



Aylmer Skating Centre

Policies, Expectations and Guidelines

Aylmer Skating Centre Policies

Effective Date: July 31, 2026

The following outlines the Aylmer Skating Centre's operating policies and procedures, expectations and guidelines. Registrants will be required to sign and accept these prior to completing registration.
Please contact our centre if you have any questions.



REGISTRATION

All registration is done online through our uplifter website. Registration is on a first come first served basis.

Waitlists-

If the number of registrants exceeds capacity limits, skaters can register to be put on the wait list. The wait list will operate on a first-come-first-serve basis. If a space becomes available, the Administrator(s) will notify the skater; all fees must be paid at time of registration.

Transfers-

Transferring from one program to another or transferring from one day to another within the same program is allowed only for Centre programs, not applicable to workshops or specialty programs and is dependent on capacity limits. A \$40 administration fee will apply for all transfers. Please contact the Administrator(s) for request and approval.

PAYMENTS

Payments must be made by E-transfer or Cheque. Cash is no longer accepted.

All registration payments must be paid in full at the time of registration for successful enrollment in the program(s) you are registering for.

Instalment payment requests should be submitted to the administrator prior to registration for review and approval.

Spring and Summer Skate, Specialty Programs and Workshops and any term programs

Registration fees must be paid in FULL at the time of registration. No Refunds as spaces are limited. No instalment options available as programs are shorter in duration.

Skate Canada Fee

This fee includes the Skate Canada Membership Fee, Skate Canada Safe Sport Fee, and Skate Canada Insurance Fee. The SCF covers the season period from September 1st to August 31st . Skaters may have already paid if skater(s) are registered with another Club or School. **SCF is Non-Refundable.**

Test and Guest Skate Fees

All test fees and guest skater fees must be paid in full prior to testing or guest skating.

Default and NSF Payments

Any payments that are missed, accounts in arrears or defaulted/NSF payments will result in the skater(s) being suspended from programs and possibly de-registered. Should any payment issues arise it is imperative these are addressed with the administration and rectified promptly to avoid any disruptions to your skaters programming.

All NSF payments will be subjected to a \$40.00 administrative fee. If your payment is NSF, we will no longer accept personal cheques, payment will then need to be made by EFT.

REFUND POLICY

Aylmer Skating Centre receives no government grants or subsidies, therefore due to this, once our programming has begun, we are not able to offer refunds or credits.



Withdrawals

Withdrawal from program(s) for full refund ONLY if request is received in writing 5 days prior to first skate.

Exception: Refunds requested after the first skate ONLY for medical reasons or out of area move (proof documentation is required).

Refund requests for medical reasons will only be considered if 2 or more weeks have been missed by the participant and where medical documentation can be provided to support a prolonged absence. Aylmer Skating Centre may request additional medical documentation if needed. Upon approval a pro-rated refund from the date of approval will be issued, less SC fee and administration fee.

Aylmer Skating Centre will not be offering refunds for absences due to communicable disease or illness.

Should the Aylmer Skating Centre find it necessary to de-register a participant, a refund will not be issued.

For CanSkate ONLY-

A pro-rated refund will be considered to NEW, never before, registered skaters/families, if the request is made within the first 2 sessions of the program.

All approved refunds will be pro-rated based on the registered program costs and are subject to a \$40 administration fee. Skate Canada Fee is non-refundable.

All refund requests should be made immediately when the circumstance arises, prolonged or delayed requests will not be considered. All refund requests should be made in writing with supportive documentation where necessary to info@aylmerskatingcentre.ca.

Changes or Cancellations

Sessions may be changed or canceled due to insufficient registration. In cases of facility disruptions, severe and inclement weather, sessions will be canceled resulting in nonrefundable ice time or make-up date at Aylmer Skating Center's discretion.

SUPERVISON POLICY

Skaters ages 16 and under MUST have a designated adult stay around the area of the ice surface and visible to signaling in case of a skater needing to leave the ice surface for ANY reason (i.e. washroom, skate tightening etc.) or in the event of an emergency. ASC Coaches and Staff are not permitted to supervise or assist skaters off the ice surface for any reason.

