



Hello! We are so glad that your skaters will be joining us! Please read through our rules & guidelines found below. **If you have any questions or concerns please email Tori Wahlquist at [vwahlquist94@gmail.com](mailto:vwahlquist94@gmail.com).**

### **Registration**

1. **Make sure it is the parent's name on the account, not the skater name**, you can then add account members with your skaters. As you sign-up for a class, it will prompt you to select the skater that you are signing-up for the class.
2. **Refunds: All sales are final. The only refunds that will be granted will be for medical/injury reasons or for Tots who discover they are not ready for the ice.** A prorated refund for verified medical reasons/Tots who are not ready for the ice will be based on the sessions remaining, that will be missed, from the medical/injury date.
3. All classes are limited to 10 skaters, except Tots, which is at a limit of 7-8 skaters & this allows us to make sure the classes do not get too large!
4. Please make sure you double check the time and level you are registering for and keep note of this. I am not always able to see which class and time you sign-up for until I am given a roster list once a week. If you register for an incorrect time or class, we cannot guarantee a move to a different time slot or level, especially throughout Tots and Beginner as those classes are usually filled.
5. Please make sure to keep an eye out for any emails from Tori for any changes to the schedule.
6. Please do NOT register for the Beginner class if your skater is NOT able to stand on the ice independently for the duration of the lesson.
7. Skaters are allowed to take more than one class and at more than one level. Just make sure that the skater is registered for those classes and sessions as well. You will more than likely have to sign-up and pay for one class and then do it again for the other class.
8. If your skater misses a class, makeup classes are not guaranteed and are based on availability and openings, with approval from Tori. Please email at [vwahlquist94@gmail.com](mailto:vwahlquist94@gmail.com) or stop at the front desk during lessons to ask.

### **Rules & Guidelines:**

1. We do **NOT** provide skates, it is your responsibility to provide skates and any other equipment such as a helmet, pads, snowpants, jacket, gloves for your skater.
2. Skaters can arrive up to 15 minutes before their scheduled start time. Please do not arrive earlier.
3. Upon arrival, pick up your skater's name tag at the front desk & check the locker rooms that are open, which are posted on the TVs in the lobby. Skaters need to wear their name tags for the duration of class. Once class is

over, drop your name tag off at the front desk in the white basket on your way out and I will have it ready for you at the next class.

4. Please be patient with your Tots skaters as you will see a lot of crawling, sitting, and laying on the ice the first several weeks. Sometimes skaters are not ready to be on the ice and that is okay. In the event that this happens, we will look at providing you a prorated refund and then they are welcome to try again when they are ready.

5. Walkers/stabilizers will **NOT** be allowed on the ice to assist the skaters.

6. We **STRONGLY** recommend Tots and Beginner skaters to wear helmets; bike helmets work great!

**7. While your skater is in class, please watch from the stands or behind the plexi-glass. Spectators are NOT allowed in the players boxes.**

8. Please check your email (spam/junk folder included) for time changes due to tournaments running late, reminders, and updates.

9. If at any point throughout the season a skater has mastered the skills in their level, the coach will move them up to the appropriate level and you will be informed of the switch and their new class and session time.

10. On the last day of each session, we will do one last evaluation of skaters so everyone knows what level to register for when they return for the next session. On average, it takes 6-8 classes to master skills in a level and some of the higher levels can take up to 16 classes to master skills.

11. At Hudson Learn to Skate, our coaches will do our best to redirect and guide skaters within class to participate in a safe and fun way. To ensure safety is the top priority and that all skaters are able to enjoy their class environment. The following steps will be taken if a skater's behavior is unsafe or significantly distracting: the skater will receive 2 verbal warnings and if the behavior persists the skater will be removed from the ice. Biting or anything we deem dangerous will result in an immediate removal.

12. No headphones or phones are allowed to be used on the ice. Skaters should be engaged in their class so that classes can be conducted in a safe manner for all coaches and skaters.

We can't wait for your skater to join our classes and learn the basics of skating whether it is for hockey, figure skating, or recreational purposes! See you on the ice!