

FREQUENTLY ASKED QUESTIONS

Q: Are there skating aides, such as crates, available to assist beginners during class?

A: We do not permit skating aides in our classes as we find that they can become a safety hazard and a learning liability to participants. Instructors are prepared to handle participants who have never been on the ice before. It is our philosophy to teach participants the proper way to fall and get up from the get go which we've found creates more confidence in the long run.

Q: Are parents allowed on the ice during classes?

A: Only skaters who are enrolled in a class are allowed on the ice for insurance and liability purposes.

Q: Where can I watch my child when he/she is in class?

A: Most of our arenas have bleacher seats or a lobby viewing area from which your child's class will be visible. We ask that spectators use these areas so that our participants engage in their classes fully and we can keep the areas by the ice clear for safety. We appreciate your understanding and cooperation.

Q: Will my child have any time to practice before or after their class?

A: Where class formats may vary by level and facility, generally classes are intended to have the majority of the class time dedicated to instruction with a little time allowed for free time and practice. It is best for participants to come and practice on their own at another time to reinforce learning and muscle memory. Public Skating is a wonderful way to get extra practice. Some arenas have additional options. For more information on Public Skating schedules and other practice options, visit www.fmcicesports.com.

LEARN TO SKATE PROGRAM PROGRESSION

Q: What skills will my child learn in their class?

A: Helpful information including class criteria, skill sets and a program progression chart are listed on our website. Instructors work with the children by simplifying core elements into fun and easy to understand steps, making sure each child can fully comprehend instructions in an enjoyable and encouraging environment.

Q: How many sessions will it take for my child to progress to the next class level?

A: For Learn to Skate levels, the majority of kids advance in one to two sessions, however, every student is unique and will progress at his or her own pace. Often, students go through spurts of progress followed by plateaus. This is normal and explains why some kids can start at the same place and progress differently. We recommend reminding students that their main goal is to have fun learning and remember that mastering the skill set can take time. We believe each child should progress at their own rate, allowing them to become comfortable on the ice and to appreciate their learned skills while growing their desire to advance to the next level. Please approach your class instructor and/or the Skating Director with questions about progress.

Q: Is there an appropriate time to talk with my child's class teacher?

A: We want your child's skating experience to be enjoyable and we value your feedback. Instructors may be available to discuss your questions before or after class depending on how programs are scheduled in your arena. You can also contact the Skating Director who may be able to assist you or pass on your contact information.

Q: My child eventually wants to play hockey. What is the procedure that we follow to get him/her into that program? Where can I find Bruins FUNdamentals information?

A: All skaters need to learn to skate before they can be successful in hockey or figure skating and our classes are designed to provide a positive atmosphere and prepare participants for whichever pathway they may choose. Future hockey players should complete the Learn to Skate classes for their age group and then will be recommended to register for Bruins FUNdamentals where they will have fun learning the basics of hockey. Call 888-74-SKATE or visit www.fmcicesports.com for information about this program.

Q: My child eventually wants to get into figure skating. What is the procedure that we follow to get him/her into that program? Who should I speak to about figure skating?

A: All skaters need to learn to skate before they can be successful in hockey or figure skating and our classes are designed to provide a positive atmosphere and prepare participants for whichever pathway they may choose. Future figure skaters should complete the Learn to Skate classes for their age group and then will be recommended to register for Skating Fundamentals where they will have fun learning the basics of figure skating. Speak to your Skating Director, call 888-74-SKATE or visit www.fmcicesports.com for additional information.

Q: Can I get supplemental private lessons for my child to help him/her progress quicker in classes?

A: Most programs have instructors who teach private lessons and some also have specialized programs to facilitate one-on-one instruction. Skating Directors can refer you to an instructor or program that is right for you. Approach your Skating Director after classes or find their email information by clicking the "Contact Us" link at the top of our website, www.fmcicesports.com.



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Pure Hockey

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A PARENT EDUCATION GUIDE

FMC Ice Sports
1-888-74-SKATE
www.fmcicesports.com

Also from FMC Ice Sports:



ICE SKATING
Fundamentals

PREPARING FOR CLASSES

Q: Are helmets required for class? What kind of helmet is acceptable?

A: Participants enrolled in Learn to Skate classes are required to wear a helmet. Helmets, such as a bike helmet or an HECC helmet, are required.

Q: Are there rental skates available for class?

A: Rental skates are available on a first come, first served basis and are free to class participants.

Q: What size and type of skates should my child wear?

A: Any single blade skate is appropriate however hockey skates can be more challenging to a beginner because of the blade shape. Sizing varies depending on the manufacturer and type of skates and therefore there is no general rule. If you are using rental skates, be sure to come early to allow time to find the right fit. If you are purchasing skates, it's best to be fitted or at least have the skater try them on in the store.

Q: Where can I purchase skates and skating apparel?

A: Most athletic stores will carry skates and skating attire can be purchased at skating or dance stores. Some facilities will have an onsite pro shop that can offer these items as well. To ensure a good investment, it is recommended to talk to a staff member and ask for a retail referral before purchasing skates.

Q: Where can I get my child's skate sharpened?

A: Some facilities will have an onsite pro shop that can offer this service but it is recommended that you talk to a staff member to get recommendations depending on your specific sharpening needs.

