

Welcome to Axel's Skating School!



A guide for Parents and Skaters



Ice Factory of Central Florida
2221 Partin Settlement Rd, Kissimmee FL 34744
(407)933-4259
www.IceFactory.com
Skating Director: Paula Wagener
(407) 933-4259 ext 131 paula@icefactory.com

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THE ICE FACTORY MISSION

Our focus on "family" and community rather than a corporate approach helps differentiate the Ice Factory of Central Florida from other skating venues. We pride ourselves on providing top-quality customer service through our highly-trained guest services staff and world-class coaches, some of whom are former world and Olympic skaters.

The Ice Factory's commitment to delivering an outstanding experience for our guests, paired with our personalized coaching, enables us to provide a uniquely engaging environment that fosters development, camaraderie, and enjoyment for every participant.

HOW TO REGISTER FOR SKATING SCHOOL

Registrations are processed on a first come, first served basis. You may register by contacting our enrollment coordinator at enrollment@icefactory.com or calling 407-933-4259. Online enrollment is not currently available.

LEARN TO SKATE USA PROGRAM

Thank you for participating in Axel's Skating School – Powered by Learn to Skate USA. We hope your experience is a good one and you and your children learn to love skating as much as we do.

Our Skating School program is based on US Figure Skating's Learn to Skate USA curriculum and guidelines. It is the only skating education curriculum endorsed by US Figure Skating, USA Hockey and US Speedskating. It is a stair stepped learning program, where each skill builds to another, making mastery of these skills easily attainable, even for someone with no skating background.

All students receive:

- One 30-minute class each week on their selected class day
- Skate rental included with classes
- 8 complimentary public skating practice passes
- A 5% Pro-Shop discount coupon on any skate purchase
- Complimentary loaner helmets are available. Helmets are required for all beginner classes.
- The annual registration fee includes your Learn to Skate USA membership.

Annual registration is required to participate in the classes and programs offered by Axel Skating School. Registration runs July 1-June 30 annually. All skaters will be required to renew their registration by July 1st annually.

We run year-round, and you can start at any time. The program operates on a monthly re-occurring fee. Your monthly enrollment will auto-renew on the same day as your initial enrollment. Students must be continually enrolled to maintain their annual registration.

All skating school students will receive National Learn to Skate USA membership which includes: *Learn to Skate USA* digital magazine, excess accident insurance, Learn to Skate USA testing program and the opportunity to participate in Compete USA competitions and shows.

Review the Axel Skating School Terms & Conditions located at www.icefactory.com/ssfaq

