



PRIVACY POLICIES & TERMS

Thank you for considering Ice Dreams Skating Academy programs. Please read our policies carefully as there are no exceptions. If you are enrolling with us you are willingly accepting to all our terms and conditions. We appreciate our customers and our staff. We run our lessons based on schedules and for this we cannot be flexible. We do not bend rules for anyone and we have a **ZERO TOLLERANCE** for aggression and bad behavior. If a customer is mistreating our staff members, you will just simply and politely be asked to leave without refund or compensation depending on the circumstance.

Let's not forget our PLEASURES & THANK YOU's.

Thank you!

IMPORTANT INFORMATION

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.**

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.
- 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.
- 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.

SOCIAL MEDIA

- **During lessons and camps, digital media may be taken for media or marketing purposes.** Photo and video material may be used for promotional, instructional and educational purposes without limitation on time or frequency. Material may be used in program brochures, photo displays, and on our website or social media platforms.
- **We will be posting videos and stories on our Instagram Page [@icedreamsacademy](#) & Facebook Page** Follow us to see skaters in action! If you do not wish for photos and videos to be posted of you or your child please notify us prior to your start date.
- **OUR POLICIES & RULES:** Please be sure to read our policies in place prior to enrolling as we do not make exceptions and the rules apply for everyone.

EQUIPMENT

- 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.

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.

! REMINDER ABOUT MAKE-UP LESSONS:

Due to the high enrolment rate of our classes, the teaching process involved as well as keeping enrolments consistent **we cannot schedule make-ups during other camps or programs under any circumstance.**

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

Refunds and credits will not be accepted. This includes government mandated quarantine periods for you and your family. In the event of a lockdown the facility will not refund. Credit amounts will be held in the form of monetary value and transferred to when we are able to resume.

Weekly programs, Private Lessons and 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 the beginning. Once you schedule your private lessons with us these dates cannot be modified, rescheduled, credited or refunded.

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.

WEEKLY LESSON POLICIES

PAYMENT & WAIVER POLICIES

- Full payment is required to book any session or program at Ice Dreams Skating Academy.
- **PAYMENT METHODS ACCEPTED BY TELEPHONE:** Cash (appointment must be made prior to lesson start date), eTransfer, Cheque (appointment must be made prior to lesson start date) NSF cheques will be subjected to a \$50 NSF fee.
- Since the first week is a grouping week, program fees are not prorated until the third week of the season.
- A \$25 administrative fee is applied to all late registrations from week 3 and onward.
- A \$25 administrative fee is applied to any changes to registrations. This includes changing the date or time you have enrolled for.
- 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 \$50 non-refundable fee will apply to each registrant who cancels prior to the start of the season. This only applies to when the season is set to start and end on the set days and **not** if the season has to be postponed in the event of restrictions or a lock down.
- 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 \$50 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 with Ice Dreams Skating Academy, payment must be received in full. We will not consider your enrollment if payment or a portion of payment has only been made.
- Clients will be notified of any declined credit card payments and will be charged a \$25 fee
- 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 your information will be kept safe and secure through our system.
- Parent/Guardian of skater must stick around outside 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.

We cannot schedule make-ups during other camps or programs under any circumstance. Refunds and credits will not be accepted. This includes government mandated quarantine periods for you and your family. In the event of a lockdown 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, private lessons & camps, we are holding the spot for you. Once you schedule your private lessons with us these dates cannot be modified, rescheduled, credited or refunded. Please consider this prior to enrolling for our programs, private lessons & camps.

PRIVATE & SEMI-PRIVATE LESSONS

- [Please consider this prior to enrolling for our private lessons.](#)
- **Once you schedule your private/semi-private lessons with us, these dates cannot be modified, rescheduled, credited or refunded.**
- 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.

EQUIPMENT AND RENTAL

- [Please consider this prior to booking your equipment rental.](#)
- Equipment rental will be available at an additional fee. The rental fee will be charged when you enroll for your program of choice.
- **Please let us know at least 48 hours before the start of your lesson time if you would like to rent equipment as equipment is not left on site.**
- **No refunds on equipment rentals.**
- All rental equipment must be returned back to Ice Dreams staff at the end of your child's skating lesson.
- Renters must accept responsibility for any loss or damage beyond normal wear and be responsible for the replacement, at full value of any equipment rented which is not returned.
- Skaters using the equipment must be currently enrolled in an Ice Dreams Skating Academy program.
- Ice Dreams Skating Academy reserves the right to ask for the return of the equipment at any time.
- 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.
- Equipment is only to be used during Ice Dreams Skating Academy programming and may not leave the premises at any time.
- 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.

