



FIGURE SKATING POLICIES & PROCEDURES

RESPECT THE RINK

Ice Den staff work hard to ensure the facilities, ice surfaces, programs and amenities operate effectively and efficiently. In return, we ask that all ice sports community members treat the Ice Den employees, facilities, amenities and fellow members with respect and care. By following posted rules, adhering to building policies and staff instruction, together we can work to ensure a fun, safe and professional experience for all.

FREESTYLE SESSION REGISTRATION INFORMATION

Skaters are required to register in advance and prepay online for all freestyle, specialty and off-ice classes at IceDenScottsdale.com Or IceDenChandler.com

DROP-INS ARE NOT PERMITTED ON ANY SESSION.

SESSION PRICES:

45-minute freestyle sessions	\$13 per skater per session
60-minute freestyle sessions	\$16 per skater per session
30-minute specialty classes	\$13 per skater per session
30 minute off-ice classes	\$15 per skater per class
45-60 minute off-ice classes	\$20 per skater per class

Refunds, exchanges or credits will not be awarded for missed/cancelled on-ice or off-ice sessions.

No exceptions!

Early Cancel: Skaters may cancel 12 hours prior to scheduled session start time without penalty.

Session credit (not funds) will automatically be returned to your account.

GENERAL INFORMATION

- Maximum thirty (30) skaters per freestyle session and specialty classes.
- Depending on the class structure and location: maximum fifteen – twenty five (15-25) skaters per off-ice classes.
- Loitering in groups in the facility is not permitted between sessions/classes.
- Put skates on in designated areas of the rink you are skating on only.
- Please limit personal belongings and valuables brought to the rink. Leave all other personal equipment in your skating bag or in the car.
- Limit items on the top of the boards and player bench areas:
 - It is recommended skaters bring a plastic bag for dirty tissues and dispose of them in a trash can at the end of each session.
- Failure to follow requirements will result in loss of privileges.
- To enter the facility, skaters MUST enter through the main lobby doors. To enter the ice surface, skaters must use the appropriate assigned doors.

INJURY/ILLNESS: There are no refunds or changes permitted if a registrant leaves because of their own accord or fails to attend. A refund, credit or transfer will be approved only in the event of injury that is accompanied by written confirmation of a doctor that verifies a medical condition excusing the skater/player from participation in the program.

SESSION QUALIFICATIONS

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 (Open FS) - Skate at your Own Risk

Open to all skaters. No rental skates allowed. Parent & Pup through Basic 3 skaters must be accompanied by a coach for the entire freestyle session. Basic 4- Basic 6 skaters must be accompanied by a coach for at least a portion of the freestyle session. *Reminder: This session is intended for the lower-level skaters and the rate of speed and safety for the skaters on the session must be respected.*

Hockey players 11 and under must be in a coached lesson for the entire time of the session. Adult hockey players are allowed. No hockey gear or sticks allowed. Hockey helmets and gloves are allowed. Skaters must be in tracksuits. No hoodies, no ballcaps. Hockey players over 12 that are aware of the rules may practice on their own before or after their lesson. One skater per lesson only for hockey. Coaches must be on the ice the entire lesson to coach hockey. Coaches may not coach from the hockey box for any portion of the lesson. Hockey skaters must be informed of all FS skating rules. Example: right of way, music belt, jump & spin patterns, correct entrance & exit door. No push-ups, stationary cones, hockey gloves or stationary hockey sticks allowed on the ice as a teaching tool on a session with more than 10 skaters.

Ice Den Director reserves the right to place skaters at appropriate levels regardless of their test record.

Preliminary through Senior Freestyle (Preliminary - Senior FS)- Skate at your Own Risk

No rental skates allowed. Skaters who have competed at Well Balanced Preliminary Free skate or higher. Excel competitors who have competed at the Excel Preliminary Plus level or higher. Adult skaters who have passed Adult Bronze Skating Skills test or higher. Dancers who are competing Preliminary dance.