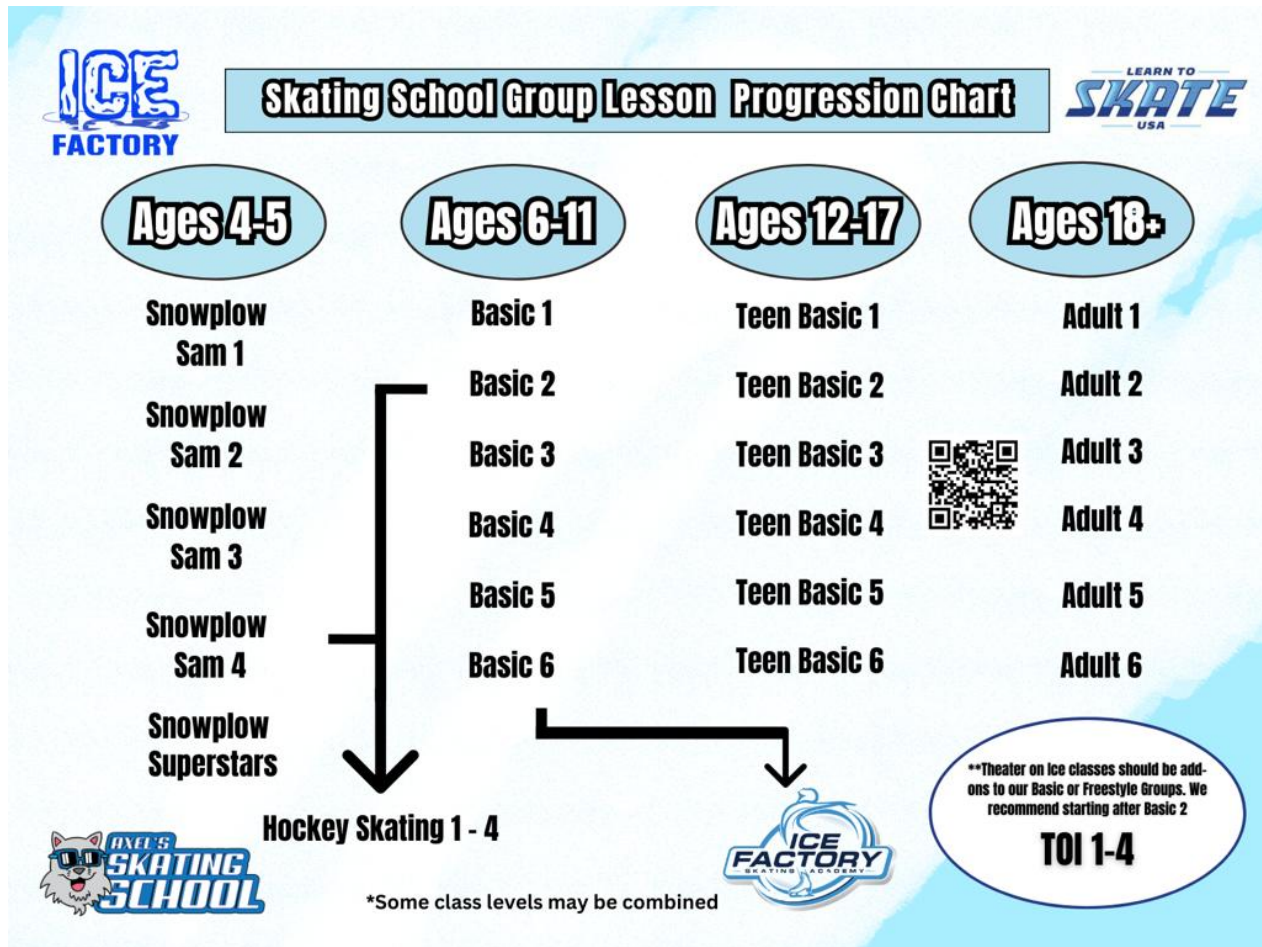
First Day of Class

Arrive early. The first day of class can be hectic. Be sure you know what class you are enrolled. Your instructor will go over how to fall down and get up, magic table, safety zone and other basic skating skills on the ice. The Skating School director or on ice coordinator will be on the ice to direct all students.

Clothing

It is best to wear tight-fitting clothing made of fabric that stretches (spandex or cotton) and try to avoid jeans or baggy clothing. Gloves or mittens are recommended. Warmth is a consideration in skating clothing.

Class Levels



Axel's skating school includes the group instruction for the following levels:

- Snowplow 1-4
- Basic Skills 1-6
- Adult Skill 1-6
- Hockey Skating 1-4 (Basic 2 prerequisite)

What's after these levels? Your next step is to join the Ice Factory Skating Academy. In the skating academy you develop intermediate to advanced figure skating skills, such as advanced jumps and spins.

Ice Factory Skating Academy – Aspire

Once you complete Basic Skills, you'll advance to the Ice Factory Skating Academy. This program is powered by US Figure Skating's Aspire Program.

This program bridges the gap between skating skills and becoming a figure skater. Regardless if you're looking to learn to spin, jump and compete, or to perform in our ice shows. The Ice Factory Skating Academy is ideal to learn intermediate to advanced skating skills such as jumps and spins in a cost

effective manner.

