



CREDIT POLICIES & ICE FEES (from Term 4, 2017)

Our club comprises Speed and Figure skating. Each discipline has shared and unique practices. These are now outlined below:

General

- The following schedule outlines fees for various programs on offer and club charges for ice.
- Every club member pays an annual registration fee as either an individual or as a family. This payment is due 1st of April each year.
- Skaters are also required to be TC registered with the national body for figure skating (NZIFSA) or registered with ISS for speed. This is also an annual payment due 1st of April of each year.
- Skaters then pay on ice fees to gain entry to the ice. They pay a coaching fee direct to their coach as this is a separate contractual relationship. Skaters might also opt to skate group programs offered as development classes.

Development Registration Policies - All Programs

Payment

- Registration and payment is done online through our website. Payment must be made in full in NZD at the beginning of the term.
- **The bank account is DUNEDIN ICE SKATING CLUB INC. account 03 1732 0051449 00**
- Payment can be made online by internet banking or via credit card. For Tiers 1-4 please keep in mind that until we have received your payment, development registration will not be considered complete and **THUS** we cannot guarantee your place in the selected program. For Tier 5/Elites and for those families with multiple skaters and or skaters engaging in multiple development programs payment for development can be according to our payment schedule (50% at beginning of term, 50% at the term mid-point).

Changes to Schedule

All known cancelled days have been factored into session pricing. In addition, class pricing is kept tight so that the program is affordable. Ice usage and price have been negotiated in advance to secure the best rate. This means that the term price is not subject to change over each term, nor is it additionally discounted. The injury/sickness policy is that on a case by case basis injury involving and extended absence from class will be considered for either a price reduction or reimbursement. A family decision to go on holiday during term, or to not skate as a personal choice does not mitigate the development class price.

All DISC programs are subject to change based on enrolment and coach availability. Affected skaters will be notified, then the revised schedule posted.

Club Membership

Entry to our group-based development programs are a benefit of Club membership. Club membership is prerequisite for entry onto club ice (open session ice, open invitational ice) and competition. Club membership is paid annually and must be current to have access to the ice.

Refunds

- DISC does not offer refunds/credits without a medical documentation for injury or illness. All requests for refunds/credits must be put in writing addressed to the committee for consideration. Typically skaters must have missed a minimum of five consecutive sessions due to the named illness or injury before a refund/credit is considered. The only exception to this policy is where there is consensus between the coach and parent/guardian that the child is too young to benefit from the lessons arranged. Such requests must be submitted by the end of the child's fourth lesson.
- Any refund/credit request after the final day of skating before the seasonal break will be issued as a credit note towards future ice costs (transferable to other family members) within one year.
- DISC does not guarantee refunds/credits in the event of ice cancellations by the Dunedin Ice Stadium, by mechanical breakdown, or acts of nature. Where ever able we do offer make up sessions and try to communicate these openly via face to face communication, website (both ours and rectimes*), club newsletter and Facebook.

*Rectimes is the name of the ice planner and scheduling tool used by the Dunedin Ice Stadium found under the tab "What's on" on the Dunedin Ice Stadium web page.

Development Class Fees (term 4, 2017 -)		
2017 (term 4 -)	2018 (forecast)	Class Type & Tier
\$130	\$150	Synchro development
\$130	\$150 (if there are a minimum of 3 pairs)	Pairs
\$200	\$200	Tier 1-2
\$210	\$210	Tier 3-4
\$220	\$220	Tier 5+
\$10 per week each term (12x) for two sessions, \$7 for one session	Ice fee contingent and currently unknown. Hopefully we can maintain the term 4 2017 pricing.	Elites by invitation
\$100 Saturday & Tuesday (two sessions)		Note coaching fee direct to coach.
\$84 Saturday or Tuesday only (one session) Elite group session invitational ice		
	\$150	Speed Development
	Refer open session pricing guide	Speed Training Ice

CLUB ICE TIME (OPEN & INVITATIONAL)

Ice is booked in advance to keep costs as low as possible and to maintain skating opportunities such that skaters' program needs are catered to. This means we have limited capacity to further discount session costs. To offer clear payment systems and information also incurs ICT package costs and currently all our systems are run by volunteers who gift their time to our community.

Skating during Public Sessions: Payment is required and is made direct to the Dunedin Ice Skating Stadium.

All known cancelled days have been factored into session pricing; any unscheduled cancellations may be reimbursed with credits and/or make-up time.

No refunds will be issued for missed lessons due to illness or personal reasons. We will make every effort to make up missed lessons but cannot guarantee it.

Per term Open Ice session – extended leave of absence:

If you are away for an extended period of time (more than 10 consecutive open sessions) you may apply to pay a half fee for the period of your absence. At all times, any fee reduction is at the discretion of the DISC committee and application must be made in writing in advance of the absence as this may affect ice hiring. Hence fee reductions tend not to be applied retrospectively.

