

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 will follow the Club's [MSC Ice Etiquette Rules](#) or they will be requested 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.

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 emails for important 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 important communications regarding Club activities and notices regarding program information.**

Qualifications as of September 1:

STARSkate LEVEL

MINIMUM SESSION QUALIFICATIONS

JUNIOR	Passed Stage 6 CanSkate or Evaluated as having sufficient skills to pass Stage 6 CanSkate or Currently working on STAR 1 level
INTERMEDIATE	Passed any STAR 3 assessment
SENIOR	Passed STAR 5 skills and STAR 4 Freeskate Elements and STAR 4 Program OR STAR 5 Skills and STAR 5A and STAR 5B Dance

Any change in policy regarding qualifications for a STARSkate level will not affect skaters already classified in that level.

Minimum Session Requirement:

It is a requirement that skaters at the STARSkate level skate two or more sessions per week on two or more separate days.

Moving Levels:

CanSkate and PreJunior skaters may move up to the PreJunior and Junior levels at the beginning of the Winter session (January) and Spring session (April or May) when they meet the new session qualifications.

STARSkaters may move up a level when they meet session qualifications or on the recommendation of the STARSkate Director or Technical Director.

Membership Categories:

Home Club Member

A Home Club Member is a skater (or their parent, if the skater is under 18) whose Home Club is MSC. They are required to skate a minimum of two days weekly. The membership includes Corporation membership with voting rights and full Club privileges such as participation in the Ice Show / Gala and registration for MSC-hosted skater development sessions at member rates.

The member must pay the Club administration fee, Skate Canada fee, Skate Ontario Lottery Booklet fee, volunteer and PA buy-outs (if applicable) and all program fees for the skater.

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

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

Associate Member

A. An Associate Member A is a skater (or their parent, if the skater is under 18) whose Home Club is not MSC but is a member of another Skate Canada club or school. They are required to skate a minimum of two days weekly. The membership does not include Corporation membership or voting rights. The skater has limited Club privileges such as participation in Ice Show / Gala group number(s) only and registration for MSC-hosted skater development sessions at member rates.

The member must pay the Club administration fee, Skate Ontario Lottery Booklet, all program fees, must have paid the Skate Canada fee for the current skating season at the Home Club of the skater and fulfills the requirement of volunteer hours.

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

The skater may only train with an MSC Contracted Coach and must obtain written permission from their Home Club if they wish to be assessed at MSC in accordance with Skate Canada rules.

B. An Associate Member B is a skater (or their parent, if the skater is under 18) whose Home Club is not MSC but is a member of another Skate Canada club or school registering for the Spring Session from April until June (plus summer program if offered) who will have all requirements and benefits of Associate Member A membership excepting the purchase of the Skate Ontario Lottery Booklet, participation in Ice Show/ Gala and any volunteer commitments.

Club Service Hours:

Volunteering presents an opportunity for our community to come together in supporting our athletes, meeting new people, learning valuable life skills and being part of a fun, team environment.

For Junior, Intermediate, Senior skaters and Associate Membership A skaters, a parent or adult skater member must participate in the required Bingo and/or other volunteer activities within our Club or pay a buy-out of \$400.00 upon initial registration. **STARSkate members are required to complete 10 credits of volunteer commitment per family for the 2024-2025 season.** Various volunteer positions will be posted on a continuing basis throughout the season on the MSC website under the 'Volunteering Tab' with a credit value attached.

Members who do not complete their 10 credits of volunteer commitments by June 18, 2025 will be charged a pro-rated amount of \$400.00 based on credits earned to the credit card on file. For any volunteer time after this date (eg Bingos), funds will be credited back within 2 weeks once the service is completed.

Program Assistant hours do not count towards the Club service hour commitment.

Adult skaters (18 yrs and over) may choose to complete this Club service **OR** the Program Assistant requirement discussed further in this policy. Opting out of either requirement will require the higher buy-out of \$400.00.

Members who volunteer for the Board of Directors positions are exempt from Bingo and member service hours *only while they remain Directors*. Should a Board member resign from the Board before the end of the season, volunteer participation will be required by the member on a pro-rated basis.