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.
- **PAYMENT METHODS ACCEPTED BY TELEPHONE:** Cash (appointment must be made prior to lesson start date), eTransfer, Cheque (appointment must be made prior to lesson start date) NSF cheques will be subjected to a \$50 NSF fee.
- A \$25 administrative fee is applied to any changes to registrations. This includes changing the date, camp week or time you have enrolled for.
- No post dated cheques please.
- When you register for our Camps, we are holding the spot for you. A \$50.00 non-refundable fee will apply for each week of camp for my child if I cancel prior to the start of the camp week. This only applies to when the camp is set to start and end on the set days and **not** if the camp has to be postponed in the event of restrictions or a lock down.
- 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 \$50.00 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 with Ice Dreams Skating Academy, payment must be received in full. We will not consider your enrollment if payment or a portion of payment has only been made.
- 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 cash deposit, which is given to us on the first day of camp 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 prices are CAD.
- There are no refunds, no transfers and no credits without the Tuition Refund Option.
- The Tuition Refund Option is a weekly option and 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 and is charged per week. 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.

CURRENT PROTOCOLS for Camps (no exceptions) - Please assess and evaluate the risks accordingly

- Full payment is required and due upon booking of camp at Ice Dreams Skating Academy. In order to secure a spot with Ice Dreams Skating Academy, payment must be received in full. We will not consider your enrollment if payment or a portion of payment has only been made.

• **FIRST DAY OF CAMP**

****Please be on time for camp drop off****

Please allow for extra time to sign in on the first day of camp.

There may be line ups when signing your child in and out of camp. Please be patient with us.

- The following forms must be **completely filled out and signed before a camper can participate with Ice Dreams Skating Academy Camp:**
 - Deposit of \$100.00 CASH for possible equipment rental or late pick up fee
 - **Day Camp Agreement, Consent & Waiver Forms**
 - EMAILED TO US BEFORE CAMP BEGINS
 - **Medical Information & Medication Release Form**
 - EMAILED TO US BEFORE CAMP BEGINS
 - **Day Camp Drop Off / Pick Up Consent Form (full day & half day campers only)**
 - PRINTED, FILLED OUT AND BROUGHT WITH YOU ON YOUR FIRST DAY OF CAMP

IMPORTANT*YOUR CHILD CANNOT PARTICIPATE WITHOUT THESE FORMS FILLED OUT. PLEASE HAVE FORMS FILLED OUT AND SENT TO US BY THE SET DATE TO AVOID THIS FROM HAPPENING. CAMP DROP OFF & PICK UP CONSENT FORM MUST BE BROUGHT WITH YOU ON YOUR FIRST DAY OF CAMP. WE WILL NOT HAVE FORMS ON SITE.

- Upon arrival on the first day of camp, go directly to the "Sign-in" table, which will be located at the rink door located at the most north end of the building. **PLEASE NOTE:** We cannot accept campers prior to the time they have enrolled for.
- Parents/guardians or authorized persons must sign their child(ren) in and out. If your name is not on the sign out form we cannot under any circumstance sign a camper out without written consent from the parents/guardians.
- **Parents/guardians are not allowed into the change rooms or the ice rink area under any circumstance.**
- **DROP OFF & PICK UP door is located on the most north end of the building.** Please do not use the lobby entrance.
- **We ask you to make the SIGN IN & SIGN OUT transition as smooth as possible and to not block the area so we can get all our campers signed in and out in a timely manner.**
- **Signing In & Signing Out**
 - We will direct you on the entrance to use when you arrive at the facility. This entrance will be used for dropping off and picking up your camper(s).
 - **Please arrive on time and be patient with us during sign-in and sign-out. Allow yourself time.**
 - If you don't know which entrance to use please call us at least 48 hours before the start of your camp date. We will not be answering calls during drop off and pick up times.
- **During lessons and camps, digital media may be taken for media or marketing purposes.** Photo and video material may be used for promotional, instructional and educational purposes without limitation on time or frequency. Material may be used in program brochures, photo displays, and on our website or social media platforms.
- **We will be posting videos and stories on our Instagram Page @icedreamsacademy & Facebook Page** Follow us to see your camper in action! If you do not wish for photos and videos to be posted of your child please notify us prior to their start date.

NOTE: Please arrive on time so everyone gets the full camp experience. Please notify us if you will be late to drop off or pick up your child.

An automatic late pick up fee of \$25 will apply to all campers not picked up at their designated pick up time.

- **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.

- Any unpaid balance will automatically be withdrawn from your cash deposit, which is given to us on the first day of camp and a receipt will be emailed.
- Parents & students are to adhere to all rules and regulations of the Ice Dreams Skating Academy Program while on the property at all times.
- OUR POLICIES & RULES: Please be sure 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 time while we have to tend to people breaking the rules.