This class program includes 30 minutes on-ice and 30 minutes off-ice instruction. The off-ice instruction will change by the week. Themes for off ice instruction include proper warm up, stretching, off ice spins, off ice jumps, ballet, USF testing protocol and more.

As this is a different program from the Axel Skating School, there is a different annual fee which includes your Aspire membership with US Figure Skating. This allows you to compete up to the Pre-preliminary level and begin testing in the US Figure Skating testing tract. This annual registration renews July 1st annually.

MAKE-UP CLASSES

Can't attend a class? No worries! Our makeup classes are here to save the day. If you're unable to make it to a class, just fill out our missed class form before or on the day of your absence.

- (a.) To be eligible for a make-up class, a 'Make-up Class Form' must be filled out and turned in **before or on** the day of your absence.
 - i) You can complete a makeup class form here: <https://bit.ly/ssabsence>
 - ii) Make-up days are subject to availability on the desired make-up day.
 - iii) Make-up classes must be taken after the missed day and within 30 days of the missed day.
 - iv) Skater must be a current member of the program to take make up class. Should the skater cancel their membership, any make-up classes after the end of the paid for billing cycle will not be available.
- (b.) Upon the receipt of your Makeup Class Form, a representative of The Ice Factory will help you schedule a makeup class within 30 days of the missed class.
 - i) Makeup Classes are to be taken on the alternate day to the skater's registration.
 - (1) i.e. for a skater registered for Wednesday classes, their makeup class would be scheduled for a Saturday class.
 - (2) Alternatively, for a skater registered for Saturday classes, their makeup class would be scheduled for a Wednesday class.
 - ii) **Makeup classes may not be available for skaters registered for classes on Wednesdays AND Saturdays**
 - (1) This is because there is no alternative day to make up a class, skaters would already be entitled to come to that class.
 - (2) The Ice Factory has subsidized the second class to be 50% off, because makeup classes cannot exist.

HOW TO GET THE MOST FROM YOUR LESSONS

Be on time for your class. The first few minutes are spent warming up the muscles to prevent pulls or strains something you shouldn't miss out on, especially in such a cold environment. Be sure you are dressed appropriately. Nothing is enjoyable if you are too cold to move. Children especially need the security that a pair of gloves has to offer!

Come rested and mentally prepared to work, concentrate and have fun!

Listen carefully to your instructor and please ask questions about anything you don't understand. All of our instructors are highly qualified and enjoy what they do. They are here because they want to help you achieve your goals.

PRACTICE

The more time you spend on the ice, the more comfortable it will become. Repeat the same moves you did with your instructor. Even playing games on the ice helps develop balance and edge control. Skaters who just come to their class each week spend most of the time just "getting used to" the ice again. You will be surprised at how fast you will progress while having fun too!

Mastering specific skills in ice-skating is done through "muscle memory," training the muscles to do things with very precise timing. The only way to achieve this kind of memorization is through repetition, or practicing the moves over and over again.

Keep in mind that without additional practice time and/or private lessons, the moves will probably not be mastered in just one or a few months. There is often just too much to cover. Do your best but work at your own pace. Rushing through the skills early will make it more difficult and discouraging later.

Class size varies depending on the time of year. Many people consider ice-skating to be a winter sport, making classes much larger during that season. This allows us however to be able to continue conducting classes of a much smaller size throughout the summer.

SUMMER ON ICE FIGURE SKATING CAMP

Under the direction of Skating Director Paula Wagener, Summer on Ice Figure Skating Camps will be taught by Ice Factory's professional staff and will focus on a variety of disciplines each day. The one-week camp will provide concentrated instruction on specific skills and techniques both on and off the ice. Skaters must be at least Freestyle 1 to attend the camp.

Summer on Ice Figure Skating Camp is typically held the mid July. Details will be available at www.icefactory.com

POWER SKATING

Power Skating – Power skating is open to Basic 5 level and above. Increase your speed in both directions as well as strength, turns, stamina, endurance, agility, and technique. Enroll or drop in. Power skating classes are typically held in the summer.

