



FIGURE SKATING POLICIES & PROCEDURES

FREESTYLE SESSION CONTRACTS

On-ice/off-ice sessions will be available on the 15th of every month and are due with full payment by the 25th of each month. During that time period customers can purchase sessions for the next month at the contract rate. Skaters are encouraged to pre-register for the sessions as many will sell-out in advance. All contracts must be purchased online via the website:

SCOTTSDALE = www.icedenscottsdale.com/skater-ice-info

CHANDLER = www.icedenchandler.com/skater-ice-info

CHANGES TO A CONTRACT

Changes are permitted in the following manner and are only considered based on a skater's on-line web order total as of the 26th of the month. Drop-in sessions are not counted towards your web order total amount.

MONTHLY CONTRACT TOTAL	CHANGES ALLOWED PER MONTH
\$40.00 - \$85.00	One (1) for the month
\$86.00 - \$125.00	Two (2) for the month
\$126.00 - \$250.00	Three (3) for the month
\$251.00 +	Four (4) for the month

- One change does include all freestyle, off-ice and specialty sessions purchased in a single day
- Please send an e-mail to the respective Admin Desk within 48 hours of missed session to receive session vouchers in equivalent to your missed sessions. Requests will not be granted after 48 hours have expired.

SCOTTSDALE = skaterice@coyotesice.com

CHANDLER = skatericechandler@coyotesice.com

SUBJECT: Skater Name Voucher Request (DATE)

INFO:

Skater's Name:

Date of missed session(s):

Session Time(s):

- Session vouchers will be distributed in lieu of credit codes and will be available for pick up during regular business hours from the Admin Desk.
- Please allow a minimum of 48 hours from voucher request submission for vouchers to be prepared for pick up.
- The vouchers will include an issue date valid through the end of the next month for use on future sessions.
- Freestyle, Off-Ice and Specialty class session vouchers may be used on any equivalent session before it expires. Freestyle vouchers may be used only for freestyle sessions, off-ice for off-ice classes and specialty for specialty classes. They may not be interchanged.
- Skaters will be required to place the session voucher in the zipper pouch in the skating binder located rink side and sign in for the desired session they wish to redeem the voucher. Example: Jane Doe SV (Session Voucher)
- The session vouchers are non-transferrable, non-refundable, not replaced if lost or stolen and may not be used as cash equivalent for future contracts.
- For same day session changes, an exchange sticker will be provided at the Admin Desk. The exchange sticker will count towards your monthly changes.

INJURY/ILLNESS

- To receive a refund for injuries or illnesses, a minimum of five (5) consecutive days must be missed and validated by a doctor's note within 10 days of injury/illness.
- If you receive a refund per above, changes to your existing contract will not be awarded.
- Refunds are not awarded after sessions are purchased, unless due to an illness/injury as stated above.
- There are no refunds or changes permitted if a registrant leaves because of their own accord or fails to attend.

DROP-INS

The online contracting deadline is 5:00 PM the day prior to the desired skate day.

Same day drop-ins can be purchased in person only at the Admin Desk. Drop-ins for sessions before the Admin Desk opens must be purchased either:

- On-line prior to 5:00 PM the night before.
- By calling the Admin Desk (IDS = (480) 585-7465 and IDC = (480) 598-9400) prior to close with credit card payment over the phone.
- Paying for the session with a check the day of, check payable to: IDS = Coyotes Ice, LLC / IDC = Coyotes Ice 2, LLC

Drop-ins are for the desired session **ONLY**. No refunds or exchanges will be given.

After putting the skater's name and time of the session onto the sticker, place the sticker into the skating binder located rink side and sign in on freestyle page. Example: Jane Doe DIT (drop-in ticket)

Tickets for sessions prior to Admin Hours of Operation **MUST** be paid for by check (IDS = Coyotes Ice, LLC / IDC = Coyotes Ice 2, LLC), credit cards or cash are not accepted. Use the zipper pouch in the rink binders to deposit check payment.

ADMINISTRATION WILL NOT KEEP ANY CARDS ON FILE. Skaters are not permitted to write credit card on file (COF) on freestyle check-in sheets. Only a freestyle voucher, drop-in sticker or a check is acceptable.

DROP-IN RATES

45/60 minutes	Freestyle	\$15.00
45/60 minutes	Off-Ice Ballet, Conditioning Barre, Stretch & Jumps Class	\$20.00
30 minutes	Specialty	\$12.00

SESSION QUALIFICATIONS

- Skaters must skate on sessions defined by the highest USFS freestyle test passed. ISI skaters must skate at the corresponding USFS level. Reservations will not be honored in the event of a skater's misrepresentation of their test level.
- Open freestyle sessions are for all skaters passed Basic 6 and above. Skaters lower than Basic 6, must be accompanied by a coach for at least a portion of the freestyle session. The Ice Den Skating Department always recommends having a coach accompany a skater when attending his/her first freestyle session.

