



2017-18 FIGURE SKATING POLICIES AND PROCEDURES

7225 West Harrison St, Chandler, Arizona 85226
Telephone: (480) 598-9400 Fax: (480) 598-9444

CONTRACTING

FREESTYLE SESSION CONTRACTS

- On-ice/off-ice classes will be available on the 15th of every month and are due with full payment by the 25th of each month. During that time frame customers can contract for the coming month at the cheaper rate. All contracts must be submitted online at Skatericechandler.com. A calendar version, for your reference, is also available.

CONTRACT CREDITS

- Each contracted skater may receive 4 credits per calendar month. A credit may include all freestyle sessions purchased in a single day.
- All schedule changes made to a pre-purchased monthly contract will be counted in the 4 credits per calendar month as mentioned above.
- Injuries and illnesses validated by a doctor's note will be treated as exceptions to this policy - credits exceeding four (4) days will not be honored until the Administration Desk receives a valid doctor's note.
- All credit requests must be submitted within 30 days of missed session(s).
- At no time can calls be placed to the Administration Desk requesting refunds or exchanges.
- All changes must be submitted via e-mail to Skatericechandler@coyotesice.com.
- Upon receipt of a requested change, a credit code will be emailed to you (for use on a future contract) within seven (7) days of submission.
- To utilize a credit code while checking out on-line, enter the "coupon code" in the designated field. If the credit amount is larger than the contract amount, please email and provide the used code for the remaining balance in the form of a new coupon code.
- **COUPON CODES ARE VALID FOR ON-LINE PURCHASES ONLY.**
- **NO REFUNDS/CREDITS FOR OFF-ICE CLASSES.**

***"Coupon codes" will expire after 60 days. Extension requests may be granted by emailing Skatericechandler@coyotesice.com.

DROP-INS

- "Split morning sessions" will not be granted to skaters dropping-in to a session.
- The online contracting deadline is 5:00 PM the day prior to the desired skate day.
- Same day drop-ins are in person only at the administration office. Drop-ins for sessions before the Administration Desk opens must be purchased either:
 - On-line prior to 5:00 PM the night before.
 - Calling the administration office (480) 598-9400 between 5:00 -7:00 PM & paying with credit card over the phone.
 - Paying for the session with a check the day of, check payable to "**Coyotes Ice 2, LLC**"
- Drop-ins are for the desired session **ONLY**. No refunds or exchanges will be given.
- After putting the skater's name and time of the session onto the ticket, place the ticket into the skating binder located rink side. Tickets for sessions before 10:00 am M-S and 10:00 AM Sundays must be paid for by check (payable to "**Coyotes Ice 2, LLC**"), no credit cards or cash. There is a zipper pouch in the rink binders to deposit check payment.
- **Sold-Out Sessions:** Session availability may be accessed online at Skatericechandler.com. Skaters will not be permitted on any "sold-out" freestyle session regardless of whether there are "no shows".
- **Refund Policy:** No refunds will be given to a registrant who leaves on their own accord. The only exception will be a major-medical problem affecting the registrant and confirmed by a physician's statement submitted to the Administration Desk.

ALL REFUND REQUESTS MUST BE EMAILED TO SKATERICEHANDLER@COYOTESICE.COM.

DROP-IN RATES		
45/60 MIN.	Freestyle	\$15.00
60 MIN.	Specialty Class	\$20.00
45/60 MIN.	Off-Ice Ballet, Conditioning, Stretch & Jumps Class	\$17.00
30 MIN.	Specialty	\$12.00

SESSION QUALIFICATIONS

- Skaters must skate on sessions defined by the highest USFS freestyle test passed. ISI skaters must skate at the corresponding USFS level. Reservations will not be honored in the event of a skater's misrepresentation of their test level.
- Open freestyle sessions are for all skaters passed Basic 6 and above. Skaters lower than Basic 6, must be accompanied by a coach for at least a portion of the freestyle session. The Ice Den Chandler skating department always recommends having a coach for a skater's first time on a freestyle session.

