



Subject: Canskate Membership Policy	Procedure No:
Approval Date: July 24, 2023	Approved By: Skate Windsor Board of Directors
Effective Date: Sept 1, 2023	Revision Date: Sept 05, 2024

Parent Role

The term “parent” refers to parents and guardians of skaters.

Parents and their skaters will follow the Skate Windsor’s Ice Etiquette Rules or they will be asked to leave the ice rink.

A parent must be present in the arena at all times during the skater's session.

The parent is a member of Skate Windsor with full voting rights from the date of registration until August 31 of the current skating season.

Skaters are not permitted on the ice without a Skate Windsor Coach present and until the start of their session.

Communications

Skate Windsor uses its website, www.skatewindsor.ca , and email skatewindsor@yahoo.ca to communicate important information to its members. General information may be sent via Mailchimp. It is the responsibility of each member to ensure that the Club has the correct email on file and to regularly check the website and email for updates including the junk email folder. Members may update their email by sending an email to skatewindsor@yahoo.ca

Payment Policy

Payments are to be made by Visa, Mastercard, American Express credit card by clicking on the registration form on our website, invoice sent via email, or in person. Debit or cash payments can only occur in person.

The Skate Canada membership fee is payable at registration. This fee is charged once per year and covers Skate Canada membership and insurance for the period September 1 – August 31.

Program fees may be paid in full at registration, or by installments, as follows:

****If a payment plan is required, please email skatewindsor@yahoo.ca to request.**

All payments made by installments will be charged an additional 2% administration fee on the total skating costs

- *For Fall:* 50% of Fall program fees plus the Skate Canada Fee and Club Administration Fee are to be paid at time of registration. The balance of the program fees are due on November 1.
- *For Winter:* 50% of Winter program fees plus the Skate Canada Fee (if applicable) and Club Administration Fee are to be paid at time of registration. The balance of the program fee is due on February 1.
- *For Full Season (Fall and Winter combined):* 40% of the Full Season fee plus the Skate Canada Fee and Club Administration Fee are to be paid at time of registration with the remaining fees to be paid as follows: 50% of remaining amount due on November 1 and the remainder due on February 1.

- *For Spring or Summer:* 60% for the Summer and Spring program runs a minimum of 6 weeks plus the Skate Canada Fee and Club Administration Fee are to be paid at time of registration. The balance of the program fees are due mid program.

It is the responsibility of the member to ensure that the credit card on our records for installment payments is valid, otherwise a processing fee will be charged. In order to update or change credit card information, please email at skatewindsor@yahoo.ca
A processing fee will be charged for any NSF, declined or returned payments.

Fee Policy

The fees are as follows:

Skate Canada Fee: \$62.00

Declined Payment Processing Fee, where the payments are set up on auto payment: \$25

NSF Cheque Fee: \$60

Refund and Credit Policy

Please email request to skatewindsor@yahoo.ca and allow up to 4 weeks for processing:

Before sessions commence: Refunds will consist of repayment of any paid session fee(s) plus Skate Canada fee, less any processing fees. Refunds will be issued onto the credit card used to make payment, or if paid by cash the refund will be issued by cheque.

Once the session has begun: **No refunds will be provided.**

Discounts

Family discounts are available as follows: 2nd skater from the same family is a 15% discount off of the skating fees after any discounts and off the lower priced program (no discount on the Skate Canada Fee or Club Administration Fee). 3rd skater or more from the same family is a 20% discount off of the skating fees after any discounts and off of the lowest priced program (no discount on the Skate Canada Fee or Club Administration Fee).

Prorating of session fees commences after the 8th week of the session start dates for all CanSkate, PreCanSkate, Adult and CanPOWER sessions.

Adding/ Changing A Session

If you wish to add a session, fees for the added session must be paid before the skater can participate in the program. The session can be added by sending an email to skatewindsor@yahoo.ca , and is available only if space permits on that session.

If you wish to change sessions after registration, the difference in program fees must be paid before the skater can switch sessions. This will only be permitted if there is space on the requested session. Please email the request to skatewindsor@yahoo.ca .

Missed Sessions

Skate Windsor may at times allow a skater to make up missed sessions, but not guaranteed.

When it is known that a skater will be missing their session an email **MUST** be sent prior to the start of the session to skatewindsor@yahoo.ca, if a make-up session will be requested for that missed time.

To request the make-up session, an email is to be sent to skatewindsor@yahoo.ca with the request to be considered. It is at the discretion of the Board whether the missed session will be allowed to be made up.

Emails are to include Skater's Name; Day of Session; Session Name or time and reason for missing their regular session when they are requesting to make up the missed session. A confirmation email will be sent out if the session will be allowed to be made up. **NO refunds or credits will be issued for missed sessions.**

Helmets

CSA approved hockey helmets are mandatory for all CanSkaters (including Adults) up to and including Stage 5 of the Skate Canada testing requirements. Skaters under the age of 18 and attending a Club family skate must wear a CSA approved hockey helmet. Any skaters 18 years of age or older, it is recommended that a helmet is worn at all times when on the ice. Skaters not abiding by these rules will be asked to leave the ice by a Coach or Board Member.

Ice Changes

The Club reserves the right to:

- Change rinks and times of sessions if necessary
- Cancel a session due to insufficient enrollment
- Cancel a session due to inclement weather
- Limit the number of skaters on each session
- Cancel programs if the City closes the arena facility

Policy Administration

Skate Windsor maintains and reviews this policy every three years.