

REGISTRATION FAQ's for CANSKATE

We are asking that skaters register by age and stage level (1-6).

PowerSkate (ages 7-12 who have already learned how to skate)

Pre-CanSkate (ages 3-5 and never skated before)

Pre-CanSkate/CanSkate A (ages 3-6 new and returning skaters working on stages 1-2)

CanSkate A/B stages 1-3 (age 4+)

CanSkate B/C stages 4-6.

We are also offering an **OPEN CanSkate A/B/C** (ages 4+) all stages 1-6

Please register your child according to Stage Level.

My child has never skated before, so what session do I register for?

Please register your skater for any of the CanSkate A/B sessions where they will work on stages 1-3 of CanSkate's 6 stages **UNLESS your child is 3-5 years old and has NEVER skated then please select (Pre-CanSkate).**

My child has skated in a City of Ottawa program and can skate a little. What level do I register them for in CanSkate at your Club?

Skaters starting in the CanSkate program will start at a stage 1 level. If the skater needs to move to a different session, this will be identified to the parents once the sessions have started.

I've just heard of the CanSkate program and have no idea where I should register my children. How does it work?

Please register the skaters according to their stage level. CanSkate A/B works on stages 1 to 3 and CanSkate B/C works on stages 4 to 6. If your skater has never participated in a CanSkate program, please start them at a stage 1 level. Coaches may request we move skaters to an alternate session dependent upon their skills once they have had a chance to skate on a few sessions.

What are the skills associated to each of the 6 stages of CanSkate?

Parents can view the "Skater Progress Report" on our website under the "PROGRAMS" tab then "CANSKATE" tab of our website. It will list the CanSkate Elements (Balance, Control, Agility) for each of the 6 stages of CanSkate. Coaches use this to assess the skaters throughout the season and each skater will receive their report card at the end of their session.

My child has skated a few years back with Gloucester in CanSkate but I don't know what stage to register them for now?

In your Amilia account, you will see a SKILLS tab where you will find the latest stage/element your child was working on at the time of their last session. (Stage 1-6 agility, balance, control). This will help you know where to register them for a particular stage. Eg. CanSkate A/B stages 1-3, CanSkate B/C stages 4-6.

How do I register for one of your CanSkate sessions?

Please go to our website www.gloucesterskatingclub.ca where you will see registration instructions posted under the REGISTER NOW tab. Create an account in Amilia in the parent's name and ensure you add your skater(s) information to your account. Once the account has been set up, you can then proceed to the CanSkate EVENT for the current year and purchase the appropriate sessions, Skate Canada registrant fee (mandatory) and club memberships (optional) for discounted rates and advance registration privileges.

My child is currently registered in your program but I don't know where to register them for the next season? Once your child receives their report card at the end of their current session, it will determine what stage they are working on. Continue to register them for the same level they

are currently at. If they need to move up to another level, advise the office by email to make this change on your behalf.

Why is the Skate Canada Registrant Fee mandatory per skater?

The \$58.70 Skate Canada membership fee must be paid for every skater registered with the Gloucester Skating Club. The Skate Canada fees provide insurance for each member, providing our club and skaters a safe environment in which we can enjoy skating. It also allows our club to purchase CanSkate supplies such as badges, report cards, etc. from Skate Canada. If you move away from Ottawa, you can register in any Skate Canada club in your new city and start at the badge level you left off at in GSC!

What is a Club Membership and why would I want to purchase this for my child?

A Club Membership is **not mandatory** but does provide a discount on session costs along with advance registration privileges when registration opens up online seasonally. It is valid for the entire skating year (Sep.1 to Aug.31) and is purchased per skater.

My child only speaks FRENCH. Do you offer lessons in French?

We do our very best to provide French instruction upon request, but *skating ability will always be our priority*. This means **we cannot guarantee French instruction**. Each session has *French speaking coaches* available along with our volunteer *Program Assistants* who assist our English-speaking coaches. Please let us know at registration time, through the online system, if you would like a French speaking coach and we will do our best to provide one.

What do I need to do to take advantage of the ADVANCE REGISTRATION for Club Members and how do I know if I'm a Club Member?

Advance registration is something that our Club Memberships provide along with a discount off the cost of the sessions. You would need to purchase a **"CanSkate Membership" (optional)** or an **"Adult/Teen/RecSkate Membership" (optional)** with us through your Amilia account on the day of registration along with the session of your choice. **This is NOT the same as a Skate Canada Registrant fee (which is mandatory).**

The Online System is asking me for a Membership Number but I don't know what that is. What do I do?

This is a mandatory field in Amilia and if this is your first-time skating in a CanSkate program, type **NEW** when asked for this membership number. If you were a member and can't remember your membership number, please type **UNKNOWN** in that field to continue with your registration. Skate Canada will automatically populate this field in Amilia once it has assigned a Skate Canada membership number to your skater.

I've set up my account but can't remember my password. Who do I contact about resetting this for me?

Please contact Amilia's Customer Support team directly to have them reset your password at support@amilia.com. They can also assist you with changing your email associated to the account as well.

I have a credit on my account and would like this refunded. Can this be done and who would I contact?

Yes, we can certainly refund this credit on your account but will charge a 5% refund fee. Please email our [Bookkeeper](#) with this request. You can locate her email from the "About Us" tab of our website and select "Contact Us".

My child skated with you a few years ago and I want to use my credit now to register my youngest child. Would it still be available?

Members may use credits towards any purchase in the current skating program year for any family member, following the date the credit is issued. **"Credits expire" one year following the date of issue.**

My child doesn't seem ready to participate in the program and we would like to cancel the remaining sessions. What is your cancellation policy?

Less 30% calculated as the value of remaining unused sessions from the date a written request to withdraw is received from the member. Credits on account will expire one year following the date of issue. Please note there are no refunds for the Skate Canada registrant fee or Club Membership fee. You can view our complete [policies](#) on our website on our home page.

I'm a adult/teen who would like to try skating at your club. Do you offer any programs?

Yes, you can find information about our Adult/Teen/RecSkate program under the "PROGRAMS" tab of our website www.gloucesterskatingclub.ca . You can view the current Schedule for session days/times and complete registration online from our website once you've set up your Amilia account. We offer seasonal sessions plus daily drop-ins. Sessions are automatically pro-rated once they have started. **This program is offered to skaters ages 13+.**

Is my Skate Canada # the same for all my children who are registering for the CanSkate program?

Every skater will have their own Skate Canada # which will carry with them for as long as they are skating in a Skate Canada program.

What is the difference between Pre-CanSkate and CanSkate A?

Pre-CanSkate is for skaters age 3-5years who have **never skated before** and is normally a **30 minute** session. CanSkate A is for **new and returning skaters age 4+ years** who are working on stages 1 and 2 of CanSkate and is normally a **50 minute** session.

What is an OPEN A/B/C session?

This is a unique session where a **parent(adult) can learn to skate alongside of their child** at a stage 1-6 level. It is also great for families where they have one skater at an **A/B level (stages 1-3)** and another child at a **B/C level (stages 4-6)** where they can attend the same session while learning their respective stages.

My child has been asked to have their session changed to another by their Coach. Who do I contact about making this change?

Coaches will sometimes request a skater move to another session and approach the parents to make this change. Simply contact our [Club Administrator](#) who will make this session change on your behalf. You can locate her email from the "About Us" tab of our website and select "Contact Us".