! REMINDER ABOUT MAKE-UP LESSONS:

Due to the high enrolment rate of our classes, the teaching process involved as well as keeping enrolments consistent **we cannot schedule make-ups during other camps or programs under any circumstance.**

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

Refunds and credits will not be accepted. This includes government mandated quarantine periods for you and your family. In the event of a lockdown the facility will not refund. Credit amounts will be held in the form of monetary value and transferred to when we are able to resume.

Weekly programs, Private Lessons and 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 the beginning. Once you schedule your private lessons with us these dates cannot be modified, rescheduled, credited or refunded.

TUITION REFUND OPTION

- There are no refunds, no transfers and no credits without the Tuition Refund Option.
- 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.
- The Tuition Refund Option Policy – The Tuition Refund Option only begins and becomes effective once your camp week has started and is charged per week. This option does not allow for a full refund if you miss the whole week of camp.
- 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**.
- 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.
- Credits are only held until the next official camp and a \$50.00 administrative non-refundable fee will apply to all credits.
- The Tuition Refund Option is a weekly option and only allows for a refund for the Camp fee and **NOT** for Private Lessons, Before Care, After Care, or Lunch & Snack Options.
- 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.
- All sales are final for Private Lessons, Before Care, After Care, and Lunch & Snack Options during camp.

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.

We cannot schedule make-ups during other camps or programs under any circumstance.

Refunds and credits will not be accepted. This includes government mandated quarantine periods for you and your family. In the event of a lockdown 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, private lessons & camps, we are holding the spot for you. Once you schedule your private lessons with us these dates cannot be modified, rescheduled, credited or refunded.

Please consider this prior to enrolling for our programs, private lessons & camps.

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. Refunds or credits will not be applied.
- 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. Refunds or credits will not be applied.
- 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.

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.
- We will not accept campers before their scheduled drop off time.
- 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 at the selected entrance door, which will be noted once you enrol.
- Parent/Guardian and/or whoever is responsible for picking up a camper must wait at the selected door 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 or unfamiliar to our staff.
- **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 withdrawn from your camp deposit. If a child is registered for after camp care and is picked up after 5:30pm, you will be charged \$3.50 per minute while they are in the care of Ice Dreams Skating Academy's staff.

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:**
 - **Before entry all skaters must have their equipment on, including their skates and helmet. This applies to all skaters doing the On Ice Only Option.**
 - **The first day** 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. We need time to organize our session, so please put your trust in us while we are hard at work!
 - We will direct you on the entrance to use when registration is complete. This entrance will be used for dropping off and picking up your skater(s).

- If you do not know which entrance to use please call us a few days before your lesson 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.
- Once your skater is dropped off at the designated rink door, parents & spectators are allowed entry into the building from the main door and can watch from the viewing gallery upstairs only and not the balcony area.
- We ask everyone to avoid using the lobby entrance when dropping off and picking up their skater(s).
- 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 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.**
- Our staff's responsibility is to get 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 prior to the skater entering the building.
- 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.
- We will be posting videos and stories on our Instagram Page & 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.
- **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 behavior. 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, credits or make ups will not be issued if skater is unable to attend for any reason.**
- 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 your may purchase one at the store prior to your lesson start date. We do not sell any equipment.
- **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.**
- 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.

PART F: EQUIPMENT AND RENTAL

- [Please consider this prior to booking your equipment rental.](#)
- Equipment rental will be available at an additional fee. The rental fee will be charged when you enroll for your camp of choice.
- 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 deducted from any cash deposit left with us.
- **Please let us know at least 48 hours before the start of your lesson time if you would like to rent equipment as equipment is not left on site.**
- **No refunds on equipment rentals.**
- All rental equipment must be returned back to Ice Dreams staff at the end of your child's camp day.
- Renters must accept responsibility for any loss or damage beyond normal wear and be responsible for the replacement, at full value of any equipment rented which is not returned.
- Skaters using the equipment must be currently enrolled in an Ice Dreams Skating Academy camp.
- Ice Dreams Skating Academy reserves the right to ask for the return of the equipment at any time.

- 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.
- Equipment is only to be used during Ice Dreams Skating Academy programming and may not leave the premises at any time.
- 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.
- 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)

PART G: PRIVATE & SEMI-PRIVATE LESSONS

- Please consider this prior to enrolling for our private lessons.
- **Once you schedule your private/semi-private lessons with us, these dates cannot be modified, rescheduled, credited or refunded.**
- 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 & 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 (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.
- There are no refunds, transfers or credits.

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.

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 Consent for Camp
 - Payment for Camp
 - Deposit of \$100.00 CASH 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

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 below and/or enrolling and/or willingly making payment 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 and/or enrolling and/or willingly making payment for the camp 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.

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.

PART L: SIGNATURE

- By signing and/or enrolling and/or willingly making payment the:
 - Registration Consent for Camp
 - Payment for Camp
 - Deposit of \$100.00 CASH 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.