

HOCKEY ACADEMY

TERMS & CONDITIONS

WITHDRAWING FROM THE PROGRAM OR TRANSFERRING TO ANOTHER CLASS

WHAT IS THE REFUND DEADLINE FOR THE O'BRIEN ICEHOUSE ACADEMY TERM?

After Registration but before first scheduled class begins: Full Refund. There are no refunds for "change of mind" after the term begins. No refunds after week one unless due to illness/injury. A medical certificate is required for a refund to be considered.

HOW DO YOU TRANSFER TO ANOTHER CLASS?

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

HOCKEY ACADEMY: hockeyacademy@obrienicehouse.com.au

matt.armstrong@obrienicehouse.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's availability, you can move 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 approved and processed by the Hockey Academy manager.

PARENT / GUARDIAN ROLES

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

Only if your child is **12 years or over** and a parent or other responsible adult can be contactable during the class. Please ensure we have emergency contact details on file. A parent or other responsible adult must be in the rink or lobby area during the class if the child is **under 12 years**.

MISSED CLASSES (I HAVE TO MISS A CLASS)

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

Skaters are assigned to specific groups and cannot attend a class on another day/time unless they make a permanent move to that class (only possible if there are spaces available). Movement between classes and levels is only possible during the first two weeks of the terms and must be communicated to the Hockey Academy manager for approval and processing. In lieu of missed classes, Hockey Academy offers additional Public Skating Session passes which can be used during the term for either stick n puck or general skating (not drop-in). These passes (loaded onto your access card) expire at the end of each Hockey Academy term.

IF WE HAVE AN EXTENDED HOLIDAY PLANNED, CAN I REGISTER FOR ONLY PART OF THE TERM, OR GET A REFUND FOR THE LESSONS MISSED?

Participants who go away on extended holidays cannot make up the missed classes on another class day or receive a refund for missed classes. All Hockey Academy participants are given free public session passes to be used anytime during the current Hockey Academy term in lieu of any missed classes.

Email: hockeyacademy@obrienicehouse.com.au



O'BRIEN ICEHOUSE