

# SKATE SCHOOL

## TERMS & CONDITIONS

### WITHDRAWING FROM THE PROGRAM OR TRANSFERRING TO ANOTHER CLASS

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#### WHAT IS THE REFUND DEADLINE FOR THE O'BRIEN ICEHOUSE SKATE SCHOOL TERM?

After Registration but **before** first scheduled class begins: **full refund**. We do not offer refunds **after** week one, unless due to illness/injury. A medical certificate is required for any refund to be considered.

#### HOW DO I TRANSFER TO ANOTHER SKATE SCHOOL CLASS?

There is no automated system to do that at this time. Please email us and request your class day change (based on availability).

**SKATE SCHOOL:** skate.school@obriengrouparena.com.au

#### CAN I MOVE TO A DIFFERENT CLASS DAY/TIME FOR A COUPLE OF WEEKS DUE TO A TEMPORARY CONFLICT AND THEN RETURN TO THE ORIGINAL CLASS?

No. If there is space available, you can move your skater on a permanent basis, but you cannot move back and forth between classes. Movement between classes and levels is only possible during the first two weeks of the term and must be communicated to the Skate School Manager for approval & processing.

### PARENT ROLES

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#### CAN I DROP MY CHILD OFF FOR CLASSES AND LEAVE THE ARENA?

Only if the child is **12 years or over** & a parent or other responsible adult can be contactable during the class. A parent or other responsible adult must be in the rink or lobby area during class if the child is **under 12 years**.

### MISSED CLASSES (I HAVE TO MISS A CLASS)

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#### CAN I ORGANISE ANOTHER CLASS TO MAKE UP FOR THE MISSED CLASS?

Skaters are assigned to specific groups on the day for which they registered and cannot attend a class on another day unless they make a permanent move to that class (only possible if there are spaces available). In lieu of missed classes, Skate School offers 2 additional Public Skating Session passes to be used during a public session (please check website for times). These passes expire at the end of each Skate School term.

Movement between classes and levels is only possible during the first two weeks of the term and must be communicated to the Skate School Manager for approval and processing.

#### IF WE HAVE AN EXTENDED VACATION PLANNED, CAN I REGISTER MYSELF/MY CHILD FOR ONLY PART OF THE LESSONS OR GET A REFUND FOR THE LESSONS MISSED?

Participants who go away on extended vacations cannot make up the missed classes on another class day or receive a refund for missed classes. All Skate School participants will be given 2 free public session passes (valued at up to \$56) to be used anytime during the current Skate School term in lieu of any missed classes.

#### PLEASE NOTE:

All Skate School Basic 1, Adult 1 and Tots 1 skaters are required to wear helmets during lessons.