If it is discovered that a skater under the age of 16 does not have an adult present with them, this will result in the administration issuing a notice to the parent/guardian. If this persists, the skater will be removed from our programming with no refund issued.

FACILITY USE

Ice time must be respected; unauthorized use is prohibited. Dressing room assignments must be adhered to, at no time is anyone other than a Coach permitted in the Coach dressing room. Dressing rooms must be kept clean and used only during scheduled sessions. Skaters and Families are to



conduct themselves appropriately and respectfully towards the facility, facility staff and other user groups. Food and beverages are not allowed on the ice. Skaters are permitted a water bottle rink side.

HELMETS

A CSA certified hockey helmet, with or without a face cage, is MANDATORY for all skaters including adult skaters, prior to passing CanSkate Stage 5. After passing CanSkate Stage 5, helmets are optional and at the discretion of the Parent or Guardian/skater and coach. Power Skaters MUST wear helmets.

CONCUSSION POLICY

Rowans Law- Skaters

- I acknowledge that I am the skater participating in physical activities at the Aylmer Skating Centre and I have read (or been read to) the Government of Ontario Concussion Awareness Resource for my age group and the Skate Ontario Concussion Code of Conduct and understand what a concussion is and how it may be caused.
- I understand the importance of reporting a suspected concussion to my coaches and my parent/guardian and I understand that I must be removed from practice/competition if a concussion is suspected.
- I understand that I must provide written clearance from an appropriate health care provider to my coach before returning to practice/competition.
- I understand the possible consequence of returning to practice/competition too soon and that my brain needs time to heal.

I WILL tell an adult or coach if I have had a hard fall or hit my head. I understand that I will need to STOP, REST and SIT out so that my brain can heal. I may need to seek medical attention.

I can learn more about concussions on the Skate Ontario website at this link.
<https://skateontario.org/rowans-law/>

Rowans Law- Parents/Guardians

- I acknowledge that my child is participating in physical activities at the Aylmer Skating Centre
- I have read the Government of Ontario Concussion Awareness Resource for his/her/their age group and the Skate Ontario Concussion Code of Conduct and understand what a concussion is and how it may be caused.
- I understand the importance of reporting a suspected concussion to coaches and any other designated persons at the skating centre.
- I understand that my child must be removed from practice/competition if a concussion is suspected.
- I understand that I must provide written clearance from an appropriate healthcare provider to the coach before my child is permitted to return to practice/competition.
- I understand the possible consequence of returning to practice/competition too soon and that my child's brain needs time to heal.

I can learn more about concussions on the Skate Ontario website at this link.
<https://skateontario.org/rowans-law/>



Removal from Sport Protocols in accordance with Skate Ontario
<https://skateontario.org/wp-content/uploads/2023/08/SR-5a-Removal-from-Sport-Protocol-BOD-Approved-2022-10-24.pdf>

Return to Sport Protocols in accordance with Skate Ontario
<https://skateontario.org/wp-content/uploads/2023/08/SR-5b-Return-to-Sport-Protocol-BOD-Approved-2022-10-24.pdf>

PRIVACY AND MEDIA

Any private information collected by ASC will adhere to Skate Canada's Privacy Policy and will be kept confidential by ASC. When registering, registrants will acknowledge and agree to these policies.

Skaters may be photographed/recorded or live streamed and this may be posted on various social media and media platforms, including but not limited to Facebook, Instagram, Club Website, Local News, etc... for the purposes of club training, teaching, accomplishments, awareness and advertising. When registering, registrants will have the opportunity to opt out of this and acknowledge and agree to these policies.

CODE OF ETHICS

All Skate Canada Members must comply with Skate Canada's Code of Ethics. Any Members who violate any of the following will be subject to a warning and possible removal from the Aylmer Skating Centre and Skate Canada. This code of ethics applies to all skaters, officials, coaches, employees, board members, volunteers, alumni, and hall of fame members of Skate Canada and its affiliate organizations.

