Skate School FAQs

Q1: Does the Skate School program offer discounts?

A: Unfortunately discounts don't apply to Skate School programs. This includes student, concession, Entertainment Book, Myki, V-line and Costco discounts. These only apply to single entries purchased at in venue. However, we can offer family discounts of 5% off for the third and each subsequent family member.

Q2: How do I update my personal details and/or account details?

A: You can update all your personal details in person at the Arena, via emailing programs@obriengrouparena.com.au or calling us on (03) 8631 3907.

Q3: How do I give feedback?

A: We welcome your feedback, good and bad, and we want to hear about ways we can assist you with any concerns or ideas you may have. Please email your feedback to programs@obriengrouparena.com.au or call us on (03) 8631 3907.

Q4: What happens if I lose my access card?

A: Don't worry. Please let our ticketing staff know. They will cancel your card and can issue a replacement card at a fee of \$2.00

Q5. Where do I collect my access card?

A: You will need to come into the Arena to collect your card as cards will not be posted.

Q6: Is there any equipment hire included in my Skate School enrolment?

A: Standard skate hire and helmet, if required, is included for in the term fee.

Q7: Can I transfer my Skate School enrolment?

A: Your enrolment is non-transferable and is only valid for the access card holder.

Q8: When can I skate?

A: Saturday and Sunday Skate School participants can skate during the public session on the day following their skate school class which is included in their term fee. Wednesday skate school participants can stay on during other Wednesday Skate School classes to practice.

Q9: What are the age requirements for children and adults to participate in skate school?

A: Our classes are as follow:

Tots: 2-6 years Youth: 7-14 years Adult: 15+ years

Q10. Do I need a membership to come in for programs?

A: No, this is all accounted for in your program fees. You will be allocated a programs card which will allow you access for your program.

As you start to skate more often in our public skating/freestyle sessions, a membership may become of value to you as we offer unlimited membership options. Please see our ticketing staff or our website for more details.

Q11. Do parents/chaperones need to pay a spectator fee?

A: As per our previous processes, one parent will be allowed to enter at no extra cost for spectating during programs (Skate School and Hockey Academy), classes and freestyle sessions. As per previous processes, spectators during public sessions are still required to pay the \$4 spectator fee which includes a complimentary hot beverage from our Igloo Cafe during cafe trading hours.