

# GATEWAY ICE CENTRE

Skating School FAQ



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## Registration Process:

Registration forms are available on our website and at the front reception desk. Forms can be submitted to a receptionist who will accept the form and payment.

***This is our preferred method of registration and the quickest to ensure your spot.***

Forms may be submitted through fax or email however there may be a delay in receiving a response which may lead to you not being able to register in your preferred day/time slot.

Faxes and emails are responded to Monday – Friday between 9AM – 5PM, if a form is submitted in the evening or weekend, they will be reviewed on the next business day during the hours above. If submitting a form through fax or email, please provide a contact number to follow up for payment. (Payment is required to reserve your spot)

**Fax Number: 905-643-8008 or Email: Vanessa at [vanessa@gatewayice.ca](mailto:vanessa@gatewayice.ca)**

**Q *Can a spot be held for my child?***

A No, spots are not guaranteed until full payment has been received.

**Q *I know I will miss the first class of the session. Will the fee be pro-rated in this situation?***

A No, we do not pro-rate fees until after the session has begun. If there is room available once the classes have started, the fee will be adjusted to reflect your start date. If you wait until the session has begun to register, there is no guarantee that there will still be spots available.

**Q *I just found out about your lessons. Can I join a session already in progress?***

A If we have spots available after the first class; we will keep classes open until approximately the halfway point at which time it would be better for you to wait until the next session to register. The fee for the remaining classes of the session will be pro-rated to reflect your start date. Contact us for any available classes (905) 643-8668

**Q *My child has never been on the ice before, what class should I choose?***

A If your child is between the ages of 2 and 4 = pre-skate. If your child is over the age of 5, learn to skate (even if they have never been on the ice before).

Cont' on next page.

**Q *I think my son/daughter is ready for learn to play or pre-figure, do they need to know any specific skills before registering?***

A Any skater 6 years and older who is interested in playing hockey may register in the Learn to Play class providing they have skating experience (completed or very close to completing our Learn to Skate level 2) and has following skills under their belt:

- Skating with speed followed by a glide held for a count of 6
- Can perform a complete snow plow stop
- Is working on hockey stops
- Is working on strengthening their backwards skating
- Forward and backwards crossovers

The pre-figure program is for those skaters 7 years and older who have shown an interest in figure skating and have completed our Learn to Skate program with a strong understanding of:

- Edgework
- Forward and backwards skating
- Stops
- Forward and backwards crossovers
- Have demonstrated good balance, control and posture

At this level they will be doing more advanced skills including jumps and spins that require a solid foundation.

**Q *Will both my children or my child and their friend be in the same group?***

A Skating groups are determined by age and skating ability, which means they may not be in the same group with siblings, friends or family members.

## Program Routines:

Each week when you arrive at the arena there will be a table set up where you will sign in the skater, collect their name tag (which is to be returned at the end of each class). You will also find further instruction as to which rink we will be in, the dressing room to use and be given any correspondence we may need to send out.

**Q *How long is the class?***

A The Pre Skate class is 20 minutes and all others are 50 minutes. A flood is the process of resurfacing the ice (cleaning the ice), it takes between 8-10 minutes which will ensure the ice quality and the safety of all participants. This is why the class lengths are adjusted to 20 minutes or 50 minutes.

**Q *How many classes are there in a session?***

A The number of classes in a session varies on the season. Usually you will find our session is either 8 weeks or 12 weeks in length. Available ice time can cause these numbers to vary. Check the registration package for the most recent session length.

**Q *Can we make up a missed class due to illness/holiday etc.?***

A No, unfortunately due to our ratios, lesson plans and ice time availability, we cannot offer make up dates for missed classes. When registering please make sure to pick a day and time that best works for you.

**Q *Can a skater switch to a different time slot/day after classes have started?***

A During some of our slower sessions this may be possible but are not at any time a guarantee. As much as we would love to be able to accommodate everyone's requests sometimes it is just not possible. When registering please make sure to pick a day and time that best works for you.

**Q *Do you use any teaching aids on the ice?***

A No. We do not use any teaching aids like the skate trainers you may have seen.

**Q *Why is there a photo consent on the registration form?***

A During our sessions we sometimes take photos of our skates to post on our website or social media pages. For example – in the Fall session we take pictures of our Halloween class. If you do not want your child/children's photo(s) taken during our session please check mark NO on the registration form. If you allow us permission to take photos of your child/children you may find them on our Facebook page @ Gateway Ice Centre.

## Parents & Their Roll:

Q ***Do Parents go on the ice with the skaters?***

A No. We do not have any parents participate in any of the on ice instruction.