This code of ethics also applies to parents and guardians who participate in and observe related activities.

a. I will conduct myself in a manner that is of the highest standards, follows Skate Canada's vision and mission, and is athlete-centered.

i. I will treat all people with respect, dignity, and sportsmanship.

ii. I will act on the belief that the athlete as a person is more important than their success or my success in the sport.

iii. I will conduct myself professionally during all interactions in and surrounding Skate Canada activities.

iv. I will use positive discipline that includes setting fair rules, listening, problem-solving, encouraging, and being a good example.

v. I will not use harmful methods such as but not limited to hitting, name-calling, yelling, or using insults, intimidation, or rejection.

vi. I will disclose any conflict of interest and not allow myself to be influenced in a way that could conflict with the best interest of the organization or the organization's reputation.

vii. I will not engage in behaviour that is intended to wrongfully manipulate the outcome of a competition or test.

viii. I will respect the coach/athlete relationship and will not solicit the athlete/s of another coach.

ix. I will never engage in any exploitative, abusive, or corrupt relationships. I will always act in a kind and judicious manner.



- x. I will support an inclusive sport for all, regardless of race, ancestry, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability or any other ground of discrimination prohibited by human rights legislation.
- xi. I agree to follow the [ISU's Code of Ethics](#) at all hosted and non-hosted ISU events.
- xii. I agree to advocate and practice the principles of [Safe Sport](#).

b. I will not participate in activities that are abusive or criminal. I will also not participate in activities that disrespect human rights or that risk the reputation of Skate Canada.

- i. I will adhere to all federal, provincial, municipal, and host country laws.
 - ii. I will notify Skate Canada if I face any new related criminal charges, ongoing criminal investigations, convictions, or bail conditions.
 - iii. I will not use my power or authority in an attempt to coerce another person to engage in sexual activity or to participate in unethical and/or criminal activities.
 - iv. I will not in any way behave sexually with children or youth. This includes but is not limited to the use of sexual jokes, language, and/or names; participation in sexual touching and/or exploitation; the use of, reference to, or participation in pornography.
 - v. I will not participate in any form of bullying, harassment, discrimination, physical or verbal abuse, neglect, intimidation, or exploitation.
 - vi. I will not use technology or social media to disrespect or exploit others.
 - vii. I will not abuse or exploit children or youth in any way and will immediately report to the appropriate authorities and Skate Canada (safesport@skatecanada.ca) if I see or suspect anyone else doing so.
 - viii. I will not possess, use, or promote the use of illegal substances or performance-enhancing drugs.
- c. I will follow all of Skate Canada's bylaws, policies, and rules and commit to reading all amendments and updates at the time of registration and throughout the year.
- d. I will not attempt to cover up or conceal any conduct of an individual that is, or may be, in breach of this Code and will report any violations.
- e. I will fully cooperate with Skate Canada's investigations.
- f. I understand that a violation of this Code on my part may be subject to disciplinary action up to and including expulsion from Skate Canada.

SKATERS CODE OF CONDUCT

The Aylmer Skating Centre is committed to providing members with the opportunity to develop and pursue their goals in a safe and encouraging environment. Coaches and parents/guardians play a special role in the development of skaters' enjoyment of this sport and as such should model positive and responsible behaviour at all times while participating in any ASC session including but not limited to private lessons, group lessons, events or competitions. Coaches that witness any unsafe skater behavior are expected to approach the skater(s) to provide corrective feedback.

Etiquette is simply defined as the respectful and considerate behaviour expected by all parties while participating in club activities. It is also meant to ensure all parties feel safe and comfortable. The following recommendations help identify what is expected of our coaches, skaters and parents as members of the ASC when interacting with each other, as well as volunteers, facility staff and the arena facilities at all times, **on and off** the ice.



Skater's "Right of Way"

It is important that all skaters (in a program, a dance, a lesson or practicing) remember that they must always be looking around them while they are skating. Everyone plays a role to maintain safety while on the ice. There is no exception to this rule.

1. The following order determines the right of way during scheduled sessions:
 - A. A skater whose music is being played and is skating to a program/solo or dance.
 - B. A skater who is receiving a lesson. If a harness is in use, be aware.
 - C. Skaters who are practicing on their own. As many skaters are moving on the ice at the same time, all skaters should be mindful to those jumping and spinning and be aware of their surroundings.

