



CanSkate Membership Policies



Parent Role

The term "parent" refers to parents and guardians of skaters.

For skaters under 12 years old, a parent must be present in the arena at all times during the skater's session.

Parents and their skaters will follow the Club's Ice Etiquette Rules or they will be asked to leave the ice rink.

The parent is a member of MFSC with full voting rights from the date of registration until August 31 of the current skating season.

Communications

MFSC uses its website, www.mississaugafsc.com, and email to communicate important information to its parent members. It is the responsibility of each member to ensure that the club has the correct email on file and to regularly check the website and email for updates. Members may update their email subscription preferences at any time by logging in to their profile and updating their preferences under 'My Account', 'My Message Lists' and clicking the 'Update' button. If a member chooses to opt out of electronic communications from MFSC, they acknowledge that they may not receive any important communications regarding club activities and notices regarding program information.

Members will not be contacted by other means unless there is an emergency.

Payment Policy

Payments are to be made by credit card only.

The Skate Canada membership fee is payable at registration. This fee is charged once per year and covers Skate Canada membership and insurance for the period September 1 – August 31.

If a skater is not a resident of Mississauga, a nonresident fee is also payable for each CanSkate session (Fall, Winter and Spring).

Program fees may be paid in full at registration, or by installments, as follows:

- At registration: 50% of Fall program fees, plus Skate Canada and nonresident fees, if applicable
- October 3rd: remaining 50% of Fall program fees.
- December 23rd: 50% of Winter program fees, plus Skate Canada and nonresident fees, if applicable
- January 23rd: remaining 50% of Winter program fees
- For Spring, 50% of program fees at registration, plus Skate Canada and nonresident fees, if applicable. The balance of program fees are due on April 10th.

It is the responsibility of the parent to ensure that the credit card on our records for installment payments is valid, otherwise a processing fee will be charged. Credit card information can be updated by the parent at any time through the website.

Registration for programs closes four (4) weeks after the session start date.

Payment for fees other than those payable at the time of program registration can be made by cheque. A processing fee will be charged for an NSF cheque.



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Refund and Credit Policy

Up to five days before sessions commence: Refund consists of repayment of program fee(s) plus Skate Canada fee and non-resident fees (if applicable) less withdrawal fee. Refunds will be issued onto the credit card used to complete the registration. Please allow 4-6 weeks for processing.

Four days before sessions commence up to / including second class: No refunds. Credit will be given for prorated session fee(s) and Skate Canada fee and non-resident fees (if applicable) less withdrawal fee. Prorated session fee(s) will be calculated from the date of the written notice. Credit is not provided for missed classes or registrations occurring after the session start date.

After second class: Credit will be given only after presentation of medical note. Credit will be given for prorated session fee(s) less withdrawal fee less Skate Canada fee less non-resident fees (if applicable). Prorated session fee(s) will be calculated from the date of the written notice. Credit is not provided for missed classes or registrations occurring after the session start date.

Credits will be posted to the skater's account. They may be used for any family member residing at the same physical address within one year of the issue date of the credit.

Discounts

Discounts are available for PreCanSkate and CanSkate (not Adult Canskate) participants registered in multiple Fall and Winter sessions programs by October 17th, 2016. The first installment for the winter session will be charged against the credit card on file on December 23rd, 2016. Discounts are only available for the same skater registered in multiple sessions.

No discounts are available for Spring sessions, or for family member registrations.

Prorating of program fees commences two weeks after the Session start date.

Adding / Changing A Session

If you wish to add a session, no change fee will be charged. Fees for the added session must be paid before the skater can participate in the program. The session can be added by registering online, and is available only if space permits on that session.

If a change of session is requested, once a registration has been processed, a change of session fee of \$15 will be charged. The difference in program fees, if greater, must be paid before the skater can switch sessions. If the difference is less, a credit will be applied to the account. Requests to change sessions must be emailed to the club registrar at registrar@mississaugaafsc.com. Changing a session will only be allowed if there is space on the session.

PreCanSkaters will be moved to a CanSkate group on the same session as soon as they qualify at no additional charge.

Requests to change sessions must be **emailed to the registrar at registrar@mississaugaafsc.com**. Changing a session will only be allowed if there is space on the session.



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Fee Policy

The fees for the 2016-2017 season are as follows:

Skate Canada Fee	\$36
Non-Resident Fee (CanSkate)	\$30 per session, to a maximum of \$60 per season
Withdrawal Fee	\$25
NSF / Declined Payment Processing Fee	\$25
Change Session Fee	\$15
Additional Badge *	\$3
Additional Ribbon *	\$2

* Badges and ribbons are provided to the skater upon completion of the achievement. Consult our CanSkate Guide or Skate Canada's website for information on achievement levels.

Missed lessons

A skater cannot attend a different session on a different day / at a different time to make up for a missed session.

No refunds / credits will be issued for missed lessons.

Helmets

CSA approved hockey helmets are mandatory for all CanSkaters (including Adults and PreCanSkate) up to and including Level 5. Skaters attending a club family skate must wear a CSA approved hockey helmet if they do not have CanSkate Level 5 skills. Skaters not abiding by these rules will be asked to leave the ice by a Coach or Board member.

Private Coaching

Private lessons for all sessions, except for PreCanSkate, may be arranged by contacting any of the full-time club coaches. An ad-hoc coach may give a private lesson on a session only if all full-time coaches present on the session have no availability.

Ice Changes

The Club reserves the right to:

- Change rinks and times of sessions if necessary.
- Cancel a session due insufficient enrollment.
- Limit the number of skaters on each session.
- Cancel skating if the City closes the arena that day.