OFF-ICE CLASSES

- Off-ice class groups are not based on skating levels alone. Age, physical ability, and maturity are all factors that are considered. Please consult with the off-ice instructor for an evaluation and group recommendation. Participants must have proper training shoes and attire to participate in all classes.
- Always check Skatericehandler.com for updated off-ice class schedules.

NO REFUNDS OR CREDITS WILL BE GRANTED FOR OFF-ICE CLASSES.

GENERAL RULES

- All skaters are required to use the assigned locker rooms to change their skates. Please check the television monitors located in the lobby of the Ice Den Chandler for locker room assignments.
- Parents may accompany their skaters to the Locker Rooms to assist them with their equipment.
- All skaters must enter and exit the ice via the assigned hallway. No other doors are to be used (unless emergency situations arise). At the end of a session, the same door will be opened for skaters to exit or enter for the next session.

PLEASE DO NOT CHANGE SKATES OR LEAVE BAGS IN THE LOBBY AREA.

SESSION RULES

ANY PARTICIPANT WHO HAS NOT PRE-PAID ONLINE OR FAILS TO PROVIDE A DROP-IN TICKET/CHECK WILL NOT BE PERMITTED TO PARTICIPATE IN FREESTYLE SESSIONS.

- Skaters must check-in with the rink binder located rink side by circling their name if pre-contracted, or writing their name on the music sheet and including either their drop-in ticket or check payment before the Administration Desk opens.
- Sessions may **NOT** be "split" to accommodate lesson times.
- Tardiness on sessions must be kept to a minimum. Skaters will not lose their space on a session if they are tardy; however, it is disruptive to the coaches and other skaters.
- Skaters are required to ask permission from their coach or any other coach if they need to leave in the middle of a session for any reason (i.e. - restroom, Kleenex, etc.)
- Skaters are not permitted to wear personal headsets of any kind while skating on Freestyle sessions. Coaches only are permitted to use hand-held music systems for choreographic purposes.
- All session times are subject to change. Reasonable notice of changes will be given to all coaches and contracted skaters whenever possible.
- Stopping in the middle of the ice or side of boards/bleachers to talk to people is extremely dangerous. Skaters are expected to leave the ice if they wish to speak to anyone.
- Only sealable, non-breakable liquid containers are permitted in the player bench area.

PARTICIPANT CODE OF CONDUCT

ON-ICE ETIQUETTE:

- **Right of way** - A skater doing their program, with their music and wearing the green belt, has the right of way. Please be courteous and stay out of their way.
- Socializing or horseplay on sessions will not be tolerated. Pay attention to other skaters - for safety reasons. Skaters are expected to work – wasting time is wasting money!
- Profanity, kicking the ice, temper tantrums/outbursts, unsportsmanlike conduct, etc., during any freestyle session will result in immediate dismissal from the session. Any coach has the right to dismiss any skater. If a skater continues to misbehave, the VP of Programming and Skating will be contacted immediately and the skater will be asked to exit the ice and their guardian will be notified.
- All skaters and coaches are requested to patch holes at the end of each session prior to a resurface regardless of whether they created the holes. An Operations Technician will provide a bucket of ice at the conclusion of each session. If a skater creates a large hole during any session, please try to patch it immediately.
- Coaches or skaters are not permitted on the ice at any time during a resurface. Zamboni drivers are instructed to terminate the resurface and leave the ice “as is” until the next scheduled resurface if this rule is not honored. Zamboni doors must be closed prior to skaters entering the ice.
- All skaters and coaches must collect sweaters, garbage, tissues, water bottles, etc. from the rink boards after each session. Please keep the rink tidy at all times.
- Rink doors must remain closed at all times to minimize injury. Please use caution when entering and exiting the ice.
- **When entering and exiting a session, DO NOT skate across the middle of the ice. Go around the edge of the boards.**

OFF-ICE ETIQUETTE:

- Disruptive, immoral, unethical or illegal behavior while in the Facility is not acceptable. Any such behavior will result in appropriate disciplinary action.
- Anyone caught damaging; stealing or displacing other persons' belongings will be dealt with to the fullest extent of the law.
- Use, ingestion, possession or trafficking of intoxicants, illegal drugs or any controlled substances is strictly prohibited while participating in any program or session offered at the Facility.
- The Ice Den Chandler is a non-smoking facility which includes e-cigarettes and all tobacco products.
- Conduct warm-up exercises and off-ice exercises in a non-traffic area of the Facility.

