

Skate School

TERMS & CONDITIONS

AUSSIE SKATE REGISTRATION

All skaters enrolled in Skate School must register with Aussie Skate at: <https://www.isa.org.au/aussie-skate-tm>
Aussie Skate Membership provides: Personal accident/injury insurance when undertaking an Aussie Skate lesson and when competing (or training for) a sanctioned Aussie Skate event.

WITHDRAWING FROM THE PROGRAM OR TRANSFERRING TO ANOTHER CLASS

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

After Registration but before first class begins: Full Refund. There are no refunds for "change of mind" after start of term. 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 SKATE SCHOOL CLASS?

There's currently no automated system. Please email us and request your class day change (based on availability).

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 Skate School 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 is contactable during the class. Please ensure we have emergency contact details on file. A parent/guardian must be in the venue 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 (if spaces are available). Movement between classes and levels is only possible during the first two weeks of the terms and must be communicated to the Skate School Manager for approval and processing. In lieu of missed classes, Skate School offers two additional Public Skating Session passes which can be used during the term. These passes (loaded onto your access card) expire on the day of your last class for the 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 or credit for missed classes.