

## ISA Terms and Conditions

You must be at least **18** years of age to accept this policy.

I hereby give permission for said applicant(s) to be registered with the Island Skating Academy (operated by PEI Skate Canada Clubs for off-season programs) as a member of a Skate Canada Club. I understand my applicant(s) must be registered with a “home club” to participate with the Island Skating Academy. I hereby release the Island Skating Academy of responsibility in the event of an accident, damage incurred, or articles lost or stolen.

It is understood that the Registered Professional Coaches in Good Standing with Skate Canada and the Coaching Association of Canada (herein known as Professional Coaches) providing coaching for the Island Skating Academy for our programs, are certified in Basic First Aid. I give permission for said applicant(s) to participate and agree that they are partaking in said programs at their own risk. I agree to provide an Emergency Action Plan if required including any limitations or restrictions for my said applicant(s) to the club with my application to aid our coaches in providing a safe environment and experience for our participants.

Participants are encouraged to take responsibility for their well being and will inform Coaches of any problems, accidents, or injuries. The Island Skating Academy agrees to take responsibility to follow up on any reported incidents.

### **Code of Conduct**

The Island Skating Academy, Executive and its Professional Coaches are committed to creating a caring, supportive, fun, and safe sporting environment. To achieve this, we ask that all skaters and their parents/guardians, as well as the Executive, Board of Directors and Coaches, review and respect these safe sport directives:

All skaters, parents/guardians, coaches, executive, volunteers, the facility and its staff will treat each other with respect. There is a zero-tolerance policy for bullying or abuse from any of our participants including parent/guardian(s), coaching staff or facility staff which includes verbal, physical or cyber bullying. All concerns must be directed to the Island Skating Academy in a calm and appropriate manner.

As a Parent I agree to the [Skate Canada Code of Ethics](#)

As a Parent I agree to [Island Skating Academy Inc Constitution & ByLaws.pdf](#)

As a Parent I agree and understand the process in the [REPORTING AND RESOLUTION FOR INAPPROPRIATE CONDUCT POLICY.pdf](#)

By agreeing to these terms and conditions and choosing the accept button upon registering in programs, the parent/guardian agrees *they have reviewed the code of conducts with their skaters.*

### **Delivery of Goods & Services**

Intent is that all programs will take place at the location indicated at the time of registration. The Island Skating Academy has the right to change locations and or times of said programs. Notice will be provided via e-mail and posted on the Island Skating Academy's website and calendars.

We do not export any goods or services.

Payments may be made by credit card on-line or e-transfer. All payments must be paid in full by the program start date. A 50% deposit will be required at time of registering.

The Island Skating Academy reserves the right to modify programming and program level requirements based on best practice and utilization of the ice.

The Island Skating Academy runs diverse and all-inclusive programming.

### **Starskate Level Assessments**

Participants wishing to be assessed for STARskate level assessments must have a letter of approval from their home club.

### **Volunteers**

The Island Skating Academy is run by Volunteers from members of Skate Canada PEI Clubs and Professional Coaching Staff.

### **Cancellation Policy**

Cancellations due to inclement weather will be advertised on our website as well as by e-mail.

Cancellations due to holidays or other commitments booked by the facility not already noted on your registration calendar, will be provided by e-mail and on our club website.

### **Withdrawal/ Refund Policy**

Partial refund for program cost of registration will be granted if applicant withdraws prior to the withdrawal date listed on the program registration for that program (minimum two weeks prior to the start date of the program). A non-refundable portion of a refund includes an admin fee of \$25 plus 1% of program cost.

Medical Withdrawal: Partial Participant refunds/credits after the start date *may* be provided with a *request in writing AND a medical certificate* for injuries *that prevents continuation of skating for the remainder of the program*. Approved refunds/credits will have program costs prorated. Non-refundable portions of a refund/credit include a base amount of \$25 plus 1% of program cost.

All refund requests are presented to the Board of Directors for confirmation and approval.

No refunds/credits will be provided if a skater leaves the program by their own accord or is expelled by the Island Skating Academy.

No refunds/credits or make-up sessions missed due to and not limited to: personal commitments, illness, holidays, competitions, assessment days, weather, closure of the facility, family vacations or cancellations by the facility.

Any change in program registration will be prorated, whereas payment will be due or refund provided based on change of programming.

Any refunds in the amount of \$10.00 or less will be applied as a credit on the member account.

No refunds/credits for Events or Competitions after the withdrawal date for any reason.

### **Privacy Policy**

Contact information and payment information is provided to only those executive board members necessary in the running of programs (i.e. program representatives, coaches, administrator, and treasurer) and member services of Skate Canada.

As a merchant of Adyen, we DO NOT have access to credit card information, nor do we store any same information.

The Island Skating Academy, at no time, will sell, lend, or give your personal information to any group or person.

Personal skating records may be requested from your home club by the Administrator for purposes of registration and programming. Any requirements for proof of test level for assessments or competition entries shall be accessed by the applicant and/or referred to your home club.

### **Concussion Policy - Safe Sport & Injury Prevention**

It is important that ALL athletes with a suspected concussion undergo medical assessment by a medical doctor or nurse practitioner, as soon as possible. It is also important that ALL athletes with a suspected concussion receive written medical clearance from a medical doctor or nurse practitioner before returning to sport activities.

Concussion information provided by Parachute Canada for Injury Prevention and Concussion Care [Concussion Information and Policy.pdf](#)

### **Photo & Video Waiver**

Occasionally, representatives from the Island Skating Academy may take photograph or videos of activities and of the skaters to publish on the Academy's website, newsletters, newspapers, social media or for Coaching Education. No participant names will be published without written parent consent. By ACCEPTING these terms and conditions in its entirety you agree that you have read and understand the Photo and Video Waiver.

**In addition to the general terms and conditions, you will be required to sign off on policies as required by each particular program during your registration process.**

*\*All refunds will be paid out within 15-30 days. Credit card refunds may take up to 5 business days to show on your statement once applied.*

Any questions regarding these terms and conditions, please contact us by e-mail at [info.islandskatingacademy@gmail.com](mailto:info.islandskatingacademy@gmail.com)

*\*Island Skating Academy has the right to update terms and conditions as deemed necessary.*