



Important Lesson Policies

Please keep all the below policies in mind so I can maintain the current private lesson fees. If circumstances warrant, I may change the policies and/or raise fees during the season.

Please remember to pay before your lesson.

***Rationale:** I am required to pay for my ice time before getting on the ice.*

Stand-alone lessons at Mennen (when you are the only skater in the session) require a minimum of 45 minutes on 90-minute sessions.

***Rationale:** I am required to pay for the full 90-minute session, regardless of the amount of time I am on the ice.*

Stand-alone lessons (when no other skaters are taking lessons before or after you) at Aspen require a minimum of one hour.

***Rationale:** Driving to Aspen takes me 40 minutes each way. I also am required to pay an hourly fee to use the ice.*

Lessons are not extended or pro-rated if you are late getting on the ice or leave the ice. Skaters should use the restroom before your lessons, bring everything you need (water, tissues, etc.) with you (absolutely no food, gum, or lozenges!). **Lessons cannot be extended due to interruptions in using the restroom, getting tissues, etc.**

***Rationale:** Sessions are limited and last a finite amount of time. There is often no way to extend the duration of your lesson as sessions have a defined start and end time and other skaters are often booked back-to-back. Interruptions disrupt the flow of the lesson. Please come to the ice prepared.*

For open sessions, the 48-hour cancellation policy will continue to apply. However, if you know you will be away or have another conflict, please do not wait to provide notice. Please review your schedule often and keep track of other school, family, and other events. **At least two weeks' notice (more when possible) is the minimum required for planned cancellations (such as a vacation, school event, etc.).**

***Rationale:** I realize that canceling two days before may seem like sufficient notice. However, telling me as soon as you know, even months in advance, is appreciated, as I have a waiting list for many sessions. Often other skaters are not able to change their schedule to fill an opening on just a few days' notice.*

Lessons on Mennen Ice and SCoM contract sessions (available from Sept. through June) require full payment for each week of the contract—even if you must cancel. However, if I can fill your spot, the fee will be waived.

This is just a summary of important policies.

[The complete list of policies, which may change without notice, is on the website.](#)



Rationale: *Filling openings on contract sessions is challenging, as skaters typically plan their schedule for the season. **Finding a skater that I already coach who is available to fill your spot will not always be possible.** Also, remember that walk-ons are limited to the space available. When you purchase a contract, you do not receive any credits or refunds from the rink or club for any sessions you do not attend. Likewise, I hold that time for you each week and turn others away. If you cannot attend, the rink does not pro-rate my fee. **I am still required to pay the same fee to the rink regardless of the number of skaters that have lessons on the session for the other skaters.** I cannot, in good conscience, charge more or cancel on others if you are unable to attend your contracted session, as that would be unfair to them. **Contract sessions are a commitment between you and the rink and you and your coach.** I do my best to honor my commitment to you and rarely, if ever, cancel.*

For lessons on contract sessions, skaters are expected to attend the entire session. Skaters should remain on the ice for the duration and practice before and/or after their lessons. Please arrive on time for the start of the session and plan to stay for the entire session.

Rationale: *Due to shifting schedules with skaters who take lessons from more than one coach per session, lessons may take place at any time during the session.*

Skaters who schedule lessons on contract sessions are expected to have a contract in place. If a contract session is closed to walk-ons and you are not permitted on the ice, you must still pay for your lesson.

Rationale: *Several times this season, Mennen closed contract sessions to walk-ons, and skaters were not permitted on the ice even though they had a lesson scheduled with me!*

Courtesies *may* be extended, depending on the circumstances. However, regardless of the circumstances, if I am already at the rink, have paid my coaching fee (usually 2-3 hours before scheduled lessons), or for morning lessons that you attempt to cancel after 5 p.m. the night before, you are responsible for the full lesson payment—there are no exceptions.

Rationale: *Once I have traveled to the rink and/or paid the fee to the rink, it cannot be refunded or credited.*

As you know, **I do my best to be *flexible* when emergencies arise and make exceptions when appropriate.** However, when emergencies *happen often*, and exceptions become the rule, making such accommodations becomes unsustainable and does not show respect for my time.

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