



FIGURE SKATING POLICIES & PROCEDURES

FREESTYLE SESSION CONTRACTS

BE A TEAM PLAYER

It will be the responsibility of every coach, skater, spectator, and employee to do their part to ensure the Ice Den remains a clean and safe environment. As public health concerns decrease, and capacity/operating restrictions ease, policies will be reviewed and updated. Skaters and coaches will be notified of any changes prior to implementation.

Ice Den Scottsdale and Ice Den Chandler offer the following recommendations based on the Center for Disease Control and Prevention's (CDC) social distancing and sanitation practices to mitigate the spread of the coronavirus and provide a safe and comfortable environment.

REGISTRATION INFORMATION:

**Skaters are required to register in advance and prepay online for all freestyle, specialty, and off-ice classes at Ice Den Scottsdale = Skaterice.com Or Ice Den Chandler = SkatericeChandler.com
DROP-INS ARE NOT PERMITTED ON ANY SESSION.**

Session Prices:

- 45-minute freestyle sessions = \$12 per skater per session
- 60- minute freestyle sessions = \$14 per skater per session
- 30-minute specialty classes = \$12 per skater per session
- 30-minute off-ice classes = \$14 per skater per class
- 45-minute off-ice classes = \$18 per skater per class
- 60-minute off-ice classes = \$20 per skater per class

Please Be Advised:

No freestyle, specialty or off-ice vouchers, cash/check payments or drop-in stickers will be permitted.

Refunds, exchanges, or credits will not be awarded for missed/cancelled on-ice or off-ice sessions. No exceptions!

GENERAL INFORMATION

- Maximum twenty (20) skaters per freestyle session and specialty classes.
- Maximum twelve (12) skaters per off-ice classes.
- Social distancing of at least 6 feet apart will remain in place for ALL areas of the Ice Den.
- Mandatory face mask worn by all individuals (skaters, coaches, and parents) while inside the Ice Den. Skaters may choose to wear a mask ON-ICE; however, it is not required.
- All warmups should be done prior to entering the rinks and if necessary, to warmup inside social distancing and a mask are required.
- Skaters are permitted to enter the rink 10 minutes before scheduled session and are required to leave the building 10 minutes after the last skated session.
- Loitering in groups in the facility is not permitted between sessions/classes.
- Arrive at the rink in all necessary attire (except skates).
- Put skates on in designated areas of the rink you are skating on only.
- Bleacher access is permitted if necessary. Social distancing required.
- **Skaters/Coaches MUST enter through the following doors:**
 - **Ice Den Chandler: Main Front Doors**
 - **Ice Den Scottsdale: Main Front Doors**
- Use the full ice: stay away from others; limit coach and skater personal interactions.
- Rink Music may be used with gloves only and must be sanitized after each session.
- We recommend skaters provide their own bright colored right of way program belt.
- The Ice Den will have belts available and washed weekly.
- The harnesses will be in use and wiped down daily.
- Locker & Skater Lounge access will be prohibited.
- Please limit personal belongings brought to the rink. Leave all other personal equipment in your skating bag or in the car.
- Arrive with full water bottles. Water fountains have been temporarily disabled.
- Limit items on the top of the boards and player bench areas:
 - All water bottles and tissue boxes must be marked and not shared.
 - Skate guards/water bottles are required to be spread out across the bench areas to avoid close contact with others.
 - It is recommended skaters bring a plastic bag for dirty tissues and dispose in a trash can at the end of each session. Skaters are encouraged to carry personal sanitizing wipes/hand sanitizer.
- Failure to follow requirements will result in loss of privileges.
- All skaters MUST adhere to social distancing while entering and exiting the ice surfaces.

INJURY/ILLNESS

- To receive a credit/refund for injuries or illnesses, a minimum of five (5) consecutive days must be missed and validated by a doctor's note within 10 days of injury/illness.
- If you receive a credit/refund per above, changes to your existing contract will not be awarded.
- Credits/Refunds are not awarded after sessions are purchased, unless due to an illness/injury as stated above.
- There are no refunds or changes permitted if a registrant leaves because of their own accord or fails to attend.

SESSION QUALIFICATIONS

- Skaters must skate on sessions defined by the highest USFS freestyle test passed. ISI skaters must skate at the corresponding USFS level. Reservations will not be honored in the event of a skater's misrepresentation of their test level.
- Open freestyle sessions are for all skaters passed Basic 6 and above. Skaters lower than Basic 6, must be accompanied by a coach for at least a portion of the freestyle session. The Ice Den Skating Department always recommends having a coach accompany a skater when attending his/her first freestyle session.

OFF-ICE CLASSES

- Off-ice class groups are not based on skating levels alone. Age, physical ability, and maturity are all factors that are considered. Please consult with the off-ice instructor for an evaluation and group recommendation. Participants must have proper training shoes, attire, and any required equipment to participate in all classes.
- Always check SkaterIce/SkaterIceChandler for the most updated off-ice class schedules.

**PLEASE DO NOT CHANGE SKATES OR LEAVE BAGS IN THE CHILLY BEAN OR LOBBY AREA.
THE ICE DEN IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS.**

SESSION RULES

**ANY PARTICIPANT WHO HAS NOT PRE-PAID ONLINE
WILL NOT BE PERMITTED TO PARTICIPATE IN ANY SESSION.**

- Skaters must check-in with the rink binder located rink side by circling their name.
- Tardiness on sessions must be kept to a minimum. Please do not disrupt coaches and other skaters by arriving late.
- Skaters are required to ask permission from their coach or any other coach if they need to leave in the middle of a session for any reason (i.e. Restroom use, Kleenex, etc.)
- Skaters are not permitted to wear personal headsets of any kind while skating on Freestyle sessions. Coaches only are permitted to use hand-held music systems for choreographic purposes.
- All session times are subject to change. Reasonable notice of changes will be given to all coaches and contracted skaters when possible.
- Stopping in the middle of the ice or side of boards/bleachers to talk to people is extremely dangerous. Skaters are expected to leave the ice if they wish to speak to anyone.
- Only sealable, non-breakable liquid containers are permitted in the rink by the player bench area.