THEATRE ON ICE SHOWS

Show off what you have learned in classes! Ice Factory ice shows are designed for everyone to have fun! Parents and the entire community can get involved (building props, sets, sewing costumes etc.). All students participating in our Learn to Skate program are invited to perform with a group, or he/she might like to take a few private lessons and perform a solo to music (must have an axel for solo). Ice Factory hosts an annual Holiday on Ice Spectacular.

COMPETITIONS

Compete USA & US Figure Skating Competitions are competitions developed to encourage skaters of all ages, levels and abilities.

During the competition, skaters are placed in event groups according to similar ages and ability levels. For each event entry, skaters earn points for their placement competition, trophies and participation as well as individual medals or awards.

In order to compete at US Figure Skating events, the skater must become a member of US Figure Skating, which can be done by joining the Figure Skating Club of Osceola, our home US Figure Skating Club.

PRIVATE LESSONS

Feel free to ask your instructor for a private lesson if you would like some additional help or some one-on-one attention. Don't wait until the class is ending if you are stuck on something.

All of Ice Factory's instructors are available for private lesson instruction. To set this up, you may speak with any instructor directly, or contact the Skating Director who will find someone available on your preferred day and time.

Private lessons range in price from \$60-\$120 an hour, with 15, 20 or 30 minutes being most common, depending on the age and level of the skater. They are given on public sessions (for beginning level skaters) and on freestyle sessions (for more advanced jumping, spinning and program work). **The cost of the lesson does not include admission to a freestyle or public skating session or skate rental.** Ice time must be paid prior to your lesson at the front desk. You will pay the coach directly for your private lesson fees.

Please be aware that when you make an appointment for a private lesson, you are reserving that time slot with the instructor. Most instructors require a 24-hour cancellation notice to avoid charging you for the reservation and to allow them to re-book the time with another student. Credit or make-ups are not typically given for missed or late lessons.

To get the most out of your lesson, be sure to dress appropriately – this includes pulling your hair away from your face and wearing clothes that are warm and comfortable but allow for plenty of movement. If you have a routine, be sure to always bring your program cd with you. And plan on additional practice time soon after the lesson while the instruction is still fresh in your mind.

Competing Skaters can expect additional costs for Music Cutting, Costume, and coaches travel expenses.

CHANGING PRIVATE LESSON COACHES

Unfortunately, there are times when things are not working out with your current coach and you feel the need to switch. Or perhaps your current coach cannot teach at a time that will work for you.

Whatever the case may be, changing coaches can be a sticky situation if you don't know how to handle it properly. Following these steps will help you make the switch between coaches and still maintain comfortable relationships within the rink.

Parents:

- 1) We recommend that you contact your current coach and express your reasons for wanting to switch to another coach. There may be a way to correct the situation and the need to switch could be resolved before the change is necessary. Even if you cannot resolve the issue, at least this lets the coach know that they can fill the spot you had previously reserved.
- 2) Make sure that you have paid your account balance in full with your current coach. Discuss this change with your child. Make sure that he/she is comfortable with the changes you are about to make.

Skaters

- 1) Switching coaches should not affect the skater's relationship with other skaters.
- 2) Do not isolate or make an outcast of a skater who has switched from your coach to another coach as you do not know the reason for their switch.
- 3) Treat all skaters with equal respect.
- 4) While on the ice, everyone must follow the same set of rules.

JUMP HARNESS

The jump harness is a tool for figure skating coaches to significantly reduce learning time for new jumps. The system is used to help figure skaters build confidence as they start to learn new figure skating jumps. As the figure skaters confidence grows, their reliance on the jump training harness becomes less. The jump harness is fully adjustable which allows it to be used with multiple ages, skater sizes, ability levels.

