

Skate School & Hockey Academy – Terms & Conditions

Withdrawing from the program or transferring to another class:

- **What is the refund deadline for the OBG A Skate School/Hockey Academy term?**

A refund will be issued to the skater who withdraws after registration but before the first scheduled class begins.

* All withdrawals after the first class are subject to a \$20 processing/administration fee.

- **How do I transfer to another Skate School/Hockey Academy class?**

There is no automated system to do that at this time.

Please email us and request a class day change – based on availability.

Skate School: programs@obriengrouparena.com.au

Hockey Academy: hockeyacademy@obriengrouparena.com.au

- **Can I move myself/my child to a different class day for a couple of weeks due to a temporary conflict and then return to the original class day?**

No. If there is space available, you can move your skater on a permanent basis, but you cannot move back and forth between class days.

*Movement between classes and levels is only possible during the first two weeks of the term and must be communicated to the Skate School/Hockey Academy Managers for approval and processing.

Parent Roles:

- **Can I drop my child off for classes and leave the arena?**

Only if the child is over 12 years and a parent or other responsible adult can be contactable during the class.

A parent or other responsible adult must be in the rink or lobby area during class if the child is under 12 years.

Missed Classes:

- **I/my skater has to miss a class. Can we organise another class to make up for the missed class?**

Skaters are assigned to specific groups on the day for which they registered and cannot attend a class on another day unless they make a permanent move to that class (only possible if there are spaces available).

- **If we have an extended vacation planned, can I register myself/my child for only part of the lessons or get a refund for the lessons missed?**

Participants who go away on extended vacations cannot make up the missed classes on another class day or receive a refund for missed classes. All Skate School participants will be given 2 free public session passes (valued at up to \$54) to be used anytime during the current Skate School term in lieu of any missed classes. Hockey Academy students cannot receive a refund or credit for any missed classes.

Please note: All Skate School Basic I, Adult I and Tots I skaters are required to wear helmets during lessons. A registration fee must also be paid to cover Ice Skating Australia's fees and insurance.

I have read the above terms and conditions and agree (please tick box)

Signed
(must be 18 yrs or older)

On behalf of
(child name – if applicable)

Date

/ / 20