



## STICK & PUCK PROTOCOLS

The following procedures have been implemented for the purpose of contactless transactions and in order to cap sessions to meet capacity and distancing protocols.

### RESERVING & PAYING FOR STICK & PUCK ICE TIME:

Stick & Puck session attendance will be capped at 20 people.

### **Walk-on's will not be permitted.**

Skaters will go to our website @ [greensboroice.com](http://greensboroice.com), click Stick & Puck under the Hockey option in the top menu, and use the "Register for Stick & Puck" button on the right hand side.

Stick & Puck session time must be reserved and paid for in advance.

The Stick & Puck ice reservation window will be from 6pm on Tuesday until 6pm on Thursday, *the week prior to the start of each new week*. Stick & Puck session time 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 Stick & Puck session time will receive an email confirmation.

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 Stick & Puck 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 our Admin Team @ [GSOIcehouse@gmail.com](mailto:GSOIcehouse@gmail.com).

### STICKER SYSTEM:

A new system of "stickers" has been implemented for skaters to purchase and reserve their place on Stick & Puck sessions. Each sticker represents a 60 minute Stick & Puck session. Stickers will only be sold online as follows: \$15 for one 60 minute session sticker, \$75 for five 60 minute session stickers and \$150.00 for ten 60 minute stickers.

**Please note that the initial online transaction by each customer will require the purchase of Stick & Puck session stickers and the minimum sticker purchase is 5. Subsequent online sticker purchases can only be made in sets of 5 stickers.**

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.*

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.

The check-in attendant will require skaters to affix one sticker to the designated "Stick & Puck" session sheet each time they skate a Stick & Puck session. **Skaters will not be allowed on the ice without sticker placement.**

#### **STICK AND PUCK NO-SHOW POLICY:**

**Please be aware that credit cards of no shows will be charged \$10 for every session missed.**

If we are notified 24 hours in advance of a cancellation (via email @ [gsoicehouse@gmail.com](mailto:gsoicehouse@gmail.com)) *and* there are extenuating circumstances, we will not charge the credit card the \$10 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:**

Stick & Puck skaters should arrive at the rink, in advance of their sessions, to allow time to check-in and to 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 Stick & Puck ice time. **Reminder: no walk-on's permitted.**

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

#### **Stick & Puck Locker Rooms:**

Stick & Puck skaters, ***who are able to dress themselves,*** will be permitted to enter the building (wearing a face covering and following the temperature check and health screening) 15 minutes prior to the start of a Stick & Puck session and may utilize the designated locker rooms. Stick & Puck skaters may remove their face covering once in the locker room and must adhere to the designated social distancing markers in each locker room.

Stick & Puck skaters who are eligible to use the locker rooms will access the ice from the hockey bench side of the rink at precisely the start of the Stick & Puck session. Stick & Puck skaters may not utilize the hockey benches prior to the start of the Stick & Puck session.

Skaters using locker rooms will exit the facility within 15 minutes of the conclusion of session time wearing their face covering.

Remember: showers are disabled and may not be used.

Stick & Puck skaters, ***who are not able to dress themselves***, should arrive at the rink as fully dressed as possible. Upon arrival, these skaters should check-in (wearing their face covering over mouth and nose) for the temperature check and health screen. Once checked-in, these skaters should return to their vehicle to finish dressing and to put on skates. Skaters may wish to bring a foldable chair to help facilitate lacing skates. Please make sure to have skate guards as the pathway from your vehicle to the rink entrance is cement.

Stick & Puck skaters who are not able to dress themselves and therefore not able to use a locker room, may enter the rink 5 minutes prior to the start of the Stick & Puck session. These skaters will enter the rink through the front door entrance and will enter the ice from the door just past the large, wooden Learn to Skate check-in table at precisely the start of the Stick & Puck session. Face coverings will not be required to enter the building due to helmet wear.

Skaters not using locker rooms will exit the ice within 5 minutes of the conclusion of session time wearing their helmet.

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](https://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 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.

No spitting on the ice or in hockey benches. Skaters must dispose of their own tissue, immediately following use, into trash receptacles.

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

#### **SUMMARY:**

- 1. Register and pay in advance for Stick & Puck ice time and any Stick & Puck lessons. (from 6pm Tuesday through 6pm Thursday, the week prior to the start of each new week)**
- 2. Arrive early to allow plenty of time for health screen and temperature check prior to Stick & Puck sessions and/or lessons.**
- 3. Remember masks and pre-filled water bottles! Skaters not using locker rooms must remember skate guards and may wish to bring a folding chair to use when putting on skates.**

- 4. Skaters able to dress themselves may enter the building through the front door entrance (wearing their face covering) 15 minutes prior to the start of their session and must proceed directly to the designated locker room.**
- 5. Skaters able to dress themselves must exit locker rooms (wearing their face covering) within 15 minutes of the end of their session through the exit door nearest the pro-shop.**
- 6. Skaters not able to dress themselves may enter the building through the front door entrance 5 minutes prior to the start of sessions, wearing helmet.**
- 7. Skaters not able to dress themselves must exit the building through the exit door nearest the pro-shop within 5 minutes of the end of sessions, wearing helmet.**