



## Dr Pepper StarCenter – Figure Skating Policies and Procedures

The General Managers and Skating Program Managers (the “Managers”) are in responsible for upholding the Policies and Procedures of the Dr Pepper StarCenters for all skating programs. The Managers have the final decision regarding all Policies and Procedures and all skating sessions within their building.

- **Walk-On:** Drop-ins must be purchased in-person at the Information Desk. Sessions can be purchased in 30 or 60 minute increments; payment methods are cash, checks (payable to “Dr Pepper StarCenter”) or credit cards. Drop-In sessions are \$10.00 for 30 minutes and \$15.00 for 60 minutes. Skaters will not be allowed to get on the ice in the middle of a session; they must enter/exit the ice at the start/end time of the session.
- **Paying for Sessions with In-House Account Cards:** In-House Account Cards can be purchased used to pay for freestyle sessions or on/off-ice classes. Cards can be purchased in for \$115.00, and the card provides twenty (20) punches. Card can only be redeemed in the building that it is purchased. 1 punch is used per 30-minute freestyle session. 2 punches are used per each on/off-ice class, and 1 punch is used per 15 minute on/off-ice class. If a skater gets on at the half-way point of a session, he/she will be charged for the full session.
- **Paying for Sessions with Weekly or Monthly Unlimited Passes:** Weekly or Monthly Unlimited passes can be purchased and used to pay for freestyle session or on/off-ice classes. The Weekly Unlimited pass is \$199, and it expires the Sunday after it was purchased. The Monthly Unlimited pass is \$595, and it expires on the last day of the month in which it was purchased. Weekly and Monthly Unlimited Passes may only be used within the building that they are purchased at.
- **Session Qualifications:** Open freestyle sessions are for all skaters who have passed the Basic 8/Freestyle 1 level and above. Skaters lower than Basic 8/Freestyle 1 must be accompanied by a coach for at least a portion of the freestyle session. We always recommend having a coach for your first-time on a freestyle session. High-Level freestyle sessions are for skaters who have passed their Intermediate FS test or higher. Low-Level freestyle sessions are for skaters who have passed the Basic 8/Freestyle 1 level through their Pre-Preliminary FS test.
- **Refund Policy:** No refunds will be given to a skater who leaves on their own accord or is asked to leave the building. The only exception will be a major medical problem affecting the registrant and confirmed by a physician’s statement. All refund requests must be emailed to the Skating Programs Manager of your Home StarCenter facility.
- **Off-Ice Classes:** Participants must have proper training shoes and attire to participate in all classes. NO REFUNDS/CREDITS WILL BE ISSUED FOR OFF-ICE CLASSES.

**General Rules:**

- All skaters must enter and exit the ice via the ice-rink doors. No other method is to be used (unless emergency situations arise).
- Skaters must check-in with the Information Desk or Ice Monitor before taking the ice and remit payment (cash, check, credit card or in-house account card).
- Sessions may not be split in order to accommodate lesson times.
- Skaters are not permitted to wear personal headsets of any kind while skating on Freestyle sessions. Coaches only are permitted to use hand-held music systems for choreographic purposes.
- When a skater plays his/her music over the sound system, he/she is required to wear the colored sash that is kept in the scorekeeper's box.
- All session times are subject to change. Notice of changes will be given to all coaches as quickly as possible.
- Anyone who has not paid before taking the ice will not be permitted to skate on the session. If a skater has zero punches left on his/her in-house account credit card, they will be given a grace period of 4 punches or 2 hours of freestyle session time. Past that point, they will not be allowed on the ice until their card has been reloaded.
- Skaters must abide by the Dr Pepper StarCenters Social Media Statement, as it may be amended from time to time, and not use social media communications to commit abuse or misconduct (e.g., emotional, sexual, bullying, harassment, hazing) targeted towards another skater, coach, parent, or spectator.

**On-Ice Code of Conduct:**

- The skater doing their program with the music and wearing the colored belt/sash has the right-of-way. Please be courteous and stay out of their way.
- Socializing or horseplay on sessions will not be tolerated. Pay attention to other skaters – for safety reasons. Skaters are expected to work.
- Swearing, kicking the ice, showing temper tantrums, unsportsmanlike conduct, etc...during any freestyle session will result in an immediate dismissal from the ice. Any Manager has the right to dismiss any skater. If a skater continues to misbehave, the skater will be asked to leave for the day, and his/her parents will be notified at this time. Repeat offenders are subject to further discipline, including to and up to permanent ban from the StarCenter facilities.
- Skaters are not permitted on the ice at any time during a resurface. Zamboni drivers are instructed to terminate the resurface and leave the ice "as-is" until the next scheduled resurface if this rule is not observed. Zamboni doors must be closed prior to skaters entering the ice.
- All skaters must pick up sweaters, garbage, tissues, water bottles, etc...from the rink boards after their sessions. Please keep the rink tidy at all times.

**Off-Ice Code of Conduct:**

- Disruptive, immoral, unethical, or illegal behavior while in the Facility is not acceptable. Any such behavior will result in appropriate disciplinary action.
- Anyone caught damaging, stealing or displacing other persons' belongings will be dealt with to the fullest extent of the law.

- Skaters are to conduct warm-up exercises and off-ice exercises in a non-traffic area of the Facility.

**Dress Code:**

- Proper skating or exercise attire is MANDATORY.
- No jeans, shorts, halter-tops, or exercise bras will be permitted
- No baseball caps are permitted on freestyle sessions, or in on/off-ice classes.
- Long hair must be neatly tied back in a full ponytail or bun.

**Music System: (*applicable for sessions containing 15 or more skaters*).**

- Music will be played in the following order:
  - Coach
  - Coach
  - Skater
  - Coach
  - Coach
  - Skater

**Parent Conduct:**

- Parents must view Freestyle Sessions from the bleacher area or lobby area only.
- Parents are not permitted to “coach” or “instruct” skaters from the bleacher or lobby areas.
- Parents are not permitted to engage in behavior that disrupts the training atmosphere within the building.
- Parents and visitors may enter the Player Bench area only upon permission by a Manager to videotape or photograph their skater.
- Please refrain from negative or hurtful comments about other coaches, skaters or parents.
- Parents will abide by the Dr Pepper StarCenters Social Media Statement, as it may be amended from time to time, and not use social media communications to commit abuse or misconduct (e.g., emotional, sexual, bullying, harassment, and hazing) targeted towards another figure skating coach, skater, parent, or spectator. Parents agree that any violations of the Dr Pepper StarCenter Social Media Statement by any of Parents invitees will be imputed on Parents. Parents acknowledge that they have viewed the Dr Pepper StarCenter Social Media Statement, available on the Dr Pepper StarCenter website.

**Complaints:**

- Any and all complaints from skaters or parents must be submitted in writing to the Skating Programs Manager of their home StarCenter facility.

***I understand that by accepting the terms of this document, I am agreeing to abide by the Dr Pepper StarCenter Figure Skating Policies and Procedures. I understand that the Dallas Stars & Dr Pepper StarCenters adhere to the “Three Strikes and You’re Out” principle. Furthermore, my failure to comply with the above stated policies and procedures will result in disciplinary action, up to and including expulsion from the Dr Pepper StarCenter Ice Arenas.***