Q ***May I leave the rink while my son/daughter is participating in lessons?***

A No. We ask that all parents remain at the arena and in a spot where if needed they can be easily be located. In case of an emergency or if the skater needs to use the washroom, we do not allow our skaters to leave the ice unless we can get the attention of the parent for safety reasons. Coaches cannot leave the ice to take skaters for washroom breaks.

Q ***Why don't we always have the same dressing rooms each week?***

A Depending on what else is going on in the arena it can sometimes change our dressing room assignments. Games being played before or after us may require rooms that are not side by side. It is important to always double check when you sign your skater in what rooms we are using. We also have dressing room signs posted on the dressing room doors each week. If there is no sign chances are very good that you are in the wrong room and will be required to move.

Q ***We are here each week why do we not have a section in the parking lot just for the skating school?***

A Although we try to avoid having classes when tournaments are booked at the arena, it may happen on occasion. As with all arenas, malls and parking lots finding a spot is on a first come first serve basis. Please leave yourself that extra time to find parking and still get in to be ready to go on the ice on time. If there are classes scheduled on a busier than normal day, check our website for upcoming events.

Q ***I need to speak to Angela but cannot catch her during lesson time. How do I get her attention?***

A During the time classes are running it is not always possible to get her attention and have your questions answered. **The best course of action is to send her an email.** She will reply to you within 48 hours but please keep in mind in some cases she may need to consult with others to best respond. You may also leave a message with your name, skaters name and what it is concerning along with an email address at the sign in table to be passed on. If a phone number is left for her at the sign in table and no email address please note that a phone call may not happen until the next class day when she is back at the arena. Angela does not have set office hours at the arena.

## Equipment:

Q ***What do the skaters need to wear on the ice?***

A All skaters need to have:

**1. Supportive skates**

Lace up skates are preferred and recommended

NO Bob skates will be permitted on the ice!

Please note - the molded skates with the clips tend to come undone at times when the skater falls and can then cause injury

**2. CSA approved helmet is required for ALL skaters**

A cage is **MANDATORY** for all of Pre Skate Skaters. Any and all Pre Skate skaters who do not have a CSA approved helmet with a cage will NOT be permitted on the ice surface.

A cage is strongly recommended for our Learn to Skate, Pre Figure and Adult skaters.

**3. Warm clothing-**

A warm coat and snow or slush pants which still allow the skater to bend freely as well as gloves or mittens.

Q ***My son/daughter is interested in playing hockey later on can they wear hockey equipment during their Learn to Skate lessons to get used to it and for more protection?***

A No. Only the Learn to play skaters are to wear hockey equipment. Knee pads and hockey equipment such as shin guards/hockey pants etc. will need to be removed as the skater will not have the free movement required for the program.

Skates:

Q ***How do I make sure my child's skates fit correctly?***

A When buying new skates you can go to a sport store where you can be fitted for skates. Keep in mind that different companies have slightly different sizing. If you go to a sport store and they just ask your size and go off to get you skates that is a red flag! The skater's foot should always be measured. Keep this in mind when shopping for skates. Remember you do not have to get your skates at an expensive sport store but if you are sized and fitted properly you are now armed with the important information of skate brand and size you need and can find what you are looking for at another store even.

Q ***How often should I get my skates sharpened?***

A When you first get new skates get them sharpened! New skates do not come pre sharpened from the manufacturer.

There are many factors to keep in mind when it comes to how often to have your skates sharpened.

Usually most skaters can get 15- 20 hours of ice time before needing those skates sharpened. If you have been out on an outdoor rink you may need to get your skates sharpened before. If your skater walks on cement or even the plastic at the gate entrance they can lose an edge quickly and need a new sharpening. If you notice the skaters skate seems to slide more than normal, they are falling more or are just not sure have them checked.

**For our lessons it is recommended you have the skaters skates sharpened at the start of each new session.**

## HOCKEY SKATES:

***\*\*Always wear the type of sock you are planning to wear in your skate when you go to try on new skates.\*\****

For youth sizes, you should be able to place one finger between the inside of the boot and the heel of your foot. This is simply to allow some room for growth. (Adult skates are made to mold to the foot so this extra space is not necessary.) Next, sit down and kick your heel firmly into the back of the boot; your big toe should barely brush the toe cap. Firmly tighten the laces through the first 2-3 eyelets until the skate is snug near the toe. Remember to keep your foot placed flat on the ground while lacing the skate. After lacing up the skate, make sure you walk around (with your skate guards, of course!) to test the comfort level of the skate. Remember, it takes a few wears to break them in! It is also important to have your blades sharpened regularly—about every 6-8 hours of practice or game time is ideal.

Bauer, CCM and Easton hockey skates normally fit 1 to 1 ½ sizes smaller than your shoe size. For children, it is acceptable to order a half size bigger to accommodate growing feet; however, any larger will cause blisters to form and will break down the sides of the boot.