It is every skater's responsibility for watching where they are going, no exceptions.

Note: Experienced and older skaters should be mindful of less experienced or younger skaters and set an example as to when and how to yield to other skaters. Remember that all skaters were beginners once.

2. Skaters are reminded to be aware of fellow skaters that may be moving in the opposite direction or performing jumps. When practicing programs, skaters must learn to move around other skaters to complete their program and remain respectful and polite.
3. When a skater is practicing his/her program, he/she is reminded to be polite when addressing another skater or coach that may be in his/her way. Phrases such as, "Move" or "Get out of my way" are not considered acceptable language. Phrases used politely such as, "excuse me please" or "heads up" or "coming through" or "program" are considered acceptable.
4. All skaters must get up quickly after falling, unless injured, to not endanger other skaters or themselves on the ice.
5. Skaters will move to the boards if a break is required. Skaters must not stand in the middle of the ice.
6. Skaters shall make every attempt to maintain a safe distance from all other skaters.
7. The corners/ends of the ice surface are considered to be the "jump" zones. There is to be no spinning in those areas, except skaters performing their programs.
8. All spins are to be done between the two blue lines. Be mindful of skaters in spins as they can't see other skaters coming.
9. For skaters skating down on a session, you must be mindful of the level of the session and may need to adjust your practice accordingly to skate to the level of the session.

On-ice Equipment & Personal Belongings

1. No food, drinks, gum or candy are allowed on the ice surface. Materials required for skating such as water bottles, tissue boxes and notebooks may be left at the boards.
2. Valuables should be brought to the boards.



3. Wearing of headsets/earphones and use of electronic devices including phones on the ice is prohibited at all times.
4. Skaters must wait until the Zamboni doors have closed before going onto the ice. A Skate Canada certified coach must be at the boards before any skater may step onto the ice.
5. A jump harness must only be used during a lesson with a qualified ASC coach.

General Guidelines

1. Courtesy, respect and good sportsmanship to coaches and fellow skaters is expected at all times. For example- no name calling or bullying will be tolerated.
2. Skaters are expected to wear appropriate skating attire while on the ice (skating dresses, skirts, leggings, warm-up jackets, etc.). Clothing with profanity or inappropriate visual elements are not acceptable and a skater may be asked to change. Long hair should be tied back with an elastic.
3. Skaters should not interrupt a coach while a lesson is in progress.
4. Refrain from standing around and socializing on the ice.
5. When your session is over, gather your belongings and clear the ice immediately.
6. Be respectful to arena staff and property at all times.
7. Skaters should use the dressing room at all times. Skaters should avoid using the lobby for changing skates or storage of items during sessions. The ASC is not responsible for lost or stolen items. Please leave valuables at home.
8. Skaters will not use technology or social media to disrespect or exploit others.
9. Skaters are not allowed to record another skater or any Coach without permission.

And remember...inappropriate behaviour (both on or off the ice) such as the use of foul or inappropriate language towards any individual within the ASC (skater, coach, board member, parent/guardian, arena staff) will not be tolerated and disciplinary action may be warranted.

DISCIPLINARY ACTION

The Aylmer Skating Centre will only commence an investigation when a written letter of complaint is forwarded to the administration. If it is determined an infraction/breach of code of conduct has occurred, the following disciplinary actions will be taken:

1st Offence: Verbal warning by the Skater's Coach or the ASC administrators. The Skater's Parent/Guardian will be informed of the warning if the Skater is under the Age of Majority.

2nd Offence: Letter from the ASC administration will be addressed to the Skater and Parent/Guardian outlining the nature of the violation.

3rd Offence: Suspension from all Club programs without compensation for 1 week. This includes all competitions and test days.



4th Offence: Skater will be asked to leave the Aylmer Skating Centre. No refund will be issued.

In the case of a serious breach of ethics, the skater may be immediately suspended and asked to leave the Aylmer Skating Centre at the administration's discretion. In cases of suspension or expulsion, no refund of any kind will be granted.