DRESS CODE

- Proper skating or exercise attire is **MANDATORY**.
- No jeans, shorts, halter-tops or exercise bras will be permitted.
- No baseball caps.
- Long hair must be neatly tied back in a full ponytail or bun.
- Laces of skates should be tucked-in.

MUSIC SYSTEM

- Music is played using the RinkMusic, Inc system. In order to utilize this feature, skaters must purchase a music key fob at the Administration office and register it at RinkMusic.com. Once the skater's music is arranged, it may be uploaded onto the fob using a MP3 or WAVE file. Each rink has a scanner located by the announcement booth – the fob is scanned, and the skater's music is put into the queue to be played.
- Please write your name on the fob, and if desired, attach a small key chain or item to provide a bit of weight. During a session, the fobs are generally placed on the boards next to the scanner.
- The use of CD's for music disrupts the flow of the key fob system, and is not permitted. Understandably, visiting skaters may not have a fob, and we will certainly accommodate them. (Use of a CD requires a pause the key fob system, manually playing the CD, and then returning to the key fob music queue.)

PARENT CODE OF CONDUCT

- Guardians and visitors must view freestyle sessions from the bleacher or lobby area only.
- Guardians and visitors are not permitted to “coach” or “instruct” skaters from the bleacher or lobby areas. It is hazardous to everyone on the ice.
- Please always showcase a positive and supportive attitude in all your skater’s endeavors.
- Guardians and visitors may enter the player bench area only upon approval from VP of Programming and Skating to videotape or photograph their skater.
- The Ice Den Chandler is a training center, as such; non-skating children must be kept in close attendance and supervised by a responsible adult. This is for the safety of the children as well as minimizing distractions to skaters on the ice. A warning will be given – if the behavior continues the children will be escorted to their caregiver and asked to remain at their side.
- Negative or hurtful comments about other coaches, skaters or parents are frowned upon and will not be tolerated.

COMPLAINTS

- All complaints from skaters, parents or coaches must be submitted in writing, signed and mailed to:

Julie Patterson, VP of Programming and Skating
Ice Den Chandler
7225 West Harrison St
Chandler, Arizona 85226

COACHES’ ROOM

- Neither parents nor skaters are permitted in the coaches’ locker room at any time.

FIRST AID

- Emergency/First Aid supplies are located at the Skate Rental counter and the Administration Office in the main lobby area.
- Ice bags are available behind the Skate Rental counter in the in the main lobby.

ADMINISTRATION OFFICE HOURS

Monday – Thursday.....10:00AM - 7:00PM
Friday.....10:00AM – 9:00PM
Sunday.....10:00AM – 5:00PM

******Administration Desk hours may vary depending on the daily surface schedule.**

SafeSport Program

- Ice Den Scottsdale and Ice Den Chandler fully support the U.S. Figure Skating SafeSport Program.
- U.S. Figure Skating strives to provide a safe environment for their members that are free of misconduct and harassment. The association will not tolerate or condone any form of harassment or misconduct of any of its members including athletes, coaches, officials, directors, employees, parents, volunteers or any other persons while they are participating in or preparing for a figure skating activity or event conducted under the auspices of U.S. Figure Skating. All forms of misconduct are unacceptable and in direct conflict with U.S. Figure Skating rules.

The U.S. Figure Skating SafeSport Program addresses the following types of misconduct:

- Sexual misconduct
- Emotional misconduct
- Hazing
- Physical misconduct
- Bullying, threats and harassment
- Willfully tolerating misconduct

ACKNOWLEDGMENT PAGE

By initialing and signing below, I am acknowledging that I have:

- (a) Received a copy of the Ice Den Chandler Figure Skating Policies and Procedures
- (b) Read and understand each of these policies and procedures

Initial: _____

Skater's Name: _____

Skater's Primary Coach: _____

Signature: _____ Date: _____

Parent/Guardian must sign if participant is under 18 years of age.