### **Here are a few important things to remember when fitting a skate:**

- Does your heel move? There should not be any movement or lifting with your heel. If your heel does move, it will take away from your performance.
- The skate should be very snug for proper support to enable a good push-off without any movement.
- And finally, it takes a few wears to break in a new pair of skates! Heat fitting is another option that helps expedite the break-in process.

### **Hockey skates should be fitted according to:**

- Skate size
- Skate width
- Depth / arch
- Your weight
- Your skating ability/ skating style / playing level

<b>SKATE WIDTH CHART</b>		
<b>C / N</b>	<b>=</b>	<b>NARROW</b>
<b>D / R</b>	<b>=</b>	<b>REGULAR</b>
<b>E / W</b>	<b>=</b>	<b>WIDE</b>
<b>EE</b>	<b>=</b>	<b>EXTRA WIDE</b>

**\*\*\* See how to test for correct fit below \*\*\***

***How you can test for correct fit:***

1. The pencil test: (testing the width/ depth)

For this test you will put on your skates, but do not tie them up. Pull the tongue out and then take a pencil or pen and place it across the eyelets, about three eyelets down.

If the pen / pencil lies flat without rocking back and forth on your foot then the skate has good depth. If the pen / pencil hits your foot without touching both eyelets then the skate is too shallow for you.

2. The finger test: (testing the size)

This test will ensure your skates are the right size, and that you have the right ankle fit. Lace the skate up tight as if you are going to play hockey. Lean forward and bend your knees (like you are in the hockey stance).

Now reach back to the heel of the skate and see how much of a gap there is between your heel and the skate. If you can slide more than one finger between your heel and the skate (not the tendon and skate) then the skate is not locking your ankle / heel into place and the fit is not suitable for you. For children who are still growing a 1 finger gap is fine, if you are an adult and no longer growing you can go for a bit of a snugger fit. Skates that are too loose can cause blisters, foot pain, and impair your skating ability.

## FIGURE SKATES:

A Figure skate is sized in much the same way as the hockey skates and your width etc. will also come into play both the pencil test and the finger test talked about above can be used.

*\*\*Always wear the type of sock you are planning to wear in your skate when you go to try on new skates.\*\**

1. Unlace the boot very loosely and pull the tongue forward as far as the laces go.
2. While seated, insert the foot. Slide it all the way forward, being sure to keep toes flat.
3. Check to see if you can insert your index finger behind the heel. Ideally, it's a tight squeeze -- only half a finger width is recommended. If you can get a full finger in, the boot is too long. If you can't fit it in at all, the boot may be too small.
4. Now kick the heel to the very back of the boot. Curl the tongue in around the foot and ankle and do up the laces firmly, but not too tightly. If there is extra lace, do NOT wrap it around the ankle. You can go back down and run it up the hooks of the skate one more time, and/or double knot it at the top.
5. If the sides of the skate are stretched apart so they don't cover the tongue, the boot is too narrow/small. If the sides of the skate appear too close together (almost meeting across the tongue), or if the skate appears to buckle or bubble near the toe seam, the boot is too wide/long.
6. After lacing up both skates, stand up in them. Toes of both feet should be lying flat and NOT touching the ends of either skate.
7. Take a walk in the skates. Heels of both feet should NOT lift at all, and should be snugly in the skate. This is the most vital of fitting steps!!!! The heel should always stay snugly in the heel cup of the skate.
8. The skater should be able to stand up completely straight, without any leaning in or out around the ankle area. If the ankles are buckling while standing, the skates do NOT have enough support.
9. If the skater can walk comfortably, supported through the ankle area, with the heels snugly in the heel cups and no toes touching the fronts of the skates, you have found a good fit!!!

***\*\*\* If required please ask one of the senior coaches to check the skates for you ... we are happy to help***

***\*\*\****

## ***Refund Policy:***

Refunds may be offered before the start date of the session and will be subject to a \$50.00 administration fee unless a medical certificate is provided then a reduced administration fee of \$25.00 will apply. Once the session has begun no refunds or credits will be given unless participants provide a medical certificate and will be subject to the \$25.00 administration fee.

Refunds or credits will not be given for missed classes and make up classes are not available.

## **Contact us:**

**Website:** [www.gatewayice.ca](http://www.gatewayice.ca)

**Phone Number:** (905) 643-8668

***For information, questions, comments or concerns on the programs and all things on the ice contact Angela at***  
[angela@gatewayice.ca](mailto:angela@gatewayice.ca)

***For Registration billing, tax receipts and all things money related contact***  
***Vanessa at***  
[vanessa@gatewayice.ca](mailto:vanessa@gatewayice.ca)