Open Session Ice Fees – ICE FIGURE SKATING & SPEED SKATING		
(from Term 4, 2017 - 2018)		
	2017 (term 4)	2018 (term 1-3)
Per term skater cost (one class day fixed, committed to for the term with no refunds except for injury illness policy and general day of lesson stable per week)	\$150	\$150
Per term skater cost (2 or more sessions per week)	\$360	\$360
Per term family cost	\$540	\$540
<p>Note: This payment price is already discounted and additional discounting is not possible. Opting in to get this reduced pricing comes with a commitment of skating the 12 weeks of the term regardless of changes in plans for your holidays, or any absences not addressed by the injury/illness policy. However, if we are able we will consider any case that you feel needs to be made. This payment schedule does not have an associated administration charge as you 'self-manage' payments with a summary statement of payments coming out per term to reconcile your account. It requires active use of reference codes and integrity. Payments need to be in advance for membership, competition and testing fees, development and current for ice fees. Payments are also expected to be made regularly and without reminders. If the treasurer needs to engage actively with your accounts an administration charge of up to \$60 will likely be applied.</p> <p>*** Prices accurate at September 2017 and subject to reconfirmation in early 2018 once ice price for 2018 is known.</p>		
Per session cost DISC club member – variable per week and per day of lesson	\$22.50	\$22.50
<p>Payments made on the day, fortnightly or lump sum in advance or via schedule. This option takes a sizeable amount of time to manage and hence an additional Administration fee of \$60 is payable per term at the beginning of the term and is non-refundable. <u>Please also be aware in regard to number of skaters on the ice at any one time: Skaters who have committed to a term period paying for this timeframe have first priority in open sessions over intermittent sessional skaters.</u></p>		
Per session cost	\$25	\$25
Non-club/registered TC NZIFSA/ISU member		
<p>Up to 3 sessions, after which the administration fee of \$60NZD will also be applied. If you are skating with us for an extended period talk with us directly.</p>		

VOLUNTEER Fee for Competitive Skaters (to be introduced for 2018)

A \$200 volunteer fee is mandatory for each skater/family and must be paid with the Autumn registration each year. This fee is then credited back and applied to those who offset the payment by volunteering at club and regional events in that calendar year. Requirements for

each year will be posted and logs are kept for this rebate and in regard to our health and safety processes. In theory each family should easily be able to offset this fee by the previous year's volunteering activity.

Some DISC committee and technical roles are exempt from the volunteer fee requirement (for example, treasurer, competition secretary). Statements of service will be available upon request and are typically presented at the AGM.

The volunteer requirement 2018-2019 period will be 10 credits, of which 4 MUST be allocated to the Annual ice show or Club Championships. A full list of credits for activities is currently being developed. Our club is reliant upon volunteers to afford opportunities to our skaters.

Skaters are not eligible to skate in club ice, compete or test until club membership, annual levy and the volunteer fee has been processed. In 2018 moving forward this will be enforced.

Loss of Ice Time

If any skater loses ice due to inclement weather, power interruption or other unforeseen acts of nature, the club is typically unable to provide makeup sessions.

Ice time that has been lost due to regularly scheduled hockey tournaments has been calculated into your membership. For other unforeseen cancellations, the club will try to pick up extra sessions.

Sharing of Ice

As the club grows ice will be qualified for usage. Some sessions are open with priority being for those with lessons on this day. Some sessions are by invitation depending on level. As the ice gets busier coaches will move to rink side to coach such that numbers can stay high and or sessions will be classified by Tier level and invitation.

As a general practice:

Level	Number of Skaters
Invitational: Elites (Tier 5 upwards)	25 skaters
Invitational: Tiers 2-4	28 skaters
Invitational: Masters	22 skaters
Open Session	28 skaters
Speed Development	25 skaters

Skaters who have committed to a term period paying for this timeframe have first priority in open sessions over intermittent sessional skaters. Intermittent sessional

skaters are on a first come, first served basis to the maximum number of skaters allowed on each session.

Refunds

Skaters who withdraw from the Development program with formal written notice to the Club are entitled to refunds as follows:

Written notice of withdrawal from the program must be received within 4 weeks after the start of classes.

Withdrawal is due to medical reasons (injury or illness) confirmed by a certificate from the skater's doctor. The medical certificate must be received within 2 weeks of the written request, and the skater must miss a minimum of five consecutive skating sessions.

Refunds will not normally be provided for skaters who withdraw from the program without meeting the criteria listed above. However, the Club may consider exceptions on a case by case basis in circumstances such as the following:

- Relocation of the skater's family to another community
- Compassionate grounds approved by the Club

Funds for approved refunds will be prorated and mailed out.

Notification of cessation

If you are going to stop skating open sessions please notify the Treasures and secretary immediately. The email is treasurer@disc.org.nz or secretary@disc.org.nz If you are skating open session ice at the reduced per term fee this will not have any impact on your account but it may mean another skater can start using the ice. It will also likely mean less work for our volunteers and less errors in invoicing generally.

Outstanding Accounts

Skaters with outstanding accounts will not be allowed on the ice. Once the treasurer has received this payment, the skater may resume skating privileges. The Club will also use debt collection services as needs be to address outstanding arrears. The Club will actively pursue debts where necessary engaging services of a collection agency.

Development Grants

Applications are made every year and to date we have been successful. Funds received are used to offset program attrition and to be able to offer programs that do not have the numbers required to make them viable. However, all program costings need to be based around what it takes to offer the program regardless of the chance of a grant. Any money received is applied across all development programs if it is a general grant or to specific program if it is tagged funding. At all times grants are applied to achieve alignment between expenditure of the monies received and the agreed purpose of the grant. Because grants are variable programs and ice time need to be priced at a sustainable level.

Bank Account Details

DUNEDIN ICE SKATING CLUB INC. account 03 1732 0051449 00

If you have any enquiries regarding payment for fees or competitions, please contact the treasurer@disc.org.nz

Competitions & Testing

In 2018, we hope you can make payments for competitions and testing using our website. You will be contacted by your skaters coach or the Club Competition/Test Secretary. You will then be sent the link to register your skaters. The NZIFSA and ISS websites have details of events.

To both test and compete you need to hold a current T/C registration for ice figure skating and be registered for speed through the respective national bodies. This annual fee is paid to the national bodies and is collected typically in March/April. To compete and to have access to DISC club ice and DISC hosted events you need to be a club member. Club memberships due are paid annually.