

# LAKEWOOD ICE

## Skating School Policies and Conditions

(Revised 11/11/09)

1. Class fees and ISI dues are payable **in full** at the time of registration.
2. In order to participate in Lakewood Ice Learn to Skate classes, the skater's tuition must be paid in full and ISI membership must be current.
3. Class minimum is 4 students. The Skating School assigns students to classes based on demand, availability and skill level.
4. The Skating School reserves the right to make schedule changes, when necessary.
5. Students who miss a class may take a "make -up class" during any of our regularly scheduled classes, however, no refunds or credits will be given for classes missed. Please call or visit the Skating School Office to schedule a make-up class\*.
  - a. \*Make-up classes need to be taken during the semester in which you are currently enrolled. Make-ups will not be carried over to future semesters.
  - b. Some classes are only offered once a week. In this case, the skater will choose a class that is closest to their current class level. Ask the Skating Manager to recommend a class if you are not sure which class to select for a make-up.
6. A \$15.00 fee will be charged on all returned checks.
7. **There is a \$15.00 service charge on any and all refunds.**
  - a. For refunds made prior to the start of classes, Lakewood Ice will grant a full refund of program fees, less the \$15.00 service charge.
  - b. All other refund requests will be reviewed by the Skating Manager and decided on a case by case basis.
  - c. At the time a refund is requested, the skater may choose either a refund or to credit the remaining classes towards the following semester. A class credit is not subject to the \$15.00 service fee. **Once a Class Credit is issued, a refund is no longer an option. Class credit will be applied only to the semester immediately following the original semester.**
  - d. All Refunds or Class credits are determined by counting the remaining number of classes from the date the refund/credit request was received by the Skating Manager. (i.e. If you miss 5 classes and don't request a refund until the 5th week, you will receive credit for only the remaining 3 classes).
8. Classes will not be held on any major holidays: Thanksgiving Day, Christmas Day, New Year's Day, and 4<sup>th</sup> of July.
9. Each skater will receive 5 free public session admissions **which expire at the end of the 8-week semester**. Lakewood Ice will keep track of all admissions at the front counter. To utilize your free admissions, check in at the front counter at the beginning of the public session you wish to attend.