FREESTYLE SESSIONS

Ice Factory offers Freestyle Sessions for the more advanced skaters Monday through Saturday. These sessions often start at 6:15 am and are available in 30 minute increments throughout the day. It is only on these sessions that high-level jumping and spinning is permitted, jump harness work and use of the music equipment for working on routines. For safety reasons, the rules of Freestyle Etiquette are strictly enforced.

FREESTYLE ETIQUETTE AND SAFETY

For the benefit of our skaters we would like to ask all parents, skaters, and coaches to observe the following guidelines so that freestyle sessions can be a positive experience for all. Freestyle sessions are designed for figure skaters to take private lessons, practice their routines and advanced skills. During these sessions, skaters will be doing difficult jumps and spins. If you are unsure if a freestyle session is for you, consult with your coach. All skaters must sign in and make payment prior to entering the ice for any session. Sessions are limited to the first 25 registered skaters. Any skater age 7 and under and/or Basic 5 level and below, must have their private coach with them or the skating director's approval in order to participate on the freestyle sessions. Prior to first visit to any freestyle session, a parent or coach must review the freestyle rules with the skater.

Who is in charge?

- All coaches are responsible for monitoring rules and safety on freestyle sessions, regardless of whether or not it is the skater's own coach. All suggestions or reprimands are to be received with sincere respect and courtesy.
- Rules are only to be enforced by coaches- not other skaters.
- Parents and NOT the Coaches or rink management are responsible for their children and should be present during their child's session, particularly at the lower levels.

The following safety rules are zero tolerance. These safety rules and courtesy suggestions are subject to change as the need arises. If there are any questions please discuss them with your primary coach or a member of the coaching staff. Failure to follow rules can result in expulsion from freestyle sessions.

SAFETY RULES

1. All skaters are entitled to equal use of the ice.
2. No one is allowed on the ice without skates.
3. Skaters and coaches must be courteous and respectful at all times to other skaters and coaches. Many infractions do happen by accident and should be politely acknowledged as such. A friendly and courteous "Excuse me..." works wonders in educating new or inattentive skaters. Apologize if you accidentally interfere with another skater's practice. However, a disproportionate number of infractions will be considered "careless" behavior and could be regarded as intentional. Such "careless" behavior will be penalized accordingly.
4. Skaters and coaches must remain both cautious and alert at all times. Respect each other's space by not skating too close to another person.
5. Food, drink and gum are not permitted on the ice.
6. Items such as clothing, water bottles, sharpie markers etc. that create a safety/tripping hazard are never to be left on the ice or the dasher boards. Items left on the dasher boards can fall on the ice and damage the Zamboni. If items are left on the ice or dasher boards and they damage the Zamboni, you could be held responsible for the resulting repair costs. . If skater is using a prop, please be cautious and

considerate of other skaters by removing it immediately after music is played.

7. Skaters must keep moving unless receiving instruction from a coach. If a skater falls, they must get up immediately if able to do so. DO NOT sit on the ice. If you must stop - do so only at the boards (side-walls).

8. Skaters should not stand around in groups talking or playing. Remember these sessions are for practice only.

9. Any and all conversation is to be held at the wall or off the ice.

10. Always be aware of what is happening around you. When skating forwards, beware of high level skaters passing close to you at high speeds. Do not change direction without checking behind you.

11. Respect other's space. DO NOT skate or jump too close to another skater or coach. DO NOT skate too close to a skater who is spinning.

12. Be aware of skaters setting up for jumps or spins and DO NOT cross their path.

13. Jumps are to be performed in either end of the ice and spins in the middle. Skaters practicing a program may use any area. After jumping, please check jump area for holes and repair large holes using ice shavings and water.

14. To avoid injuries, skaters should avoid performing back spirals unless practicing a move or program that requires the back spiral.

15. No more than three skaters can be connected together or skate together as a group.

16. Parents are not allowed to "coach" on the Freestyle from the doors of the ice, through the glass, from the hockey boxes/benches or from the boards. It distracts the skater and is DANGEROUS. Save the discussion for off the ice.

