

# Gloucester Skating Club

## STARSkate / CompSkate Frequent Skater Savings Membership FAQ

FALL 2019 – WINTER 2020 UPDATE

### Why did GSC add a new membership option last year?

The standard pricing for all GSC programs includes both ice costs and office costs (overhead). Under the standard price model, Skaters who skate more times on the ice end up paying more office costs than other members. Overhead costs do not increase when a skater skates more, so GSC separated overhead from the ice fee and calculated a skater or family's share of overhead for the year. The Frequent Skating Savings Membership **is in addition to the regular STARSkate /CompSkate Membership** that includes your Skate Canada fee, Volunteer Levy, and Skater Development fee, which is mandatory for all STAR and Comp skaters.

### What are the benefits of the new membership option?

The membership option offers the following financial savings:

- Pay a one-time overhead fee for the whole year
- Pay for ice **at cost** (including drop-in rates)

The membership option offers the following additional benefits:

- **8 Free** "Make-up Session" Multipasses - value up to \$208 if used. Make-up Session Multipasses are meant to give parents "peace of mind" when their child needs to take a night off from skating to attend school activities, or due to illness, etc. The parent can have the skater make-up the session on another day and not feel as if they have paid for ice and not used it. Or, if a skater doesn't need make-up sessions, a parent can use these extra multipasses for drop-ins when a little more time on the ice is desired (i.e. preparing for a test day or competition).
  - o Each skater with the Frequent Skater Membership will receive **8 multipasses** for the 2019/2020 season independent of the number of sessions they are registered for.
  - o Please note: these additional multipasses are intended to **supplement normal training as described above and not take place of registering for a session.**
  - o **Free Make-Up Session Multipasses will expire on June 30<sup>th</sup>, 2020.**
- Banquet ticket for 1 skater and 1 parent - Value up to \$50 if used. Come to the banquet for fun and friendship, build a community of skating friends and celebrate awards for our skater accomplishments.
  - o Please note: families with multiple skaters with this membership receive a **max of 2 free parent banquet tickets.**
- 8 Free Changes throughout the year – 4 additional changes allowed, a value up to \$60 if used. Provides flexibility if you need to make schedule changes after registering. Session changes follow our Change A Session Policy (<https://www.gloucesterskatingclub.ca/service-fees->

[payment-terms-changes-and-refund-policy](#)) - *these changes are intended to be permanent changes for the remainder of the season*. Normally, skaters receive 1 free change per season. With the Frequent Skater Savings Membership, you will receive 2 free changes per season, for a total of 8. This means 2 DIFFERENT sessions can be changed free of charge – this is not intended to allow skaters to move a session temporarily and then move it back within a season.

### How do I know which pricing option is the best value for me?

A general rule of thumb: members who plan to skate 2 or more sessions for ALL seasons (Fall-Winter, Spring, and Summer) will generally benefit from the Frequent Skater Membership plan; or members that have multiple skaters, each with the membership.

### I want the membership. How do I buy it?

It is best to buy the membership **RIGHT AWAY**, so you start saving on ice costs immediately. Go to the GSC store, Membership tab, and add the Frequent Skater Savings Membership. If you have more than one skater in your family, buy all memberships at the same time to receive discounts on the membership fee.

### Do I have to buy the membership all at once?

The membership can be paid with an installment plan. Click on installment beside the membership to see details.

### How do I buy discounted ice?

Once you have the membership, purchase your sessions the same way as for standard pricing. If you see a **promo** code beside the session or drop-in. Click on the promo button to see if there is a Frequent Skater discount associated with that session. If there is, you will get a discount on the cost when you checkout.

### At checkout my savings are smaller than what the cost calculator estimated, what happened?

Please note the cost calculator estimates your savings for the **whole year** (September to August). Savings in Amilia at checkout for fall/winter registration only reflects this portion of the skating season. More savings will happen at the time of checkout for Spring and Summer registrations.

### Are there refunds for this membership?

**This membership is non-refundable.**