Bingo Service Commitment

For the 2024-2025 season, MSC will be hosting 3 to 4 monthly Bingo sessions at Delta Bingo, Rockwood Mall, 4141 Dixie Road, Mississauga and members may choose to attend Bingos which are valued at 5 credits per session. This is our Club's largest fundraiser, assisting with payment of our rental ice time, in which we have participated since 1998.

There is a penalty of \$150.00 charged to the member's credit/debit card on file if they are a 'no show' for their committed date or have not given a **minimum of 24 hours' notice by email to Club Registrar with 'Attention: Bingo' in the subject line at info@mississaugafsc.com** as we may forfeit the Bingo session and be heavily fined by the AGCO.

Fee Policy:

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

Skate Canada Annual Membership Fee (includes insurance)	\$60
MSC Administration Fee	\$60
Non-Mississauga Resident Fee	\$60
Skate Ontario Lottery Booklet fundraiser	\$40
Change Session fee	\$25
Declined Payment Processing Fee	\$25
Program Assistant Service Buyout	\$200
Withdrawal Fee	\$50
Club Service Hours Buyout*	\$400
Bingo 'No Show' Penalty Fee	\$150

* This is an annual fee which is prorated weekly as per registration date.

Payment Policy:

Payment for the STARSkate program is to be made by Visa Credit/Debit or Mastercard Credit/Debit in Uplifter. Upon registration, payment will default to use of any credit(s) accumulated by the skater permitting a choice to apply them or bypass to credit card payment.

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.

The first installment must be paid at the time of registration. This will include the Skate Canada fee, Club administration fee, non-resident fee (if applicable), volunteer buy-out fee (if applicable), PA volunteer buy-out fee (if applicable), Skate Ontario Lottery Booklet and 25% of program fees.

Pro-rating of session fees begins immediately after session start dates for STARSkate programs.

Installment payments for the balance of the program fee will be charged to the credit/debit card on file on November 15, 2024 (25%), January 15, 2025 (25%) and March 15, 2025 (25%).

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 email request to Club Registrar at info@mississaugafsc.com**

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

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), volunteer buyout fees (if applicable), Skate Ontario Lottery Booklet, Club administration fee, less withdrawal fee. Refunds will be issued onto the credit/debit card used to complete the initial registration.

Up to and including week four of season start: **Refund** consists of repayment of pro-rated session fee(s) and volunteer buyouts (if applicable), less Skate Canada fee, less Club administration fee, less non-resident fee (if applicable), less Skate Ontario Lottery Booklet, and less withdrawal fee.

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

After week four of season start: **Credit** will be given only for prorated session fee(s) and volunteer buyout fees (if applicable), less Skate Canada fee, less Club administration fee, less non-resident fee (if applicable), less Skate Ontario Lottery Booklet, and less withdrawal fee. Prorated session fee(s) will be calculated from the date of the written (emailed) notice. Credit will not be provided for unattended classes. **NO Refunds.**

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

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 may 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 fees plus a session change fee must be paid before the skater can switch sessions. This will only be permitted if space allows on the desired session.

Please email requests to Club Registrar at info@mississaugafsc.com.

Missed Lessons:

A skater CANNOT attend a different session on a different day or at a different time to make up for a missed session. NO refunds or credits will be issued for missed sessions.

Guest Skating:

A guest ice ticket permits a STARSkater to attend an on-ice session for which they are not registered but are qualified, space permitting and permission of the Technical Director contacted by email at info@mississaugafsc.com. The fitness class is not included. Skaters may use up to 2 tickets per calendar month. Printed tickets purchased in Uplifter must be handed to an MSC Coach to be scanned before stepping onto the ice. Screen shots and photocopies will not be accepted. Tickets are non-transferable.

Home Club Members: will be limited to 10 tickets per season at \$25.00 per session class.

Associate A Members: will be limited to 10 tickets per season at \$25.00 per session class.

Associate B Members: will be limited to 2 tickets during Spring at \$30.00 per session class.