17. Skaters must respect the ice – no kicking or intentionally making holes in it.

18. Skaters should re-tie their skates in the hockey box or off the ice.

19. Skaters should wear appropriate skating attire; i.e., tights, close fitting stretch pants, skating dress, skirts, sweatshirts, light weight jacket or sweater and gloves. Note: skaters should never wear bobby pins or headbands that could fly off when on the ice.

20. Skaters having a lesson have music priority, though no instructor may dominate the music. The rule of thumb is 3 coaches play their student's music and then one skater. A coach may not have more than one skater in the coaches' line at one time. A skater can only have one CD in line at a time.

Music

- Coaches using boom boxes or speakers must maintain a volume level that does not interfere with the overhead sound system.
- No one may stop another skater's music without permission from that skater.
- When demand for program practice is high, CD's will be put in a line. Music may only be run twice per session unless player is not being used. This includes a skater in a lesson. Skaters with multiple programs may only run two per session unless the tape player is free. Dance music will be run and counted as one program.
- When music is not being used for programs, tape/CD player may be used for inspirational practice music. However, volume, content and repetition must not be offensive to other skaters or coaches.
- Skater must wear designated identifier (orange belt, vest etc.) when their music is being played so other skaters know to give the right of way.
- **Head phones are allowed only if the skater keeps one ear open while using it on the ice.**

Right-Of-Way and Jump Harness

- First to the skater wearing the designated identifier (orange belt, vest etc.) whose music is being played. Please listen & learn what program music sounds like & be prepared to move quickly. Only oneskater at a time is entitled to wear the designated identifier
- All skaters should try to give the right of way to skaters performing programs or taking lessons, but SAFETY IS FIRST. Just because your music is playing doesn't give you the right to put another skater in danger. You may need to adjust your course to prevent a collision.
- Jump harness use is limited to fifteen minutes per student per session when it is needed by more than one coach.
- Skaters must take extra care to avoid interference with users of the jump harness.

Before and after the Freestyle Session

- Please do not get on the ice until the Zamboni doors are shut.
- It is the responsibility of all skaters to keep the ice arena clean. Remove all belongings (tissue, water bottles, gloves, skate guards, sweaters, etc.) before leaving the ice.
- Skaters must leave the ice in a timely manner at the end of the session by the end of the session so that the ice can be resurfaced timely and the next session can start on time
- Close all doors prior to leaving the ice.

Skaters, coaches, and parents are to refrain from unsportsmanlike conduct, profanity, yelling, harassment, intimidation and bullying at all times. This encompasses the ice, the lobby, and the parking

lot areas. Failure to abide by this policy will result in verbal or written warnings and, if necessary, expulsion from the arena. Any skater who is a victim of bullying should inform their parent(s) and Coach, immediately, and a letter of complaint should be sent to paula@icefactory.com. We expect the more advanced skaters to act as exemplary role models for our younger skaters, both on and off the ice.

US FIGURE SKATING

U.S. Figure Skating (USFS) is the national governing body for the sport of figure skating in the United States and is so recognized by the International Skating Union (ISU) and the United States Olympic Committee.

FIGURE SKATING CLUB OF OSCEOLA

Figure Skating Club of Osceola is the USFS club that is based at the Ice Factory. FSCO is recognized as a well-established, long-standing USFS ice skating club that provides a safe and friendly environment that encourages ice skating for all members to learn and continue to grow the club's. Our events are friendly, well-planned, organized, fun, and successful. Skaters at any age and ability can join FSCO. For more information, you can go to their website at www.fscfosceola.com

UNDERSTANDING YOUR ROLE IN YOUR CHILDS SKATING

As a parent, you are faced with many decisions to make on your child's behalf every day. These can be as simple as what they eat for breakfast or as important as choosing where they go to school. As the parent of a new skater, these decisions can be confusing and at times, a bit overwhelming. Unless you have been a skater yourself, this is a whole new world to you. You may wonder what your role is and how best to support your child in their new sport.