OFF-ICE CLASSES

- Off-ice class groups are not based on skating levels alone. Age, physical ability, and maturity are all factors that are considered. Please consult with the off-ice instructor for an evaluation and group recommendation. Participants must have proper training shoes, attire and any required equipment to participate in all classes.
- Always check SkaterIce/SkaterIceChandler for the most updated off-ice class schedules.

GENERAL RULES

- All skaters are required to prepare for the ice in designated area. IDS = Skater's Lounge located in Shane Doan Rink
IDC = assigned locker rooms
- Parents may accompany their skaters to the Skaters Lounge or Locker Rooms to assist them with their equipment.
- All skaters must enter and exit the ice via the assigned hallway. No other doors are to be used (unless emergency situations arise). At the end of a session, the same door will be opened for skaters to exit or enter for the next session.

**PLEASE DO NOT CHANGE SKATES OR LEAVE BAGS IN THE CHILLY BEAN OR LOBBY AREA.
THE ICE DEN IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS.**

SESSION RULES

**ANY PARTICIPANT WHO HAS NOT PRE-PAID ONLINE OR FAILS TO PROVIDE A SESSION VOUCHER,
DROP-IN TICKET OR CHECK WILL NOT BE PERMITTED TO PARTICIPATE IN FREESTYLE SESSIONS.**

- Skaters must check-in with the rink binder located rink side by circling their name if pre-contracted or writing their name on the music sheet and including either their session voucher, drop-in ticket or check payment if Admin Desk is not open.
- Sessions may **NOT** be "split" to accommodate lesson times.
- Tardiness on sessions must be kept to a minimum. Skaters will not lose their space on a session if they are tardy. Please do not disrupt coaches and other skaters by arriving late.
- Skaters are required to ask permission from their coach or any other coach if they need to leave in the middle of a session for any reason (i.e. Restroom use, Kleenex, etc.)
- Skaters are not permitted to wear personal headsets of any kind while skating on Freestyle sessions. Coaches only are permitted to use hand-held music systems for choreographic purposes.
- All session times are subject to change. Reasonable notice of changes will be given to all coaches and contracted skaters when possible.
- Stopping in the middle of the ice or side of boards/bleachers to talk to people is extremely dangerous. Skaters are expected to leave the ice if they wish to speak to anyone.
- Only sealable, non-breakable liquid containers are permitted in the rink by the player bench area.

PARTICIPANT CODE OF CONDUCT

ON-ICE ETIQUETTE:

- **Right of Way:** A skater executing their program, with their music and wearing the green belt, always has the right of way. Please be courteous and stay out of their way.
- Socializing or horseplay on sessions will not be tolerated. For safety reason, all on-ice participants must pay attention and be aware of all other coaches and skaters. Skaters are expected to work – wasting time is wasting money!
- Profanity, kicking the ice, temper tantrums/outbursts, unsportsmanlike conduct, etc., during any freestyle session will result in immediate dismissal from the session. Any coach has the right to dismiss any skater. If a skater continues to misbehave, the VP of Programming & Skating will be contacted, and the skater will be asked to exit the ice and their guardian will be notified.
- All skaters and coaches are requested to patch holes at the end of each session prior to a resurface regardless of whether they created the holes. An Operations Technician will provide a bucket of snow at the conclusion of each session. If a skater creates a large hole during any session, please try to patch it immediately and notify Operations of the ice damage.
- Coaches or skaters are not permitted on the ice at any time during a resurface. Zamboni drivers are instructed to terminate the resurface and leave the ice "as is" until the next scheduled resurface if this rule is not honored. Zamboni doors must be closed prior to skaters entering the ice.
- All skaters and coaches must collect sweaters, garbage, tissues, water bottles, etc. from the rink boards after each session. Please always keep the rink tidy.

- Rink doors must always remain closed during sessions for safety and to minimize injury. Please use caution when entering and exiting the ice.
- **When entering and exiting a session, DO NOT skate across the middle of the ice. Go around the perimeter/edge of the boards.**

OFF-ICE ETIQUETTE:

- Disruptive, immoral, unethical or illegal behavior while in the Ice Den is not acceptable. Any such behavior will result in appropriate disciplinary action.
- Anyone caught damaging; stealing or displacing other persons' belongings will fully be dealt with by the law.
- Use, ingestion, possession or trafficking of intoxicants, illegal drugs or any controlled substances is strictly prohibited while participating in any program or session offered at the Ice Den
- The Ice Dens are non-smoking facilities which includes e-cigarettes and all tobacco products.
- Skaters are asked to conduct warm-up exercises and off-ice stretching in a non-traffic area of the building.

