

## FREESTYLE SESSION FAQ

We know freestyle season can get busy! Below are answers to the most common questions to help make your visit smooth and stress-free.

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### How do we reserve a freestyle session?

Freestyle sessions may be:

- Purchased online up to **7 days in advance**, or
- Purchased in person within **one hour of the session**, if space is available.

Tickets are emailed after purchase. We highly recommend reserving in advance during competition season.

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### Who is allowed to make a reservation?

Only the **skater, parent, or legal guardian** may reserve a session for a skater.

Coaches, teammates, and friends are not permitted to reserve sessions on behalf of another skater.

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### Does having a punch pass guarantee a spot?

No. A punch pass does **not** reserve or guarantee a freestyle spot.

A punch pass is simply a discounted form of payment stored on your account. It can be used to purchase your online freestyle ticket, but a session must still be reserved.

Punch passes may be purchased in person or over the phone.

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### Does having a scheduled lesson reserve a freestyle spot?

No. Scheduling a private lesson with a coach does **not** reserve or guarantee a spot in a freestyle session.

A freestyle session must still be purchased and reserved separately. Coaches do not reserve ice time for skaters.

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### What do we do when we arrive?

Before entering the ice, your skater must:

1. Check in at the Skate Rental Counter
2. Present their ticket (mobile or printed)
3. Sign in on the Freestyle Sign-In Sheet

All three steps must be completed prior to entering the ice.

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### **Can my skater stay on the ice for the next session?**

Yes — as long as they have:

- Purchased the next session, and
- Signed in for that session.

Each session requires separate payment and sign-in, even if they are back-to-back.

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### **Is there a limit to how many skaters are allowed?**

Yes. Freestyle sessions are limited to **26 skaters** to maintain a safe and productive training environment.

Once the session is full, additional skaters cannot be added.

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### **What if our plans change?**

All freestyle purchases are final.

There are **no cancellations and no refunds.**

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### **Why are these policies in place?**

These procedures help us:

- Keep sessions safe
- Maintain accurate skater counts
- Ensure fairness for all athletes
- Reduce congestion at the counter during busy times

We appreciate your cooperation in helping us create a positive training environment for every skater.

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