

Parent and Skater Roles:

The term "parent" refers to parents and guardians of skaters.

For skaters under 12 years old, a parent must be present in the arena at all times during the skater's session.

Parents and all skaters are requested to follow the Club's [MSC Ice Etiquette Rules](#) or will be asked to leave the ice rink.

The Parent is a Member of MSC (provided their child has not reached the age of 18) with full voting rights. See By-law No.1-2023 posted on the website under 'About Us'.

Adult skaters (18 years of age and older) are Ordinary Members of MSC with full voting rights. See By-law No.1-2023 posted on the website under 'About Us'.

Skaters are not permitted on the ice without an MSC Coach present and Zamboni doors must be closed.

As per MSC's By-law No. 1-2023, memberships are not transferable.

Communications:

MSC uses its website, www.mississaugafsc.com, and email info@mississaugafsc.com to communicate important information to its members. It is the responsibility of each member to ensure that the Club has the correct email on file and to regularly check the website and email for updates.

Members may change their email subscription preferences at any time by logging in to their profile under 'My Account', 'Communication Preferences' and clicking the 'Update' button. **If a member chooses to opt out of electronic communications from MSC, they acknowledge that they may not receive any important communications regarding Club activities and notices regarding program information.**

Payment Policy:

Payments for the CanSkate or PowerSkate programs are to be made by Visa Credit/Debit or Mastercard Credit/Debit in Uplifter.

The annual Skate Canada fee is payable at registration covering Skate Canada membership and insurance from September 1- August 31 and is forwarded to Skate Canada.

If a skater is not a resident of Mississauga, a non-resident fee is charged *annually* and forwarded to the City of Mississauga as per their policy.

The Skate Ontario Lottery Booklet is the main fundraiser for MSC and will be physically distributed following Fall and Winter registrations at the CanSkate table subsequent to email notification to the membership.

Pro-rating of session fees begins after CanSkate and PowerSkate session start dates.

Program fees may be paid in full at registration, or by installments, as follows:

- For Fall: 50% of Fall program fee, Skate Canada fee, Club administration fee, Skate Ontario Lottery Booklet and non-resident fee (if applicable). The balance of program fee is due on November 15, 2024.
- For Winter: 50% of Winter program fee, Club administration fee, and the following fees *if not* a returning Fall registrant: Skate Canada fee, Skate Ontario Lottery Booklet and non-resident fee (if applicable). The balance of program fee is due on February 15, 2025.
- For Spring: 100% of Spring program fee, Club administration fee, and the following fees *if not* a returning Fall/ Winter registrant: Skate Canada fee and non-resident fee (if applicable).

It is the responsibility of the member to ensure that the credit/debit card on record for installment payments is valid, as a processing fee will be charged for declined transactions. ***In order to update credit/debit card information, please contact Club Registrar at info@mississaugafsc.com.***

A skater may not step onto the ice if their account is in arrears.

Registration for programs closes three (3) weeks before the end date of session.

Refund and Credit Policy:

Please email request to Club Registrar at info@mississaugafsc.com and allow up to 2 weeks for processing:

Before sessions commence: **Refund** consists of repayment of session fee(s) plus Skate Canada fee, non-resident fee (if applicable), and Skate Ontario Lottery Booklet less the administration and withdrawal fees. Refunds will be issued onto the credit/debit card used to complete the initial registration.

The 'consecutive scheduled class' begins on the date of registration into the program.

Up to and including the fourth consecutive scheduled class: **Refund** will be given for prorated session fee(s), less Skate Ontario Lottery Booklet, less Skate Canada fee, less administration fee, less non-resident fee (if applicable) and less withdrawal fee.

Prorated session fee(s) will be calculated from the date of the written (emailed) notice. Credit is not provided for unattended classes or registrations occurring after the session start date. Refunds will be issued onto the credit/debit card used to complete the initial registration transaction.

After fourth consecutive scheduled class: **Credit** only will be given for prorated session fee(s), less Skate Canada fee, less Club administration fee, less non-resident fee (if applicable), less Skate Ontario Lottery Booklet, less withdrawal fee. Prorated session fee(s) will be calculated from the date of the written (emailed) notice. Credit is not provided for unattended classes. **NO Refunds.**

Credits will be posted to the member's account with MSC. They may be used for any family member residing at the same physical address within one year of the issue date of the credit.

Fee Policy:

The fees for the 2024-2025 season are as follows:

Skate Canada Annual Membership Fee (includes insurance)	\$60
MSC Administration Fee per session (Fall, Winter & Spring up to \$30 annually)	\$10
Non-Mississauga Resident Fee	\$60
Skate Ontario Lottery Booklet fundraiser	\$40
Change Session Fee	\$25
Declined Payment Processing Fee	\$25
Withdrawal Fee	\$25

Adding/ Changing A Session:

If you wish to **add** a session, fees for the added session must be paid before the skater can participate in the program. The session can be added by registering online, and is available only if space permits on that session.

If you wish to **change** a session after registration, the difference in program fee plus a session change fee must be paid before the skater can switch sessions as space permits on the new session. **Please email request to Club Registrar at info@mississaugafsc.com.**

Missed Sessions:

A skater CANNOT attend a different session on a different day/at a different time to make up for a missed session.

NO refunds or credits will be issued for missed sessions.

Helmets:

CSA approved hockey helmets are mandatory for all CanSkaters (including Adults) until they have completed CanSkate Stage 5. Skaters attending a Club family skate must wear a CSA approved hockey helmet if they have not passed CanSkate Stage 5. Skaters not abiding by these rules will be asked to leave the ice by a Coach.

Ice Changes:

The Club reserves the right to:

- Change rinks and times of sessions as necessary when requested by the City of Mississauga.
- Cancel a program due to insufficient enrollment.
- Limit number of skaters on each session.
- Cancel a session due to severe weather or other circumstances beyond the control of MSC.
- Cancel skating if the City of Mississauga closes the arena facility.

NO refunds, credits or make-up classes are provided for cancelled sessions.