

Cloverdale Skating Club Policies

Revised: August 2023

Registration

For specifics regarding registration, including pricing and schedules, please refer to the current registration documentation at <https://csc.uplifterinc.com/>.

To be a member of the Cloverdale Skating Club, skaters must be registered in at least one Freeskate session and be a Skate Canada member in good standing.

- Registration priority will be given to CSC members whose accounts are in good standing.
- Uplifter registrations are accepted on a first come, first served basis and will be processed in the order received.
- A \$50.00 late registration fee will be charged to existing members registering after the final set registration date each season - effective spring session 2020. Registering on time is integral to coach planning.
- Late registrations will only be prorated after 8 weeks has passed from the start of the applicable session.
- Incomplete registrations (i.e. registrations with missing volunteer deposit or required payments, as applicable) will **not** be processed.
- Skaters must arrange lessons with their coach **prior to** registration, however, coaching is not considered confirmed until registration fees have been paid. Freeskate sessions, however, may be purchased without a lesson. The skater then uses the full time allotted for practice.
- Skaters are permitted one schedule change during the skating season. **Any further changes will be charged a \$25 administration fee. No refunds are issued for changing to a lower priced session, however, changes to a higher priced session will be charged accordingly.**
- All canceled dates have been factored into the costs. Any unforeseen cancellations, (i.e. electrical failure, non-notification of City schedule) will not be refunded by CSC. Refunds, make-up sessions or other compensation **will not** be offered in the event of unforeseen cancellations.
- Individual session cancellation notice must be sent via email to the Director of Programs at least 24 hours in advance. Lesson fees will apply without 24 hours notice, unless another skater takes your lesson time. No refunds, make-up sessions or other compensation will be provided for missed sessions.
- CSC does not offer refunds except in the case of medical circumstances. **Skaters must miss a minimum of five (5) consecutive registered skating days to qualify.** All requests must be in writing and addressed to the CSC Board, accompanied by a medical certificate.
- Sessions may be canceled or altered if not filled. Refunds will be prorated in such instances.
- Please note CSC reserves the right to alter or close a session if it is deemed necessary for safety or unsafe weather conditions by the Coaches or Board of Directors.
- Skaters that participate at more than one club (or with other non CSC skating coaches) must inform the Director of Programs and CSC Club President and provide contact information and

consent from their home club. The intent is to keep open communication flowing about the well-being and development of the skater.

- For safety concerns a parent or designated guardian of each skater must remain in the building while the skater is on the ice.

Payment Terms and NSF Charges

- Registration fees must be paid on completion of Uplifter registration, otherwise registration is not considered complete. If installment payments are available, these must be arranged through Uplifter by credit card at the time of registration. (Installments are not available for all programs)
- Additional Coaching fees (beyond the registration fees) applicable to any skater in the StarSkate/Competitive program (Star 1 and above) are not included in registration price and arrangements for payments of coaching fees should be made with the appropriate coach.
- A service charge of \$25.00 will be applied towards any late payments. Ice privileges will be suspended until the issue is resolved.
- **Payments are due as scheduled. Any missed payments will result in the forfeiture of ice times.**

Volunteer and Refund Policies

- A volunteer bond is required for all Star Academy, Junior StarSkaters and StarSkaters (Bronze/Silver/Gold). This bond is \$150 per skater, per year, for all Star Academy and Junior StarSkaters, and \$250 per skater, per year for all higher level skaters. This fee will be removed once the required volunteer time has been completed (5 hours for Star Academy and Junior StarSkaters and 15 hours for higher level skaters). Volunteer hours will be counted from September to June each year. The total volunteer bond and requirement per family will not exceed \$250 and 15 hours per family. If a family desires to pay the fee at the time of registration in lieu of the volunteer time requirement, they may select the appropriate “Volunteer Opt-Out Fee” in Uplifter (under “Purchase Products”) at any time.
- **Refunds:** Any cancellation notice must be sent via email to the CSC registrar (cloverdalescregistrar@gmail.com). If notice is given with seven or more (7+) full days prior to the scheduled start of the session, the full session price will be refunded **less the Skate Canada fee and an Administration fee** (which are non-refundable). After this deadline, no refunds will be given.

Prorated medical refunds will be considered by the CSC Executive Board with the accompaniment of a physician's note

Buy-On Policy

Club skaters wishing to buy on to a session must be approved in writing by the CSC Director of Programs and payment must be received prior to the session.

Long Term Athlete Development

All sports in Canada have been mandated by Sports Canada to align their training with the concept of long term athlete development, which was based on research from the Canadian Sports Centres. This training model ensures that athletes develop to their full potential by focusing on stamina, strength, speed, skill, and suppleness. As Skate Canada continues moving towards this style of training, we are continuing to offer ice development for all of our Star 1 and higher skaters.