DISPUTE RESOLUTION POLICY

Aylmer Skating Centre strives to provide a harmonious environment where all feel welcome, encouraged and supported. We recognize that skating brings together individuals with diverse backgrounds and personalities, which can occasionally lead to conflicts stemming from differing opinions or misunderstandings. In such situations, we encourage all parties involved to proactively seek resolution by engaging in constructive dialogue. It is important for each party to approach the situation with maturity, politeness, and a willingness to listen attentively to the perspectives of others. If a resolution cannot be reached between the two parties, the situation should be brought to the attention of the ASC Administration.

Any issue or concern that is being presented to the administration should be done so promptly when the issue or concern arises and must be put into writing via email to info@aylmerskatingcentre.ca.

Skate Canada Safe Sport Complaint Procedures: Reporting Misconduct - Skate Canada Online: www.skate-safe.ca Telephone: +1-833-723-3758 Email: casemanager@skate-safe.ca

PRIVATE LESSONS

Private coaching is a relationship formed between parents and coaches independently of Aylmer Skating Centre. Rate, payments, schedule, and goals are arranged between the Coach and Parent/Guardian and Skater. Aylmer Skating Centre does not have any involvement with this process or with any conflicts that may arise.

GUEST SKATERS AND COACHES

The Aylmer Skating Centre welcomes guest skaters and coaches. All guests must hold a valid Skate Canada membership and be in good standing. Sessions are subject to availability and must have space to accommodate guests. Please contact the administrator for all guest skate inquiries 2 days prior to the requested guest skate time). info@aylmerskatingcentre.ca.

Guest coaches must either sign the School's Guest Coach Policy or have an approved freelance contract with the Aylmer Skating Centre.

A guest skate fee applies and must be paid in full once availability is confirmed by the administrator. Please refer to our website for current guest skate fees.

MUSIC PLAYING GUIDELINES

The definition of program music for the purposes of this policy will encompass freeskate, artistic/creative solos, as well as dance programs.

- Coaches will have the 'right of way' for music playing while in lessons
- Skaters may not play their own music - they must ask a coach to do it for them



- There will be a white board marker to write on the a white board if there is a line up for music - a coaches side and a skater side - Skaters can write their names on the skater side for dance or solo and coaches can write a skaters name for solo or dance on the coach side.
- All program music will be played according to this repeating pattern, working down the two columns of the sign-up sheet: three Coach plays and then a Skater play, so everyone gets a chance to have their music played.
- Coaches cannot note more than ONE skater's name back-to-back. For example, if you are doing a private or private group lesson, you must wait until your first skater has completed their turn before noting your next group lesson skater, thus providing another coach the potential opportunity to note their private lesson skater next.
- Once the program music has been played, the person who has added the skater's name to the list should cross it off the white board.
- A skater may play program music only three times per session (includes music played during a lesson). This rule may be relaxed at the discretion of the coaches if the session is not busy and/or if the music system is not in use.
- Once a skater starts their music, they may NOT stop it and begin again. They must add their name to the list again, and wait for their next music play.
- Skaters are required to have their music loaded onto the club's iPad - skaters cannot use any sort of electronic device to play their music.
- If there is no music in line, background music may be played at a comfortable level.
- **Skater's must not use any sort of personal electronic device or have any type of headphones while on the ice at any time. Cell phones and electronic devices must be left at rink side or in the dressing room.**
- Be considerate of other coaches and skaters—take your turn, abide by the rules, and please keep the volume at a comfortable level.
- Skaters should promptly note their name and leave the iPad area to avoid congestion.

DRESS CODE

Due to the chilly environment in the arena, it is recommended that skaters dress warmly while ensuring their attire does not hinder their movement.

CanSkate

- Warm pants with splash pants over top
- Mittens
- Warm sweater
- Hair should be properly managed and away from the skaters' face.
- Helmet (CanSkate stage 5 and under)

StarSkate

- Leggings/Yoga pants or skating dress/skirt
- Sweater or jacket (no hoodies)
- Hair up

If you have any questions, please contact the Aylmer Skating Centre administration.

info@aylmerskatingcentre.ca