



Terms & Conditions

Aussie Skate Registration

All students must register annually with Aussie Skate at: aussieskate.au

Aussie Skate Membership provides:

- Personal accident/injury insurance during Aussie Skate lessons and when competing or training for a sanctioned Aussie Skate event.
- Access to the Aussie Skate app, which includes skill details and instructional videos for each level. A password for the app is included in the registration payment receipt emailed to you by Aussie Skate.

Refund Policy

- **Full Refund:** Before your first class. You must notify Skate School by email at least 24 hours before the day of your first class. Email: skate.school@obrienicehouse.com.au
- **Illness/Injury:** A medical certificate is required for refund consideration.
- **Missed Classes/Extended Leave:** There are no refunds or credits for missed classes.

Before Enrolling: Please attend a public session to try ice skating. Skate aids are available if needed. Refunds will not be issued for a "change of mind". Young children should be comfortable without their guardian and able to follow their coach's instructions.

Missed Classes

- **No Make-up Classes:** Make-up classes are not offered. In lieu of this, students receive free public session passes to practice on another day.
- **Public Session Passes:** Each student receives a set of public session passes, valid any day during the term. Passes are loaded onto the student's access card and are non-transferable. Passes will be voided if used by another skater.

Class Transfers

- Students may transfer to a different class (day or time) permanently, if a space is available.
- Transfers must be approved and processed by the Skate School office.
- Transfers are permanent and students may not switch back and forth between classes.

Guardian's Responsibilities

- **Children under 12 years:**
Guardians must remain in the venue, be contactable by mobile, and supervise their child before and after the lesson.

Emergency Contact Information

- **All Students:** Please ensure emergency contact details are current.

Media Consent

- Skate School may take photographs or videos for promotional purposes. By enrolling, participants and guardians consent to the use of such media unless a written objection is submitted.



O'BRIEN ICEHOUSE



Code of Conduct

By participating in an ice sports program or activity at O'Brien Icehouse, I agree to abide by the following standards of behaviour and conduct in relation to the activity and understand that activities are operated for the benefit of all participants regardless of age, gender, race, religion, ethnic background, or special ability/disability.

I will at all times:

- Conduct myself according to a high standard of behaviour and integrity when interacting with fellow skaters, coaches, parents, other guests, and O'Brien Icehouse employees;
- Respect the rights, dignity, and worth of others;
- Be fair, considerate, and honest in all dealings with others;
- Abide by all governing policies and procedures, including those of O'Brien Icehouse, and be professional in, and accept responsibility for, my actions;
- Demonstrate a high degree of individual responsibility, especially when dealing with persons under 18 years of age, as my words and actions serve as examples;
- Conduct myself in a professional manner relating to language, temper, and punctuality;
- Abide by the rules and respect the decisions of designated supervisors, making all appeals through the formal process and respecting the final decision;
- Understand that I am responsible for any breach or if I become aware of any breaches of this Code of Conduct;
- Refrain from any form of abuse towards others, including while at the venue or in the use of digital, social, or other media;
- Refrain from any form of harassment towards or discrimination of others;
- Show concern and caution towards others who may be ill or injured; and
- Be a positive role model at all times.

I also understand that if I breach this Code of Conduct:

- O'Brien Icehouse may take disciplinary action against me, which may result in temporary or permanent suspension from participating in ice sports activities at, or being refused entry to, the venue.
- I understand that O'Brien Icehouse is required to implement a complaint handling procedure in accordance with the principles of natural justice, in the event of an allegation against me.



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