



FREQUENTLY ASKED QUESTIONS (FAQ)

WHEN DO I START?

The Crossover has group classes for all ages and abilities. Even if you have never skated previously, there is an entry level class just perfect for you:

Ages 3-5

- Snowplow Sam 1

Note: Snowplow 1-4 for this age is equivalent to Basic 1 or Hockey 1 for youth. After passing Snowplow 4, skaters advance to Basic 2 or Hockey 2 in our Learn to Play Program.

Ages 6-14

- Youth Basic 1
- Youth Hockey 1 (Learn to Play Program)

Note: Basic 1 (figure skating) and Hockey 1 are comparable entry level classes. Hockey 1 will be taught by a hockey instructor through our Learn to Play program.

Ages 15+

- Adult 1

Note: If the skater is between the ages of 15 and 17, they have the option of joining the Basic Classes or the Adult Classes.

WHAT IS INCLUDED WITH MY REGISTRATION?

A Learn to Skate Session (usually 7 or 8 weeks) will include the following:

- 30 minutes of group instruction and ice time
- Skate rental on the day of your class and during Public Sessions
- \$5.00 Public Sessions for the skater only
- Evaluation at the end of the session

CAN I GET AN EVALUATION TO START BEYOND THE BEGINNER LEVEL?

You must be evaluated by our Figure Skating Dept (the Director, Assistant Director, or a Senior Coach) to be considered for advanced placement in our classes. Once evaluated, you will be placed in the appropriate level to help maximize your abilities and skills on the ice.

We strongly recommend doing any evaluations before registration opens so you can sign up for your desired class prior to classes starting.

SHOULD I START IN GROUP OR PRIVATE LESSONS?

We recommend all skaters start in our group lesson program because it is fun to learn in a group, a great value, and you will be introduced to our wonderful staff!

Our classes include weekly 30 min lesson, \$5.00 Public Sessions, and skate rental.

Private lessons range from \$30-\$50+ per 30 min depending on the instructor plus ice time (skater must purchase the public session or freestyle as well).

The Basic 4 level is a great time to start supplemental private lessons as the skill set becomes more difficult at this level. Additionally, if your skater is interested in doing competitions and shows (available to skaters of ALL levels), a private lesson coach and assist you with these skating opportunities.

ARE MAKE UP CLASSES OFFERED?

Each skater is allowed one make-up class per session. Simply go to the front desk on the desired make up day and let them know you are doing a make-up.

Make sure to sign in on the Make-Up sheet as well as fill out a hand-written badge to let the instructor know the skater is there for a make-up. This is required even if the skater is wearing their badge. Please notify your instructor that are there to do a make-up class.

Please note: You must choose a day in which the same class is offered in order to your make-up.

WHAT IS "BRING-A-FRIEND DAY"?

On the last day of each Learn to Skate session, we invite each skater to bring a friend to try skating for free! It's fun for the skater and fun for the friend!

Please note that the skater will be in a separate class as to not interrupt final assessments within the class.

ARE THERE ANY DISCOUNTS AVAILABLE?

We are currently offering a 10% discount for multiple class purchases or family discount.

WHAT SHOULD I WEAR?

- We recommend dressing in layers including pants that allow for movement.
- **BRING GLOVES** or mittens - ski / waterproof gloves are recommended for extra protection
- Wear thin socks that come above the ankle so skates can fit snug
- **Helmets are VERY STRONGLY recommended.** A snow cap rolled up in the back can also provide extra padding. Please note: Helmets are required for all Snow Plow Sam classes. If you are interested in hats or headbands this company makes them specifically designed for protection. <https://crasche.com/products>
- Snow pants are great for the Snow Plow Sam classes on their first days to stay dry as they are finding their balance.
- For all beginner levels, it is highly recommended that all skaters start with figure skates as the toe pick provides better balance. Once this is attained the skater can move on to hockey skates.
- Please place elbow and knee pads under clothing if possible as the plastic is very slippery on the ice and produces more unneeded falling.

- For Snow Plow Sam levels, no hockey gloves please. The instructors need to hold the hands of our skaters and the hockey gloves tend to slip and are difficult to grasp to assist.

DO I NEED A HELMET?

All Snow Plow classes are required to wear a helmet. For all other classes, helmets are option although strongly recommended for Basic 1 and Adult 1. Another option for Basic 1 and Adult 1 levels is a padded skating headband (see above for the website).

DO I NEED MY OWN SKATES?

Skate rental is included with your class. We recommend getting your own skates by the Basic 4 level so that you have a consistent fit and feel each week and equipment that will be suited for the more difficult skills at this level and higher.

You may contact the Director for information regarding a skate fitting.

HOW DO I SELECT MY RENTAL SKATE?

Skates should fit very snug. If skates are too big it will be very difficult to balance. To ensure the skate is snug, lace the bottom portion slightly snug while a bit more up towards the ankle.

All skaters should start in figure skates as it is much easier to balance on the longer, flatter blades. When it is time to transition to hockey skates, we recommend doing so during practice to adjust before the next lesson.

WHAT IS THE EVALUATION PROCESS?

All skaters will receive an evaluation at the end of the session so you know what level to sign up for next. This is usually started the week prior to the end of the session to help students know if they are moving on to the next level or to assist them on skills that may need more focus and practice.

It generally takes 7-14 weeks to pass Basic 1 and 2 levels, and 16-24 weeks to pass Basic 3 and up. This time frame can be greatly decreased by registering for multiple classes per week and we recommend all our skaters Basic 4 & up to take at least two classes per week. Skaters can also be moved up mid-session if an instructor, the Skating Director, or Asst Director verifies the skill level of the skater. It is our priority that all skaters receive a solid foundation to build on for future skills before moving up to the next level.

WHEN CAN I PRACTICE?

Skaters may practice on any Public Sessions as well as Freestyle Sessions (must be Free Skate 1 and above).

We strongly encourage skaters to practice during the week to help master the skills needed to progress and to work on strengthening and developing consistency in the required skills.

CAN I GET A CREDIT OR REFUND?

Please contact the Learn to Skate Director or Assistant Director should you need to inquire about a credit or refund. Currently we only accept refunds for medical reasons with a physician's note.