PARTICIPANT CODE OF CONDUCT

ON-ICE ETIQUETTE:

- **Right of Way:** A skater executing their program, with their music and wearing the green belt, always has the right of way. Please be courteous and stay out of their way.
- Socializing or horseplay on sessions will not be tolerated. For safety reason, all on-ice participants must pay attention and be aware of all other coaches and skaters. Skaters are expected to work – wasting time is wasting money!
- Profanity, kicking the ice, temper tantrums/outbursts, unsportsmanlike conduct, etc., during any freestyle session will result in immediate dismissal from the session. Any coach has the right to dismiss any skater. If a skater continues to misbehave, the VP of Programming & Skating will be contacted, and the skater will be asked to exit the ice and their guardian will be notified.

- Coaches or skaters are not permitted on the ice at any time during a resurface. Zamboni drivers are instructed to terminate the resurface and leave the ice “as is” until the next scheduled resurface if this rule is not honored. Zamboni doors must be closed prior to skaters entering the ice.
- All skaters and coaches must collect sweaters, garbage, tissues, water bottles, etc. from the rink boards after each session. Please always keep the rink tidy.
- Rink doors must always remain closed during sessions for safety and to minimize injury. Please use caution when entering and exiting the ice.
- When entering and exiting a session, DO NOT skate across the middle of the ice. Go around the perimeter/edge of the boards.

OFF-ICE ETIQUETTE:

- Disruptive, immoral, unethical, or illegal behavior while in the Ice Den is not acceptable. Any such behavior will result in appropriate disciplinary action.
- Anyone caught damaging; stealing or displacing other persons’ belongings will fully be dealt with by the law.
- Use, ingestion, possession or trafficking of intoxicants, illegal drugs or any controlled substances is strictly prohibited while participating in any program or session offered at the Ice Den
- The Ice Dens are non-smoking facilities which includes e-cigarettes and all tobacco products.
- Skaters are asked to conduct warm-up exercises and off-ice stretching in a non-traffic area of the building.

DRESS CODE

- Proper skating or exercise attire is **MANDATORY**.
- Baggy sweatshirts or Hoodies and baggy pants are not acceptable training attire.
- No jeans, shorts, halter-tops, or exercise bras will be permitted.
- Stomachs must be covered.
- No baseball caps.
- Long hair must be neatly tied back in a full ponytail or bun.
- Laces of skates should be tucked in.

MUSIC SYSTEM

- Music is played using the RinkMusic, Inc system. To utilize this feature, skaters must purchase a music key fob at the Admin Desk and register it online at RinkMusic.com. Once the skater’s music is arranged, it may be uploaded onto the fob using a MP3 or WAVE file. Each rink has a fob scanner located by the announcement booth. Once the fob is scanned the skater’s music is put into the queue to be played.
- Please write your name on the fob, and if desired, attach a small identifiable key chain or item to provide a bit of weight. During a session, fobs can be placed on the boards next to the fob scanner.
- The use of CD’s and smartphones/iPad is not permitted due to the disruption of flow and time it causes. Understandably, visiting skaters may not have a fob, and we will do our best to accommodate. (Use of a CD/smartphone/iPad requires a pause to the key fob system, manually playing the CD/smartphone/iPad, and then returning to the key fob music queue.)

PARENT CODE OF CONDUCT

- Parents/Guardians/Spectators are not permitted to “coach” or “instruct” skaters from the bleacher or lobby areas. It is hazardous to everyone on the ice.

- Please always demonstrate a positive and supportive attitude in all your skater's endeavors.
- Parents/Guardians/Spectators may enter the player bench area only upon approval from VP of Programming & Skating to videotape or photograph their skater.
- Negative or hurtful comments about other coaches, skaters or parents are unproductive, disrespectful, discouraging and will not be tolerated.

COACHES' ROOM

- Neither Parents/Guardians/Spectators nor skaters are permitted in the coaches' locker room at any time.

FIRST AID

- At both the Ice Den Scottsdale and Ice Den Chandler Emergency/First Aid supplies are located at the Skate Rental Counter & Admin Desk. Ice Bags are located at Skate Rental. A member of the Admin or Operations team can assist you.

ADMINISTRATION OFFICE HOURS

- Administration Desk Hours subject to change based on the daily building and ice surface schedule. Please check our website for updated hours.

SAFESPORT PROGRAM

- Ice Den Scottsdale and Ice Den Chandler fully support the U.S. Figure Skating SafeSport Program.
- U.S. Figure Skating strives to provide a safe environment for their members that are free of misconduct and harassment. The association will not tolerate or condone any form of harassment or misconduct of any of its members including athletes, coaches, officials, directors, employees, parents, volunteers or any other persons while they are participating in or preparing for a figure skating activity or event conducted under the auspices of U.S. Figure Skating. All forms of misconduct are unacceptable and in direct conflict with U.S. Figure Skating rules.

The U.S. Figure Skating SafeSport Program addresses the following types of misconduct:

Sexual misconduct
Physical misconduct
Emotional misconduct

Bullying, threats, and harassment
Hazing
Willfully tolerating misconduct

CONCERNS & ISSUES

Any issues/complaints from skaters, parents or coaches must be submitted in writing, signed, and mailed to:

Julie Patterson, VP of Programming & Skating

Ice Den Scottsdale

9375 East Bell Rd

Scottsdale, AZ, 85260

