



FREESTYLE SESSION PROTOCOLS (for Wednesday, 6/24-Saturday, 6/27)

RESERVING & PAYING FOR LESSONS & ICE TIME:

Freestyle session attendance will be capped at 20 people, and attendance cap will include coaches.

Walk-on's will not be permitted.

The purchase of lessons, lesson ice and practice ice will be divided into a two step process in order to give ice time priority to those in a lesson and in order to cap sessions.

Step One:

Step One is exclusively for the purchase of lessons and the ice time for those lessons for the Wednesday, 6/24 through Saturday, 6/27, based on lesson schedules presubmitted by coaches.

Step One does **not** allow for the purchase of practice ice / ice outside of lesson time in order to ensure that skaters in lesson are guaranteed spots on sessions. Any submission for ice time outside of lesson/s during Step One, will not be processed.

Skaters who are scheduled for a lesson (based on coaches' presubmitted, week-prior schedules) will receive a password, via email from their coach by 4pm on Thursday, 6/18. The password will allow skaters to pre-register and pre-pay for the lesson/s and the accompanying lesson ice time (for sessions running Wednesday, 6/24 through Saturday, 6/27) during the **Step One window, which will run from 5pm on Thursday, 6/18 until 5pm on Saturday, 6/20.**

Failure to login, reserve and pay for lesson ice and lesson time during the Step One window (between 5pm on Thursday, 6/18 until 5pm on Saturday, 6/20) may preclude skaters from obtaining lesson ice, if sessions fill up during Step Two.

Registration for lessons & lesson session time will require completion of an on-line waiver by all participants. An adult parent or guardian will complete the waiver on behalf of minor participants. Please make sure to include emergency contact name and cell phone number.

Skaters successfully registering for lesson and lesson session time will receive an email confirmation. Please be aware that the email confirmation will reference Figure Skating Camp Session and this is correct. This is not a reference to Camp Chillin', but instead refers to figure skating session time falling under our Summer Day Camp program.

There will be no refunds of pre-purchased sessions. Please plan ahead of time and be confident in your schedule selection. In the event of illness, please contact Nicole @ Niceskate18@gmail.com or via text @ 336-209-3484.

Step Two:

Step Two is for the purchase of practice ice outside of lessons for Wednesday, 6/24- Saturday, 6/27.

The second step will allow skaters to purchase additional ice time for the purpose of practice. Skaters will go to our website @ greensboroice.com, click Freestyle and use the "Register for Freestyle" button on the right hand side, where you will be prompted to enter the current week's practice ice password, **which will be emailed by 10am on Sunday, 6/21.**

The Step Two practice ice reservation window will be from 12 noon on Sunday, 6/21 until 12 noon on Tuesday, 6/23. These slots will be available to skaters on a first-come, first-served basis based on the timestamp of the on-line registration.

Skaters successfully registering for practice ice session time will receive an email confirmation. Please be aware that the email confirmation will reference Figure Skating Camp Session and this is correct. This is not a reference to Camp Chillin', but instead refers to figure skating session time falling under our Summer Day Camp program.

If a session reaches capacity, a message will alert the customer that the session is full and will allow the customer to sign up to be placed on a waiting list. If slots open up, skaters on the wait-list will be contacted in order of the timestamp of the waitlist.

Registration for practice ice session time will require completion of an on-line waiver by all participants. An adult parent or guardian will complete the waiver on behalf of minor participants. Please be sure to include emergency contact name and cell phone number.

There will be no refunds of pre-purchased sessions. Please plan ahead of time and be confident in your schedule selection. In the event of illness, please contact Nicole @ Niceskate18@gmail.com or via text @ 336-209-3484.

TRANSITION TO STICKER SYSTEM:

Freestyle session punch cards are being replaced with freestyle session stickers. Skaters will place a sticker, on the daily freestyle session sheet, next to each 30 minute session in which they are pre-registered to skate. For example, if a skater is skating from 3:30-4pm and 4-4:30pm, they would place a sticker on the 3:30 and the 4pm blocks of session time. Skaters will be placing stickers on their pre-registered session time slots on the daily freestyle session sheet instead of seeing an employee to have a punch or punches removed from their card for each session they plan to skate.

The initial online transaction by each customer will require the purchase of freestyle session stickers as we are transitioning to a sticker-based system to replace freestyle punch cards. This means that your initial registration for ice time will require the purchase of stickers and the minimum sticker purchase is 10.

Stickers will be sold online in sheets of 10 for \$7.50 for per sticker. Each sticker represents a 30 minute session. The maximum number of weekly stickers a customer may purchase is 30. At this time, 10 stickers is the minimum purchase option and there is no discounted pricing for purchasing more than one sheet.

At the initial, in-person check-in for sessions, customers will be allowed to exchange existing punch cards for stickers. This means: bring your punch cards to your first session in order to swap them out for stickers. If there is a line, the check-in attendant will first process all skaters needing to get on the ice and will then text you to return to the table to swap out your punch cards. ***Our admin team will make every effort to complete the transfer of punches to stickers on the spot, but please allow up to 24 hours to complete the transfer.***

Existing freestyle punch cards will be exchanged for stickers based on the initial price paid for the punch cards based on our purchase records and/or any receipts you may furnish. In the event the money does not equal or match, session time stickers will be awarded in the customer's favor.

Existing punch cards must be exchanged for stickers as soon as possible, but no later than July 24, 2020.

Skaters must label their stickers with their name.

Lost stickers are not refundable.