Non-MSC Members: will be limited to 5 tickets per season at \$35.00 per session class skated by *setting up an account in Uplifter to pay and print the ticket*. Non-MSC contract coaches are permitted to accompany their skaters.

Assessments:

STARSkate members who wish to try Skate Canada assessments at MSC must be members in good standing. MSC follows Skate Canada's recommended Assessment Guidelines.

Associate members must obtain written permission from their Home Club if they wish to be assessed at MSC, in accordance with Skate Canada rules and email this to Club Registrar at info@mississaugafsc.com.

STAR 1-5 Assessment Standards:

The skater's parent or Adult skater will be notified of an upcoming opportunity to assess. Assessments in the STAR 1-5 Program are evaluated by a qualified Club Coach. Assessments are scheduled during regular skating sessions and are evaluated based on Skate Canada standards (Bronze=*below* standard, Silver=*meets* standard and Gold=*exceeds* standard).

Coaches must submit a notification of the planned assessment to the skater at least one week prior to the desired assessment date. The skater or their parent must purchase an Assessment Ticket in Uplifter and print a receipt to present to their Coach on the scheduled day before attempting the assessment.

Skate Canada Assessment Fee	\$12 per assessment attempted
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STAR 6-Gold Assessment Standards:

Coaches must submit to the MSC Assessment Coordinator, the names of skaters and assessments to be tried 3 weeks prior to the Assessment Day. Pulls (withdrawn assessments) must be submitted 2 weeks prior to the Assessment Day.

Assessments are evaluated by Skate Canada Qualified Evaluators. Assessment Days are scheduled based on the guidelines published by Skate Canada. Since each Evaluator works at his / her own pace, please arrive 30 minutes before the first scheduled assessment as the time may change by up to 30 minutes.

Assessment fees are due before the assessment is skated and must include the Skate Canada assessment fee (\$12.00 per assessment) together with one Club administration fee (\$12.00) which is used for Assessment Day expenses for the Evaluator and ice costs. The skater or their parent will purchase an Assessment Ticket(s) in Uplifter and print a receipt to present to the Assessment Coordinator on the scheduled day.

A skater failing to show up on Assessment Day will still be charged the Club administration fee.

Assessment Fee for First Assessment	\$24 for one assessment attempted
Each Additional Assessment	\$12 per assessment attempted

Program Assistants:

Program Assistants (PA's) are qualified Club STARSkaters who assist Coaches with CanSkate, PowerSkate, PreJunior and Junior program delivery. They help with the setup of the sessions and mentor the younger skaters under the direction of the MSC Coaches.

The PA's must attend a mandatory Training Clinic in September before the season begins to receive training in their responsibilities. MSC reserves the right to require a second Training Clinic in January. **The Club requires each skater to commit to a minimum of PA'ing one class weekly for the Fall, Winter and Spring sessions or pay a buyout of \$200.00 upon registration.** Attendance and punctuality are of paramount importance as the Coaches depend upon the PA's assistance.

MSC Contract Coaches are exempt from this requirement.

The minimum age is 11 years as per Skate Ontario guidelines. The PA's may use their accumulated time towards high school volunteer hours if applicable or receive a \$5.00 credit per PA session which may be applied towards next season's payment.

Private Coaching:

Private lessons for Intermediate/Senior sessions may be arranged by contacting any of our MSC Contracted Coaches 'Regional In-training' status and higher. Please check the Club website for more information under *About Us – Coaches*. Junior sessions are entirely club-coached and private lessons are not permitted. MSC will be piloting two Intermediate classes this season (Wednesday and Friday) which will also be entirely club-coached – no private lessons.

The Club assumes no responsibility whatsoever for any private lessons undertaken between the Coach and any Club member. The fees, if any, charged for private lessons are at the discretion of the Coach, and shall be paid directly by the Club member to the Coach. The Club shall not be responsible for negotiating, arranging, invoicing, collecting, distributing, or paying any fees associated with any private lessons.

Ice Changes:

The Club reserves the right to:

- Change rinks and times of sessions as necessary when requested by City of Mississauga.
- Cancel a program due 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*.