Q: How do I put the skates on my child?

A: Make sure that the skater's foot is fully in the boot by asking them to stand up in the skate. Also, because they look alike, make sure the skates are on the right feet. Just as you would a work boot, tighten the laces over the foot so they are snug and don't pull if you run your finger over them. Work your way all the way up to the top making sure that all hooks or loops are used then tie the laces like you would a shoe. For further assistance, please see a staff member.

Q: What should I do if my child has never skated before?

A: Many of our skaters have never skated before and this will be their first experience. Arrive 15 to 20 minutes early to allow enough time to get skates on and find your class. While waiting for your class, have the child march in the skates to help learn balance (be sure to stay on the rubber mats to protect the blades).

Q: What is the appropriate attire for classes?

A: Skaters should wear long pants and sleeves, gloves or mittens. Layers are recommended. Water proof pants can be beneficial to beginners as they will spend time on the ice, although thick snowpants can hinder movement.

POLICIES AND PROTOCOLS

Q: What is the refund policy for classes?

A: All refunds are subject to a \$20 processing fee. A full refund, less the processing fee, may be given if requested prior to the first day of classes or with a doctor's medical note. Partial refunds may be given after the first day of classes.

Q: Do you offer a multi-family member discount?

A: We currently do not offer a family discount, but with our low introductory rate, we feel that we are offering the best value program for this price range. By choosing to sign-up online for classes, customers can save an additional \$10 on each family member's registration.

Q: What is the make-up policy for classes?

A: Generally speaking, make ups are not permitted. However, in some instances, the Skating Directors may be able to accommodate a make up if additional classes of the same level and adequate staffing are already in place. For this reason, contact the Skating Director of your program to see what accommodations, if any, can be made. Email addresses can be found by clicking the "Contact Us" link at the top of our website, www.fmcicesports.com.



Q: Are there weather related class cancellations?

A: Generally, classes are not cancelled for weather. Should classes need to be cancelled, reasonable efforts will be made to notify participants and provide reasonable accommodations.

Q: How can I register for classes?

A: The easiest and most efficient way to register for classes is online at www.fmcicesports.com. Customer Care Representatives are happy to assist you over the phone with any questions or concerns in regards to the online process. In addition, brochures are available at the rink and online to download and mail or fax to the registration office.

Q: Can I pay for just one class?

A: Class Walk Ons are only permitted at the discretion of the Skating Director and for this reason, may not be allowed. Should the Skating Director allow entrance to a class as a Walk On, the fee to walk on to a Learn to Skate class is \$15.00. Should the participant wish to continue and register for remaining weeks, this \$15 can be applied to the total class price.

Q: Is there an incentive to sign-up early or for classes?

A: Classes can fill and sometimes class times closeout altogether. Therefore, to ensure your space in the class of your choice, register for classes at least a week prior to the first day of class.

★ Q: Is there an incentive to sign-up on-line for classes?

A: Yes! You can receive \$10 off your Learn to Skate class price by registering online. Online enrollment is a quick, easy way to ensure your space in the class of your choice. You will get immediate enrollment with email receipt.

ON THE ICE: SKATERS, TEACHERS AND LESSONS

Q: In general, what time should I show up at the rink prior to my lesson time?

A: Please arrive 15 to 20 minutes prior to class start time. If you need to register or utilize rental skates, please allow more time to do so.

Q: What can I expect to happen on the first day of class? What is the procedure for checking in?

A: Expect that there will be many students and classes that will need to be coordinated and checked in and the areas surrounding the arena, in addition to the lobby, will be used to do so. Each facility will conduct check-in a little differently depending on lobby space and layout. Look for staff members with FMC attire to assist you and as always, arriving early, reading literature prior to class and paying attention to posted signage on the day of, can make the boisterous nature of the first day of class much easier for both students and staff.

Q: Are there other skaters/classes out on the ice during my child's lessons?

A: Because the ice surface is large, we can accommodate several classes on the ice at one time. These different classes allow us to separate skaters into like groups of ability and age and support participants as they learn and master skills.

Q: How many skaters are in a class and what is the student to teacher ratio?

A: We do our best to provide instructor to student ratios that promote a successful class environment. Generally, class sizes and instructor to student ratios will vary depending on the level and the number of registrants. The average ratio is 1 to 10 with more teachers assigned to Pre Tot and Tot 1 classes which serve a younger age group. At least 4 participants are needed to run an independent class.

Q: How are the classes grouped together?

A: The class levels in our curriculum represent skill sets that are appropriate for the ages and abilities listed. These skill sets often are building blocks for skills in later levels and for this reason it is in the best interest of each participant to follow the progression as intended. Still, each participant is unique and therefore, each class will have its own personality which may not fit neatly into the class structure. Therefore, Skating Directors may combine or split the registrants of class levels to create groups that allow classes to run and/or participants with like age and ability to learn in a more comfortable environment. Changes are most often solidified by the second week.

Q: How will my child know where to go on the ice for class?

A: Each program coordinates classes slightly differently, but generally Skating Directors will use colors or other coding systems to identify and coordinate classes. Staff will be onsite to assist participants to their classes.

Visit www.fmcicesports.com for complete program information

