

# Skate Great, Inc. Policies

## Payment & Registration Policies

- By **registering online**, you are authorizing Skate Great, Inc. to process your credit card for the entire tuition amount.
- **Payment Methods: Visa, Discover, Mastercard, or American Express can be accepted for card payments.**
- **Payment Submission:** Registration will be reviewed, and payment will be processed by our office via the card on file by our next business day. If you need us to process payment on another day, please contact us immediately after registration. Please note: a payment must be submitted upon registration to participate.
- **Required Card on File: All families will be required to put a card on file, regardless of desired method of payment.** In the event that a payment is not submitted/initiated on or by the date of the first class, the card on file will be charged.
- **Payment Due: Full Payment for the full session of class(es) must be submitted by the skater(s)'s first class, or the card on file will be charged.**
- **Payment Plans:** Payment Plans will not be offered.
- **Late Payments:** Late Payments will not be accepted. If you do not register on or by the date of the first class, the skater will not be able to participate in that session.
- **Late Registrations & Pro-Rating:** Registration can occur at any time during the session (other than last two weeks), as long as there are open spots in your desired class. We pro rate tuition for weeks LEFT in our sessions (we don't pro rate future missed dates). Proration will automatically be applied when registering (in the cart in the parent portal). You will be charged for all remaining classes in the session from the date of registration (there will be no pro rating for any missed classes past registration date, including future dates).
- **Returned Checks:** If any checks are returned from the bank, a \$15.00 fee will be added to the balance for the returned check fee.
- **Declined Cards:** If a card payment is declined, there will be a \$10.00 processing fee added to your balance. Please make sure your card on file is up to date.
- **Outstanding Balances:** Any client who has unpaid fees will not be able to enroll in future sessions, (or attend classes) until paid.
- **Refund Policy: There are no refunds given for any registration, tuition fees, or any other fees of any services at Skate Great, Inc. (this includes classes, clinics, privates, etc.), regardless of attendance.** If the absence occurs due to a serious injury, credits or extra make-ups can be issued once the doctor's note is received. The amount of the credit or make-ups days will be based on the dates that are listed on the doctor's note. Any payment issues or credits are given on a case-by-case basis, determined by the director. Registration fees are also NON-REFUNDABLE and are not eligible for any credit. Any past missed classes are also not eligible for credits.
- **Make-Up Policy:** Make-up classes will not be offered, regardless of attendance.
- If any refund is issued in a rare circumstance (such as an injury with a doctor's note), any payment returned would be \$15.00 less than the amount per child enrolled, due to monies spent.

## Enrollment & Class Policies:

- **Full Session Commitment:** By enrolling for a class, you are committed to the class(es) for the entire registered session (or from registration date to end of session) and all payments that are due for that session from registration date.
- All classes are first come, first served. A skater's spot will not be saved unless we have received a completed registration form, and a payment.
- Full Classes & Waitlist: If you are interested in a class that is currently full, you may add the skater to the waitlist. Should any spaces open at a later date, we will contact you.
- Class Minimum & Low Enrollments: A minimum of three skaters must be enrolled in each class, or the class may be canceled or combined with another. If the class is canceled, the skater will have to move to another day and/or time. You will be contacted if this should occur. Skate Great, Inc. reserves the right to cancel or combine classes due to low enrollment.

## Weather Concerns & Cancellations:

- **If there is inclement weather or other closings, you can find out about class cancellations by:**
- 1. Checking our Social Media: Facebook – facebook.com/skate-great or Instagram @skate\_great\_buffalo
- 2. Checking your email we have on file for cancellations. Please check your spam folder as well, just in case.
- Any cancellations due to weather, facilities, or health issues may not result in an added make-up (either a full class, or individually scheduled).

## Learn to Skate Program Policy:

- There are absolutely no refunds.
- If availability permits, same day registration will be accepted.
- Skaters must be at least 3 years of age and skaters under 6 are strongly encouraged to wear a helmet.
- Skaters are recommended to wear snow pants and gloves while on the ice.
- Skate rentals are free of charge at Holiday, Leisure, Hamburg, and Canalside. Our smallest skate size is a Child Size 7 (this size may not be available at any rink you choose to skate at). Skate sizes are limited.
- Class sizes guaranteed to be under 10 skaters per instructor.
- All skaters are required to pick up their name tag from the front table at the start of each class. Instructors will collect name tags at the end of each class to be organized and used again the following weeks of each session.
- **Refer to “Payment & Registration Policies” for information regarding missed classes.**

## Hockey-Related Program Policies:

- There are absolutely no refunds.
- If availability permits, same day registration will be accepted.
- Hockey Skating Skills: Skaters must be at least 3 years of age AND have passed Basic 2 to participate.
- Hockey Edge: Skaters must be at least 6 years of age AND have at least 1 year of hockey team experience.
- **All hockey-related programs of Skate Great, Inc. prohibit the use of sticks. These programs are designed to focus on skating skills ONLY.**
- Skate rentals are free of charge at Holiday, Leisure, Hamburg, and Canalside. Our smallest skate size is a Child Size 7 (this size may not be available at any rink you choose to skate at). Skate sizes are limited. Rentals limited to ONLY the Beginner Hockey program, not Hockey Edge.
- Class sizes guaranteed to be under 10 skaters per instructor.
- **Refer to “Payment & Registration Policies” for information regarding missed classes.**