If a skater does not compete in Singles, Dance, Pairs or Synchro - skaters must have passed Bronze Standard Skating Skills or Pre-Bronze pattern dance test. Teams: Qualifications for freestyle sessions are based on Pair or Free Dance level passed or competed by at least one member of the team.

Hockey Players- must be ages 10 and up and working with a coach for the entire time. Adult hockey players are allowed. No hockey gear or sticks allowed. Hockey helmets and gloves are allowed. Skaters must be in tracksuits. No hoodies, no ballcaps. Hockey players over 12 that are aware of the rules may practice on their own before or after their lesson. One skater per lesson only for hockey. Coaches must be on the ice the entire lesson to coach hockey. Coaches may not coach from the hockey box for any portion of the lesson. Hockey skaters must be informed of all FS skating rules. Example: right of way, music belt, jump & spin patterns, correct entrance & exit door. No push-ups, stationary cones, hockey gloves or stationary hockey sticks allowed on the ice as a teaching tool on a session with more than 10 skaters.

Ice Den Director reserves the right to place skaters at appropriate levels regardless of their test record.

Juvenile through Senior Freestyle (Juvenile- Senior FS) - Skate at your Own Risk (Scottsdale Only)

No rental skates allowed. Skaters who have competed at the Well-Balanced Juvenile level and higher. Excel competitors who have competed at the Excel Juvenile Plus level or higher. Dancers who have competed Bronze Pattern or Juvenile combined. Dance teams: must have passed Juvenile Free Dance test by at least

one member of the team. Pairs Teams: must have passed the Juvenile Pair test by at least one member of the team. Adult skaters: passed Adult Gold Skating Skills & are currently competing Championship Adult Gold or Adult Gold level. If a skater does not compete in Singles, Dance, Pairs- skaters must have passed Silver Standard Skating Skills or passed at least 1 Pre-Silver dance test.

Travel Hockey Players: must be current travel players aged 11 and up. No adult hockey players or house hockey players are allowed. No hockey gear, hockey helmets or sticks allowed. Skaters must be in tracksuits. No hoodies, no ballcaps. Hockey players over 12 that are aware of the rules may practice on their own before or after their lesson. One skater per lesson only for hockey. Coaches must be on the ice the entire lesson to coach hockey. Coaches may not coach from the hockey box for any portion of the lesson. Hockey skaters must be informed of all FS skating rules. Example: right of way, music belt, jump & spin patterns, correct entrance & exit door. No push-ups, stationary cones, hockey gloves or stationary hockey sticks allowed on the ice as a teaching tool on a session with more than 10 skaters.

Ice Den Director reserves the right to place skaters at appropriate levels regardless of their test record.

Intermediate through Senior Freestyle (Intermediate- Senior FS) - Skate at your Own Risk

(Scottsdale Only)

No rental skates allowed. Skaters who have competed at the Well-Balanced Intermediate level and higher. Excel competitors who have competed at Excel Intermediate Plus or higher. Dancers competing Intermediate Combined or Pre-Silver Pattern Dance. Dance Teams: must have passed the Intermediate Free Dance test by at least one member on the team. Pairs Teams: must have passed the Intermediate Pair test by at least one skater of the team. Adult skaters: passed Adult Gold Skating Skills & currently competing at Championship Masters Intermediate - Novice or Masters Intermediate – Novice.

If a skater does not compete in Singles, Dance, Pairs or Synchro- skaters must have passed Pre-Gold Skating Skills or passed 1 Silver dance test.

Reminder: This session is intended for higher-level skaters.