If your skater is young, your first duties will include simple tasks such as getting them to the rink on time for practice sessions and classes, tying their skates and communicating with the instructors any concerns or issues your skater has. At this point, it should feel very natural to you. These duties mimic the kinds of things you have done hundreds of times with your child. It all makes sense and you navigate through it with ease.

As your skater progresses in the sport, however, your role may expand to include some new experiences such as selecting a coach, buying new skates and blades, selecting costumes and in some cases picking out program music.

Wow! Suddenly you feel like you've stepped into a whole new world. Unless you have a skating background, you will undoubtedly be confused and quickly figure out that you need guidance. Naturally, you will turn to the people in the rink for help. These may include coaches, rink staff, other skaters or other parents.

At this time, you often feel like a sponge soaking up all the information you can. After all, you have a new role. You are suddenly feeling like you must grasp it all and be an instant expert. What if you make a wrong decision, pick the wrong skates, buy the wrong dress? That would mean you have let your child down, right?

Here's the good news: Your role as a parent never really has to change. You do not need to be the expert. That's what coaches are for — to guide you along with their vast experience, allowing you to focus on your area of expertise — your child.

Smart parents will follow these basic guidelines when deciding how best to support their skater.

Focus on effort, not outcome.

Your child may not always do something correctly, place first in a competition or pass a test. But the fact that they are out there trying and doing their best should be celebrated. They know when they have made a mistake. When a parent acknowledges that but focuses on the effort, the skater has a much easier time dealing with the disappointment and can move on mentally to future successes.

Teach your skater humility and compassion.

This is done through modeling. Your child will pick up on your cues from things you say. It's fine to be competitive and, in fact, it's a must in a tough sport, but there is an opportunity here to demonstrate a skill that will help children be kinder people. This is not to say that you cannot celebrate a big moment and demonstrate pride in accomplishment. Reminding your child that there may be others around who did not have as much success and empathizing with their experience can go a long way in helping them form friendships that may end up lasting a lifetime.

The coach is the as an expert; let them do their job. Ironically, even coaches with kids often do not teach their own children. This is because pupils and teachers need to share a unique bond that is different from the parent/child relationship. While it may seem tempting to correct your skater because you feel you have seen a thousand Axels and you know what it should look like, you do not know what your skater's specific problem is. That is your coach's role. You should simply smile and encourage them. Resist the temptation to "help."

Keep a healthy perspective.

Remember why you started this whole journey. Your child wanted to have fun and learn to do "some tricks." No matter how accomplished they become, you can't lose sight of the fact that they have to enjoy what they are doing. For example, don't load up on too many lessons or buy the most expensive boots or costumes so that this sport becomes a strain on your family budget. With that kind of pressure, it will be difficult to maintain perspective on the enjoyment and true rewards of the activity. Being realistic about your child's talent and interest is also very important. Success is not something that you can buy, will or force. It can be wished for; nurtured and supported — but only if the skater wants it.

Wanting to be the best parent you can be is natural and admirable. Offering your child an opportunity to participate in a fun sport and providing unconditional support is all you need to do to achieve that. Sit back and enjoy the journey.

SKATING BOOTS AND BLADES

Yes, the equipment you use does make a difference! Modern skates are constructed specifically to support your ankles for you, but only if they fit correctly. Your toes should be as close to the end as possible so that the ball of your foot is over the rocker of the blade. Buying skates to “grow into” will only cause you to be off balance, throwing your weight dangerously backwards. The skates must be laced up tight throughout the ankle area, and gradually loosen as you go up the hooks to allow for proper knee bend. Please ask our staff if you are not sure how to do it – we will be more than happy to show you.

