

A man with a beard and a grey jacket is kneeling on a wooden bench, smiling as he helps a young girl with blonde hair put on her ice skates. The girl is wearing a pink jacket, blue jeans, and a light blue knit hat with a pom-pom. She is also smiling. The background is a blurred indoor setting with some coffee cups on a table.

WELCOME TO SKATE SCHOOL TERM 2 2024

**Please find all relevant information inside your
booklet.**

**EMAIL: INFO@ICEHQ.COM.AU
PH: (03) 9478-2876**

Welcome to Skate School

Term 2 2024

Monday classes important dates (10 week term)

First class: Monday 15th of April

Last class: Monday 24th of June

NO CLASS MONDAY 10TH JUNE

Wednesday classes important dates (10 week term)

First class: Wednesday 17th of April

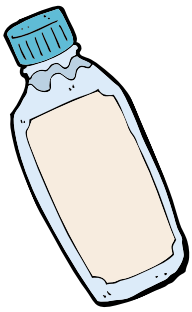
Last class: Wednesday 19th of June

Saturday classes important dates (10 week term)

First class: Saturday 20th of April

Last class: Saturday 22nd of June





What to expect



Arrival

Please arrive 20 minutes before your lesson to ensure you're ready and on the ice at the start of your class. Those needing to borrow iceHQ equipment, we offer skates and protective gear free of charge at our skate hire room.

When it is time for your class, please skate to your coloured coned area.

Please note parents/guardians are **not** permitted to sit on the players benches for the duration of skate school. This area is for students only. However, everyone is welcome to watch from the grandstands or our heated upstairs lounge.

Grading week

Week 1-2, students will be moved around based on their ability. This ensures students are enrolled in their correct class by week 3. It is important all students are present for their first week. Should students need to move a level, coaches will advise the student or their parent.

What to wear

It gets very chilly at iceHQ, please make sure you wear warm and comfortable clothing.

Gloves and thick socks are recommended.

Don't forget to bring a water bottle.

Cafe

We have a yummy cafe open before and after classes. Come in and meet the staff you'll see each week. Our delicious food can be taken to our upstairs viewing lounge.

Skate School FAQ & Policies

I signed up for Skate School but unfortunately cannot participate anymore. Am I eligible for a full refund?

We do not offer refunds for change of mind enrolments. If you cannot complete a term due to injury or illness, a medical certificate is required for a refund.

Can I make up a class if I have missed one?

Unfortunately, we do not offer make up classes. Mixing up classes from other weeks can impede other students progress. However, we offer **each student** 2x free passes to come skating during any public session. These 2x free passes can be used regardless of whether you miss a class or not.

Free pass T&C'S:

- *Passes can only be used during the term.*
- *Passes expire once the last class has concluded.*
- *Passes are not redeemable for any other item.*
- *Passes are only for the student enrolled in skate school, not used for friends & family.*
- *Passes are not valid for special skating events, public holidays, private coaching lessons.*

Practice area

Your allocated practice time will take place in the 30 minutes before or after your class. To avoid overcrowding, please make sure you are skating in the practice zone during your allocated time for the safety and comfort of other skaters. We also ask that our more advanced skaters be mindful they are sharing the space with younger and less experienced skaters, and to refrain from spinning and jumping for safety purposes.

Please note: Due to **no practice area between 5pm- 6pm**, all **Wednesday** students will receive **free public skate passes** to the amount of their term duration. **(Not valid for special events, public holidays or private coaching lessons)**
Students still receive Tuesday public session free of charge as normal.

Skate School FAQ & Policies

Do I need my own skates?

We have premium ice skates and protective gear to use during your class free of charge. However, once the student is in Aussie Skate 3/4 and over, we advise students to purchase their own skates.

The day I chose is now conflicting with other commitments. Can I change classes for the remaining of the term?

We will do our best to accommodate changing classes for the remainder of the term. This will come down to class availability. Once moved into a new class, you cannot move again for the remainder of the term.

Please email skateschool@icehq.com.au for any question regarding the above information.

Do you offer payment plans for term programs?

Unfortunately, programs are to be paid in full via our website www.icehq.com.au/skate-school before our Skate School commences. Payment at reception is not available.

Does iceHQ offer any term discounts?