Travel Hockey Players: must be current travel players aged 13 and up. No adult hockey players or house hockey players are allowed. No hockey gear, hockey helmets or sticks allowed. Skaters must be in tracksuits. No hoodies, no ballcaps. Hockey players over 13 who are aware of the rules may practice on their own before or after their lesson. One skater per lesson only for hockey. Coaches must be on the ice the entire lesson to coach hockey. Coaches may not coach from the hockey box for any portion of the lesson. Hockey skaters must be informed of all FS skating rules. Example: right of way, music belt, jump & spin patterns, correct entrance & exit door. No push-ups, stationary cones, hockey gloves or stationary hockey sticks allowed on the ice as a teaching tool on a session with more than 10 skaters.

Ice Den Director reserves the right to place skaters at appropriate levels regardless of their test record.

Adult 1 Session- Skate at your Own Risk

This session is not for skaters who are currently competing in Excel, well balanced tracks, or retired skaters with Juvenile FS tests or higher. Open to Adult Beginners or Recreational skaters as well as Adult Skaters working on Adult Singles or Skating Skills Requirements for competition. *Rate of speed and safety for all skaters on the session must be respected.* Skaters must have their own skates to participate on these sessions, no rental skates. Figure and hockey skaters (no sticks) are welcome! *Ice Den Director reserves the right to place skaters at appropriate levels regardless of their test record.*

Adult 2 Sessions - Skate at your Own Risk

No level restrictions. Open to Adult skaters 18 years and older of any skill level. Skaters must have their own skates to participate on these sessions, no rental skates. Figure and hockey skaters (no sticks) are

welcome! *Ice Den Director reserves the right to place skaters at appropriate levels regardless of their test record.*

Dance + Skating Skills Session - Skate at your Own Risk (Chandler only).

No rental skates allowed. This session has no level restrictions but is only for those working on solo/pattern dance or skating skills tests. *Ice Den Director reserves the right to place skaters at appropriate levels regardless of their test record.*

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, attire, and any required equipment to participate in all classes.
- Always check IceDenScottsdale.com or IceDenChandler.com for the most updated off-ice class schedules.

PLEASE DO NOT CHANGE SKATES OR LEAVE BAGS IN THE CHILLY BEAN OR LOBBY AREA. PLEASE USE THE BENCHES, SKATERS LOUNGE (SCOTTSDALE) OR LOWER LOBBY (CHANDLER) ONLY. THE ICE DEN IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS.

SESSION RULES

**ANY PARTICIPANT WHO HAS NOT PRE-PAID ONLINE
WILL NOT BE PERMITTED TO PARTICIPATE IN ANY SESSION.**

- Skaters must show proof of registration if requested. Skaters who intentionally skate knowing they have not registered will be subject to disciplinary action including loss of ice privileges.
- Skaters must check-in for their session(s) day of by using the IPAD in Admin or if Admin is not open with a coach on the ice.
- Tardiness on sessions must be kept to a minimum. Please do not disrupt coaches and other skaters by arriving late.
- 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 use, Kleenex, etc.)
- Skaters are not permitted to wear personal headsets of any kind while skating on Freestyle sessions. Additionally, music cannot be played using smartphones, portable devices/speakers or smart watches. Coaches are only 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 when 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 rink by the player bench area.

PARTICIPANT CODE OF CONDUCT

ON-ICE ETIQUETTE:

- **Right of Way:** A skater executing their program, with their music and wearing the colored belt, always has the right of way. Please be courteous and stay out of their way.
- Socializing or horseplay on sessions will not be tolerated. For safety reasons, all on-ice participants must pay attention and be aware of all other coaches and skaters. 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 Senior Director of Skating & Programming will be contacted, and the skater will be asked to exit the ice and their guardian will be notified.
- 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. Belts and audio cords must be put away. Please always keep the rink tidy.
- Rink doors must always remain closed during sessions for safety and to minimize injury. Please use caution when entering and exiting the ice.
- When entering and exiting a session, use the assigned doors, not the player benches, and DO NOT skate across the middle of the ice. Go around the perimeter/edge of the boards.