DRESS CODE

- Proper skating or exercise attire is **MANDATORY**.
- Baggy sweatshirts or Hoodies and baggy pants are not acceptable training attire.
- No jeans, shorts, halter-tops or exercise bras will be permitted.
- Stomachs must be covered.
- No baseball caps.
- Long hair must be neatly tied back in a full ponytail or bun.
- Laces of skates should be tucked-in.

MUSIC SYSTEM

- Music is played using the RinkMusic, Inc system. In order to utilize this feature, skaters must purchase a music key fob at the Admin Desk and register it online at RinkMusic.com. Once the skater's music is arranged, it may be uploaded onto the fob using a MP3 or WAVE file. Each rink has a fob scanner located by the announcement booth. Once the fob is scanned the skater's music is put into the queue to be played.
- Please write your name on the fob, and if desired, attach a small identifiable key chain or item to provide a bit of weight. During a session, fobs can be placed on the boards next to the fob scanner.
- The use of CD's and smartphones/iPad is not permitted due to the disruption of flow and time it causes. Understandably, visiting skaters may not have a fob, and we will do our best to accommodate. (Use of a CD/smartphone/iPad requires a pause to the key fob system, manually playing the CD/smartphone/iPad, and then returning to the key fob music queue.)

PARENT CODE OF CONDUCT

- Parents/Guardians/Spectators must view freestyle sessions from the bleacher or lobby area only.
- Parents/Guardians/Spectators are not permitted to "coach" or "instruct" skaters from the bleacher or lobby areas. It is hazardous to everyone on the ice.
- Please always demonstrate a positive and supportive attitude in all your skater's endeavors.
- Parents/Guardians/Spectators may enter the player bench area only upon approval from VP of Programming & Skating to videotape or photograph their skater.
- The Ice Dens are a training center, as such; non-skating children must be kept in close attendance and supervised by a responsible adult. This is for the safety of the children as well as minimizing distractions to skaters on the ice. A warning will be given should disruptive behavior occur. If the behavior continues the children will be escorted to their caregiver and asked to remain at their side.
- Negative or hurtful comments about other coaches, skaters or parents are unproductive, disrespectful, discouraging and will not be tolerated.

COACHES' ROOM

- Neither Parents/Guardians/Spectators nor skaters are permitted in the coaches' locker room at any time.

FIRST AID

- At both the Ice Den Scottsdale and Ice Den Chandler Emergency/First Aid supplies are located at the Skate Rental Counter & Admin Desk. Ice Bags are located at Skate Rental. A member of the Admin or Operations team can assist you.

ADMINISTRATION OFFICE HOURS

DAY	SCOTTSDALE	CHANDLER
Sunday	10:00 AM – 6:00 PM	10:00 AM – 5:00 PM
Monday	8:00 AM – 7:00 PM	10:00 AM – 7:00 PM
Tuesday	8:00 AM – 7:00 PM	10:00 AM – 7:00 PM
Wednesday	8:00 AM – 7:00 PM	9:00 AM – 7:00 PM
Thursday	8:00 AM – 7:00 PM	10:00 AM – 7:00 PM
Friday	8:00 AM – 9:00 PM	10:00 AM – 9:00 PM
Saturday	8:00 AM – 8:00 PM	8:00 AM – 7:00 PM

Administration Desk Hours subject to change based on the daily building and ice surface schedule.

SAFESPORT PROGRAM

- Ice Den Scottsdale and Ice Den Chandler fully support the U.S. Figure Skating SafeSport Program.
- U.S. Figure Skating strives to provide a safe environment for their members that are free of misconduct and harassment. The association will not tolerate or condone any form of harassment or misconduct of any of its members including athletes, coaches, officials, directors, employees, parents, volunteers or any other persons while they are participating in or preparing for a figure skating activity or event conducted under the auspices of U.S. Figure Skating. All forms of misconduct are unacceptable and in direct conflict with U.S. Figure Skating rules.

The U.S. Figure Skating SafeSport Program addresses the following types of misconduct:

Sexual misconduct
Physical misconduct
Emotional misconduct

Bullying, threats and harassment
Hazing
Willfully tolerating misconduct

CONCERNS & ISSUES

- Any issues/complaints from skaters, parents or coaches must be submitted in writing, signed and mailed to:

Julie Patterson, VP of Programming & Skating
Ice Den Scottsdale
9375 East Bell Rd
Scottsdale, AZ, 85260

