



ICE DREAMS SKATING ACADEMY

Current On-Ice Protocols

No exceptions. Please assess and evaluate the risks accordingly.

WEEK 1 & 2 OF EVERY SEASON

- **The first two weeks of every season** parents & spectators are not allowed entry in the viewing area. 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 are 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.
- **Parents & spectators are not allowed entry into the ice rink area for any reason.**
- If you enter the ice rink area, the viewing gallery or the balcony during your lesson time we will ask you to leave.

CHANGE ROOM POLICY for Weeks 1 & 2 of every season:

- Only **ONE** parent can accompany their skater into the change room. If more than one parent per skater enter the change room area we will ask you to leave.
- Once your skater is dropped off at the designated rink door, parents & spectators are asked to exit the facility for the duration of the lesson time.

WEEK 3 & ONWARD OF EVERY SEASON

- **From Week 3 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.

CHANGE ROOM POLICY From Week 3 and onward of every season:

- Only **ONE** parent can accompany their skater into the change room. If more than one parent per skater enter the change room area we will ask you to leave.
 - **ONCE SESSION HAS STARTED and skaters are on the ice, Parents & spectators are asked to make their way upstairs to the viewing gallery.**
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ENTRY & EXIT DOOR

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

- **We will be posting videos and stories on our Instagram Page and Facebook Page. Please Follow Us to see your skater in action!**
 - If you do not wish for photos and videos to be posted of your skater, please notify us prior to their start date.
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- **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.
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ICE DREAMS
SKATING ACADEMY



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.



All skaters (adults included) must wear a CSA Approved Ice Skating Helmet on the ice with us. This means NO bicycle helmets or ski helmets. If you do not have one please contact us at least 48 hours PRIOR to your lesson time to rent one or you may purchase one prior to your lesson start date. We do not sell any equipment.