Skate UK – Membership Terms, Conditions & Customer Information

For full details of Sport Aberdeen's general **Direct Debit Terms & Conditions**, please visit: www.sportaberdeen.co.uk/sport-aberdeen/terms-conditions

1. Membership Commitment

- By enrolling in Skate UK classes, you are entering into a **minimum contract of one month**.
- To **cancel your Skate UK classes** after the minimum contract period, one calendar month's **written notice** is required from the renewal date (1st of each month).
- If you wish to cancel, please complete the **Coached Programmes Cancellation Form** to begin the process.

2. Booking and Administration

- Our Coached Programmes operate as a **continuous 50-week programme**, with a two-week break over Christmas.
- Details of any additional cancellation dates will be communicated to participants.
- It is the responsibility of the parent or adult participant to ensure Sport Aberdeen holds up-to-date contact details, particularly a current email address.
- If a participant is allocated to a class level deemed unsuitable, the team may recommend moving to an alternate class, temporarily freezing the membership, or cancelling it if no suitable option is available.
- Once payment has been made, refunds or credits will only be considered in exceptional circumstances — for example, where a participant experiences a significant illness or hospitalisation, supported by medical evidence. Approved credits will be applied as a discount on future course fees. Refunds or credits cannot be backdated beyond the date of notification. Requests must be made in writing to coachedprogrammes@sportaberdeen.co.uk , including a detailed explanation and supporting medical evidence where possible.

3. Class Cancellations by Sport Aberdeen

- Programmes operate 50 weeks per year, and your membership price entitles you to a minimum delivery of **46 classes**. This allows for one class cancellation per quarter without affecting your payment.
- If more than one cancellation occurs within a quarter, the value of any additional cancellations will be **credited against a future month's payment**.

- Advance notice of cancellations will be provided via email or text alert.
- As venue closures can occur unexpectedly, please always accompany your child into the building to confirm lessons are running. Ensure Sport Aberdeen has your current phone number and email address.
- In the event of severe weather, please check the Sport Aberdeen website and social media for updates.

4. General Behaviour and Standards

Clothing

- Participants should be dressed in warm clothes that are non-restrictive e.g. leggings/stretchy trousers and a long sleeve top. Wearing lots of layers is a good idea and you can layer down if needed. Younger children are advised to bring a helmet for the first few lessons.
- Ice skates will be provided if required.
- Venue staff are not responsible for personal belongings and items of value should not be brought to the rink side wherever possible.
- Please make use of the lockers provided. Any items left unattended may be removed and placed in lost property.

Behaviour

- All participants and accompanying adults / children must behave in a way that is not disruptive to other participants, coaches or facility staff.
- Any conduct that is deemed disruptive or which affects the safety of others will result in the individual being removed from the class and potentially from the programme.

5. Supervision

- All children should be accompanied into the facility to confirm that classes are going ahead before parents / guardians leave the premises.
- Parents / guardians of children under the age of 8 years old must remain on site and the child must always be supervised throughout the building. You may be required to assist with toilet breaks.
- Parents / guardians must ensure that any siblings of participants are always fully supervised within the building.
- Parents / guardians must ensure they are on time to collect their child after lessons: children will make their own way from the rink to the skate hire area where they should be collected / supervised as necessary. Coaches are only responsible for participants during their lesson which does not include throughout the venue before or after lessons.

6. Illness

- Participants must not attend lessons if they have experienced sickness or diarrhoea within the past 48 hours.
- Absences do not need to be reported unless long-term, i.e. 3-weeks or longer.

7. Health & Safety

- Participants should check in at reception, get themselves prepared with skates on and make their way to the side of the rink, ready for the lesson start time. Participants should not go on the ice until the coach tells them to do so.
- All areas must be kept free from obstacles for health and safety reasons and we would appreciate parents' vigilance in this area.
- Parents / Guardians or Adult participants should notify the Coached Programmes team of any medical conditions or additional needs that may be relevant to their participation in the class.

8. General Guidance

- No food is to be consumed on the ice.
- Parents, relatives or friends of the participant are permitted to spectate however, should a spectator be distracting to a participant, the spectator may be asked to leave the viewing area.
- No photography, filming or electronic devices are permitted to be used in building in accordance with our Child Protection policies. If you use an electronic device such as a mobile phone, then you will be asked to leave the area.
- Please do not distract the coach during the session. If you would like to discuss your class, please speak to the reception staff.