At the conclusion of the first week of ice time, skaters will be allowed to secure ice time (via the on-line pre-registration system) without ice time payment, provided they have previously purchased sufficient stickers and/or have already transferred their punch cards to stickers.

When skaters run out of stickers, they will need to purchase new stickers via the online process. **Stickers will not be available for purchase at the front desk.** Once purchased, new stickers may be picked up from the check-in attendant.

FREESTYLE NO-SHOW POLICY:

Please be aware that credit cards of no shows will be charged \$5 for every 30 minute session missed.

If we are notified 24 hours in advance of a cancellation (via email @ gsoicehouse@gmail.com) and there are extenuating circumstances, we will not charge the credit card the \$5 no show fee. The no show fee will also be waived in the event of Covid or Covid-like illness at any time leading up to the session.style

CHECK-IN PROCESS & ON-ICE PROTOCOL:

Coaches and skaters should arrive at the rink, in advance of their sessions, to allow time to check-in and be processed through a health screening and temperature check. ***Please allow plenty of time for screening, etc. to ensure skaters are on-time for sessions and/or lessons.***

Anyone approaching the check-in table must be spaced at socially distant markers and wearing a face covering over the nose and mouth. In the event you forget your face covering, the Greensboro Ice House will have a limited supply of face coverings that will be available for purchase.

The check-in attendant, located outside the rink, will confirm pre-registered, pre-paid lesson and/or ice time.

Reminder: no walk-on's permitted.

The check-in attendant will deliver pre-paid stickers at your first check-in.

Check-in attendant will also facilitate transfer of punch cards for stickers. **Remember, first time pre-registration for ice time will require purchase of new stickers.**

Once checked-in, skaters should return to their vehicle to stretch and put skates on. Skaters may wish to bring a foldable chair to help facilitate lacing skates. Please make sure you have skate guards as the pathway from your vehicle to the rink entrance is cement.

Only pre-paid, pre-registered, pre-screened coaches and skaters will be able to enter the building; no parents, caregivers or guardians permitted. Parents, caregivers and guardians may subscribe to LiveBarn to watch sessions from outside the building. livebarn.com, save 10% with promo code: 4da5-ed17

If a parent, caregiver, guardian, sibling, etc. needs to use the restroom, they may do so wearing a face covering and following the health screening and temperature check.

Skaters must wear a face covering into the building, but may remove it upon entry to the ice. Skaters should bring a Ziploc-type plastic bag, labeled with their name, in which to place their face covering should they elect to not wear it during practice.

Skaters will be allowed to enter the building 5 minutes prior to the start of their designated session through the front doors and will proceed to the ice entrance located just past the Learn to Skate check-in table. Skaters will enter the ice at exactly the start of their session.

Skaters will place their stickers down on the sticker sheet located at the entrance to the ice, *prior to stepping on to the ice*. Coaches will assist younger skaters, if necessary, in the placement of stickers.

A sticker penalty of 2 stickers will be in place for skaters failing to place stickers down for sessions and sticker penalty must be resolved prior to stepping on the ice for any future sessions.

Coaches will be wearing face coverings and a 6' distance will be maintained between all coaches and skaters. Coaches will also be assigned zones from which to coach. Coaches are to have all items needed at the location of their zone and are to reduce movement during their coaching time and remain in their zone.

No E-Lessons (virtual lessons) at this time.

Skaters should bring minimal belongings as there will be very limited barrier space. Barrier spaces will be pre-marked to identify social distancing.

Skaters should bring pre-filled water bottles. All water fountains are temporarily disabled except the touchless fountain nearest the referee room and just outside of party room #1. The touchless water fountain is suitable to refill water bottles / it is not a drinking fountain.

Skaters must dispose of their own tissue, immediately following use, into trash receptacles.

At the conclusion of session time, skaters will exit the ice at the doorway nearest the pro shop, wearing their face covering, and will exit the building within 5 minutes of the conclusion of their session time.

Skaters must make sure to collect all of their belongings as lost and found items will not be held at this time.

ADDITIONAL NOTES:

Safe Sport: Please be review the following:

https://www.usfigureskating.org/sites/default/files/media-files/U.S.%20Figure%20Skating%20SafeSport%20Handbook_2.pdf

And, please review the following documents located on the website at www.greensboroice.com

“Safety at Center Ice”

“Returning to the Rinks”

“Rules of the Ice” and “Music Playing Protocols”

REMINDERS:

Only one coach or skater in the soundbooth at a time.

MP3's / device play preferred over cd's.

Music volume **MUST be kept at a minimum for everyone's safety and to ensure coaches are able to effectively communicate instruction to their private lesson students through a mask and over the music.**

Music will be turned down by the Skating Director and/or coaches, if it is too loud.

SUMMARY:

- 1. Step One: Register and pay for 6/24-6/27 lessons and lesson ice time (from 5pm 6/18 through 5pm 6/20) * Remember, your first purchase must include payment for 10 stickers.**
- 2. Step Two: Register and pay for weekly practice time for 6/24-6/27 (from 12 noon 6/21 through 12 noon 6/23)**
- 3. Arrive early to allow plenty of time for health screen and temperature check prior to lessons and practice ice time.**
- 4. Remember masks (plus labeled Ziploc bag), skate guards and water bottles! Skaters may additionally wish to bring a folding chair to use when putting skates on.**
- 5. Remember stickers along with any punch cards that need to be exchanged.**
- 6. Skaters may enter the building 5 minutes prior to the start of sessions.**
- 7. Skaters must exit the building within 5 minutes of the end of sessions.**

