



POLICIES

**Thank you for considering Ice Dreams Skating Academy programs.
Please read our policies carefully. Thank you.**

PAYMENT & WAIVER POLICIES

- Full payment is required to book any session, program or camp at Ice Dreams Skating Academy.
- NSF cheques will be subjected to a \$35 NSF fee.
- A \$25 administrative fee is applied to all late registrations.
- No post dated cheques please.
- All weekly lesson fees are non-refundable once the season has started.
- A credit will be applied to a skater for medical reasons with a doctor's certificate ONLY.
- Credits are only held until the next official season and a \$35 administrative non-refundable fee will apply to all credits.
- Registration is accepted on a first come, first serve basis.
- In order to secure a spot Ice Dreams Skating Academy must receive a completed and signed Registration form as well as payment in the form of credit card, cheque or cash.
- Clients will be notified of any declined credit card payments and will be charged a \$25 fee
- Lessons are not transferrable between siblings, family members or friends.
- All camp fees are non-refundable unless you choose to opt in with the Tuition Refund Option, which allows for proportional refund of camp fee for days missed during camp as a result of illness or injury.

WEEKLY CLASS POLICY

- You are entitled to ONE (1) make-up class. Make up lessons must be scheduled in advanced and by email ONLY. Make-up lessons are only valid during the current session and cannot be carried over to the following session and are not transferrable between siblings. Make-up lessons will not be held on the last week of each season.
- Ice Dreams Skating Academy is not responsible for any ice sessions canceled by The Pavilion.
- Ice Dreams Skating Academy reserves the right to alter/cancel any scheduled programs, and to cancel/change regular sessions due to special events.
- Instructors are not guaranteed & can change without notice.

- We reserve the right to reschedule and/or adjust start times.
- Lessons are available on a first come, first serve basis.
- Schedule of ice times and fees are tentative and are subject to change depending on enrolment.
- All skaters must pay in full before entering the ice.
- Lessons are not transferrable between siblings, family members or friends.
- Every effort is put forth to maintain the skater to coach ratio, but do to unexpected circumstances we do not make any guarantees.

CAMP POLICIES

- Camp fees may not be transferred to regular weekly lesson fees, or to other campers.
- There are no credits or refunds for missed days of camp without the Tuition Refund Option.
- All daily snacks and lunches must be Nut-Free.
- Ice Dreams Skating Academy is not responsible for lost or stolen items.
- Any child considered to be causing a nuisance, bullying, using derogatory language or causing a disruption to other students or staff members will be expelled from the camp without refund or compensation.
- Full payment is due upon booking of camp.
- There are no refunds, no transfers and no credits without the Tuition Refund Option.

PRIVATE & SEMI-PRIVATE LESSONS

- **48hr advanced notice is required to qualify to reschedule** a lesson including illness, play-offs etc. Cancellations less than 48hrs will result in full lesson charge.
- Private/Semi-Private tickets expire at the end of each season and cannot be carried over into another season.
- Reserved time slots expire after the package is complete.
- Instructors are not guaranteed & can change without notice.
- We reserve the right to reschedule and/or adjust start times.
- Lessons must be pre-booked and paid in full.
- Private/Semi-Private tickets are not transferrable between siblings, family members or friends.
- When registering for semi-private lessons, the parent/organizer is responsible for creating the group. Ice Dreams Skating Academy does not find other skaters for lessons.
- All participants in a semi-private lesson (groups of 2 or more skaters) must be in agreement when booking or canceling a lesson. There are no make-ups for a skater in a group that misses a session.
- No refunds, transfers or credits.