OFF-ICE ETIQUETTE:

- Disruptive, immoral, unethical, or illegal behavior while in the Ice Den is not acceptable. Any such behavior will result in appropriate disciplinary action.
- Anyone caught damaging, stealing, or displacing other persons’ belongings will fully be dealt with by 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 Ice Den
- The Ice Dens are non-smoking facilities which include e-cigarettes and all tobacco products.
- Skaters are asked to conduct warm-up exercises and off-ice stretching in a non-traffic area of the building.

DRESS CODE

- Proper skating or exercise attire is MANDATORY.
- Baggy sweatshirts and baggy pants are not acceptable training attire.
- Hooded sweatshirts and hooded jackets are not permitted for figure skaters or hockey players.
- No jeans, shorts, halter-tops, or exercise bras will be permitted.

- Stomachs must be covered.
- No baseball caps.
- Long hair must be neatly tied back in a full ponytail or bun.
- Laces of skates should be tucked in.

PARENT CODE OF CONDUCT

- Parents/Guardians/Spectators are not permitted to “coach” or “instruct” skaters from the bleacher, player bench or lobby areas. It is disruptive to the training environment and hazardous to everyone on the ice.
- Please always demonstrate a positive and supportive attitude in all your skater’s endeavors.
- Parents/Guardians/Spectators may enter the player bench area only upon approval from the Skating Department Management to videotape or photograph their skater.
- Negative or hurtful comments about other coaches, skaters or parents are unproductive, disrespectful, discouraging and will not be tolerated.

MUSIC SYSTEM

- For the safety of all participants: skaters are not permitted to wear personal headsets/headphones. Additionally, music cannot be played using smartphones, portable devices/speakers or smart watches.
- Music is played using the RinkMusic, Inc. system. To utilize this feature, skaters must purchase a music key fob at the Admin Desk and register it online 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 fob scanner located by the announcement booth. Once the fob is scanned 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 identifiable key chain or item to provide a bit of weight. During a session, fobs can be placed on the boards next to the fob scanner.
- Skaters are permitted to use only one fob per session. Skaters are not permitted to use coach fobs.
- Program music selections are required to be the specific program length of one song, played one time. Skaters are not permitted to duplicate music as one performance or to edit/combine multiple programs as one song selection.
- The use of a smartphone/iPad is not permitted due to the disruption of flow and time it causes. Understandably, visiting skaters may not have a fob, and we will do our best to accommodate. (Use of a smartphone/iPad requires a pause to the key fob system, manually playing the smartphone/iPad, and then returning to the key fob music queue.)
- Misuse of RinkMusic fobs to intentionally control the music queue and preventing others from the fair ability to skate programs will result in loss of ice privileges.

MUSIC POLICY:

All music played in the Ice Dens to include but not limited to: ice skating performance songs, during hockey games/practices during intros/stoppages of play, private ice rentals, in locker rooms and public areas must be the edited/clean versions of the song. In addition, music volume should be at a level that is always respectful to fellow community members and Ice Den employees.

The Ice Den currently partners with BMI, ASCAP, and Global Music Rights as it relates to music licenses. U.S. copyright law requires you to obtain permission from music copyright owners to play their music publicly. All community members are responsible for ensuring they have permission to play selected music in the facilities.

COACHES' ROOM

- Neither Parents/Guardians/Spectators nor skaters are permitted in the coaches' locker room at any time.

FIRST AID

- At both the Ice Den Scottsdale and Ice Den Chandler, Emergency/First Aid supplies are located at the Skate Rental Counter & Admin Desk. Ice Bags are located at Skate Rental. A member of the Admin or Operations team can assist you.

SKATESAFE PROGRAM

- Ice Den Scottsdale and Ice Den Chandler fully support the U.S. Figure Skating SkateSafe 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 SkateSafe Program addresses the following types of misconduct:

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

CONCERNS & ISSUES

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

Tara Patterson,
Senior Director of Skating & Programming
Ice Den Scottsdale
9375 East Bell Rd
Scottsdale, AZ, 85260

