



Freestyle Sign-Up Procedure

1. Effective January 1, 2012 we will no longer take phone in reservations for freestyle sessions, however skaters will have the option of signing up for freestyle sessions seven (7) days in advance until the beginning of the freestyle session, or until the session reaches capacity (whichever comes first). This is an increase from our previous procedure of 36 hours. Any signups must be made in person at the facility and payment is due at the time of sign up.
2. Skaters are permitted to transfer their reserved spot prior to the start of the session, to another session within a seven day (7) period provided space is available. All transfers must be done in person.
3. Refunds may be considered for illness, injuries, emergencies and unforeseen circumstances. To request a refund, please complete a Freestyle Refund Request Form (available online and in the facility). All requests are to be submitted to the Skating Director for consideration. All other circumstances concerning refunds will be dealt with on a case-by-case basis. Refunds will be issued as credits to the skaters account.
4. If a skater has a lesson scheduled, his/her instructor may sign the skater up for the freestyle session. Payment is due at time of signup. Signed written consent from both parties must be submitted to the Skating Director if the instructor will be using the skaters account to pay for the session.
5. In the event that a freestyle sign in sheet reaches capacity, and a waitlist has been generated, absent skaters will be given a five (5) minute grace period from the start of the freestyle session before their reserved spot will be offered to a waitlisted skater. If the absent skater arrives with the intent to skate during their reserved session, then the reservation may be moved to any other freestyle session within seven (7) days, provided space is available.



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