If you enjoy figure skating, then you should own your skates no matter what level you are. This is because you progress much faster with your own boots and you’ll probably enjoy skating even more. It might cost more to begin with to have your own skates, but you won’t have to keep paying for rentals. If you own your own skates, be sure you know how to take care of them. Keeping your boots polished will help to protect the leather. Simple scuff marks can be taken off by gently using a little rubbing alcohol. Dry your blades after each use and store them in soakers to absorb excess moisture, not the plastic guards meant for walking in or they will rust.

Get them sharpened regularly by one of our highly trained skate techs. The edges must remain sharp and even, and we have all the precision equipment to do this. Your instructor can also help determine what the best hollow (the indentation between the edges on a blade) for your blades to be sharpened at, depending on your size, weight and skill level.



BUYING ON THE INTERNET

- What did you really get?
- Does it fit properly?
- Is it a Blem? Is it the real thing?
- How was the service?
- Did you receive it on time?
- Did you really save MONEY?

To add it up Look Below!

Internet Skates Actual Price – Women’s Jackson Freestyle (as of July 2023)

Skate	\$359.95
Shipping	\$16.99
Initial sharpening	\$15
Boot Comfort Adjustments	\$40+
Permanent Mounting	\$20
Skate Baking	\$25
Customer Service	<u>NONE!</u> (If something goes wrong, who do you call?)
Total	\$476.94 plus tax

Ice Factory Actual Price – Women’s Jackson Freestyle

Skate	\$359.95
Shipping	\$0
Initial Sharpening	FREE
Skate Baking	FREE
Boot Adjustments	FREE (for 3 months after purchase)
Permanent Mounting	FREE
Customer Service	<u>YES!</u>
Total	\$359.95 plus tax

Book your skate fitting with one of our highly trained skate technicians. We’ll make sure you have the right sized skate and adjust the boot for comfort. Skate fittings are \$35, which is credited to the skate purchase making it free with the purchase of skates.

NO OUTSIDE FOOD OR DRINK POLICY

We have this policy in place for several reasons, the most important of which is that we rely on income from our café and vending machines to stay in business. Food and beverage income is a significant factor in our survival and as such, we are serious about enforcement of this policy.

You are welcome to consume outside food or drinks on our patio area, or in your vehicle, but allowing you to consume outside food or drinks inside the building would lead other guests to believe that it is acceptable to bring in and consume outside food or drinks. As such, we respectfully request that you take your food outside to consume it.

SKATING WITHOUT PAYING

This policy applies to anyone who is caught participating in a program without first paying. This may include:

- Skating a public session
- Skating a Freestyle session, or staying on an “extra” few minutes
- Participating in a drop in hockey event
- Attending a learn to skate class
- Taking a private lesson
- Attending a hockey practice
- Participating in a league hockey game

While it seems like an innocent act, participating in a program without paying is the equivalent of stealing.

We derive our income by charging people to participate in our programs. If people do not pay before participating, they are denying us the income that we depend on for our survival.

We have completed an analysis of the impact of people not paying for participating in our programs and we estimate that if we do not manage this aspect of our business closely we could be losing as much as \$50,000 - \$100,000 annually.

Just like a retail store that closely watches for theft and deals with offenders seriously, we must monitor our programs carefully and deal with offenders seriously. We have programs in place that help us make sure that everyone that is participating in our programs has paid first.

SKATE AND HOCKEY BAG POLICY

We have noticed a lot of skate bags & hockey bags are being left unattended in the lobby and café areas. Leaving your bags in these areas creates a trip hazard and also prevents other guests from using the benches and tables. Please remember to bring your bags with you into the rink you are skating in and place them in the bleachers or designated bag storage area.

If you are assigned a locker room for the event you are skating, you may store your bag in your locker room. Keeping your bags in the bleachers or designated storage area allows you to keep an eye on your belongings so nothing is misplaced or damaged, and frees up space in the lobby for other guests enjoying our facility.

SKATING SCHOOL TERMS AND CONDITIONS

Axel's Skating School's terms and conditions are updated from time to time. The current revision of the terms and conditions can be found at icefactory.com/ssfaq