



The Ice Palace coaching team respectfully asks that all skaters and parents adhere to the following:

- Payment for coaching is due within 7 days of billing date. Skaters will not receive lessons if payment is outstanding.
- A minimum of 24 hours notice must be given if you cannot attend a scheduled lesson. Missed lessons that have not been cancelled in advance will be charged a cancellation fee.
- Skaters will be billed for competitions, tests, simulations, meetings, music editing, etc. Please get this billing structure from your coach.
- Your primary coach is responsible for all aspects of your child's training. Please direct discussions regarding these topics to your primary coach.
- Your coach is open to answering any questions or concerns you may have regarding your child's development. Feel free to contact your coach at an appropriate time, or make an appointment if necessary. Please note that coaches may bill for these meetings.
- Check the website, newsletter, and calendar of events regularly for updated information.
- Parents are not permitted to enter the rink area during a skating session unless assisting with skate tying or at the request of a coach.
- Please do not interrupt coaches while they are coaching.
- Skaters are expected to be on time for all on-ice and off-ice sessions and to train throughout the entire session. In order for skaters to reach their full potential, it is expected that they attend all on-ice and off-ice sessions for their level on each day they skate.
- Skaters should commit to an energized work ethic that enhances our training environment. Disruptive or inappropriate behavior will not be tolerated.
- Parents should not talk to the skaters on the ice. Interrupting focus during a moving session is considered hazardous and disruptive. It is unacceptable to coach your child or anyone else's child during any session.
- Parents may not watch off-ice classes.
- Skaters must wear proper skating attire during on-ice and off-ice sessions (no loose fitted clothing, hooded sweatshirts, etc). Equipment needed for off-ice classes are ballet slippers, skipping rope, good cross-training runners, and a yoga mat.
- Nutrition is a key factor to athletic success. Please pack healthy snacks to ensure adequate energy levels. No junk food at the arena.