolerated.**

Help us keep our services safe. Ice Dreams Skating Academy will not tolerate violence, offensive language or abusive behaviour. Verbal threats or physical acts of violence will result in removal from the facility and our programs. Thank you for helping us keep our employees and coaches safe.

## Refunds and credits will not be accepted

- Refunds, credits or make ups will not be issued if your child is unable to attend for any reason.

- We cannot schedule make ups during other camps or programs under any circumstance. Refunds & credits will not be accepted. This includes government mandated quarantine periods for you and your family. In the event of a lock down the facility will not refund. Credit amounts will be transferred to when we are able to resume.

- Weekly Programs, Private Lessons & Camp fees are non-refundable for any reason. When you register for our programs & camps, we are holding the spot for you. A \$50.00 non-refundable fee will apply for each week of camp and for programs if you cancel prior to them beginning. Once you schedule your private lessons with us these dates cannot be modified, rescheduled, credited or refunded.