Family activities are the best and we understand that it can get pricey when booking.

If you have 3 family members or more joining our term programs, we offer a 5% discount off each student.

Do spectators pay to watch?

No, the more the merrier.

Come down and watch all the students grow and learn in their class from our cosy upstairs viewing room. We also have a lovely warm café where you can grab a bite to eat and a hot drink.

Child Safety at iceHQ

At iceHQ, Child Safety is our number 1 priority.

The Child Safe Standards aim to protect children and young people, by requiring organisations to put policies, procedures and processes in place to prevent and respond to abuse. They aim to make keeping children and young people safe a key focus of organisations in Victoria.

The Child Safe Standards help organisations to:

- Promote the safety of children
- Prevent child abuse
- Ensure effective processes are in place to respond to and report allegations of child abuse
- Encourage children to 'have a say', especially on issues that are important to them or about decisions that affect their lives.

All iceHQ coaches hold a current first aid certificate and valid working with children's check.

Coaches Responsibility

Under child safety laws, it is iceHQ responsibility to follow the national Child Safety Standards.

If a coach is concerned the student is physically or emotionally unfit to complete the class, it is at the coaches discretion.

To ensure a child seeks medical attention if an injury or fall occurs, you may be asked to take your child to an iceHQ first aider to be cleared to return to the class. Whether the parent believes the child is fine to return, it is at the coaches discretion.

With the coach in a class, the parent or guardian is responsible to take the child to a iceHQ first aider. If the first aider is unable to clear the student, you will be advised to see a doctor.

- Refusal of first aid is grounds for a coach to dismiss a student from class.
- If your child is in pain or upset, the coach will ask the parent/student to return next class when they are feeling better.

We do not tolerate abusive or offensive language towards our coaches and staff, and you will be asked to leave the premises if this behaviour occurs.

Process for complaints and concerns

At iceHQ, we are here for you.

If you would like make a complaint or report an incident.

Please email Business Manager of iceHQ alannah@icehq.com.au

Your complaint is confidential and will be discuss in depth with yourself, following an action plan you are comfortable to move ahead with.

Skate School Terms and Conditions

By enrolling into our ice programs, you have agreed to these terms and conditions and FAQ.

Entering iceHQ

You are agreeing to iceHQ's terms and conditions displayed in our foyer and online at www.icehq.com.au/terms-conditions

- You acknowledge that ice skating, ice skating lessons, figure skating, ice hockey and other sporting and recreational activities at the iceHQ are dangerous and involve a significant degree of physical exertion and risk. You also acknowledge that the facilities may be unsupervised and that You participate in these activities at your own risk and are responsible for your own safety. If you do not currently undertake regular physical activity, you should seek medical advice before using iceHQ facilities.
- You agree that the Supplier will not be liable to compensate you for death or personal injury (as defined in the Fair Trading Act 1999). This exclusion of liability will not apply where the Supplier has been reckless as set out in the note below.
- You consent to the supplier photographing or filming you, or any minor or dependant accompanied by you, when in the iceHQ Sports Arena, for use for promotional purposes, including television, film, internet and all other forms of media, recording or reproduction, without any entitlement for any compensation or financial payment.
- Unfortunately outside food and drink is not allowed in the venue. Please enjoy the range of delicious food and beverages from our cafe.

Insurance

All participants enrolled in iceHQ's Aussie Skate Program must register with Ice Skating Australia.

Registration provides insurance coverage for participants of the program.

Registration is \$33 for the first year and \$22 renewal each following year while the skater is involved in the program.

To register, please [click here](#).

If you have any questions regarding ISA insurance, please email aussie.skate@isa.org.au

Entry and Arrival

For Monday & Wednesday skate school classes, students have access to the public session prior to their class at no extra cost. For all Saturday skate school students, you have access to our Saturday public session at no extra cost.

Private Coaching

Students are given the option to stay throughout our public session times. Any private lessons that occurs on your skate school day exempts you from paying entry fee. However, students that wish to have their private lesson on the same day as their skate school lesson are not permitted to leave the facility and come back later. If you do leave, normal entry fees will be charged. Free passes cannot be used for private lesson entry.



If you have any questions, please email
skateschool@icehq.com.au

