



COLONIAL FIGURE SKATING CLUB, INC.

P.O. Box 517, West Acton, MA 01720

p: 978-263-3450 | f: 978-263-1816 | e: colonial@colonialfsc.com

www.skatecolonial.org

SESSION SWITCHING AND CANCELLATION POLICY

Skaters receive same number of “Regular Switches” as pre-booked sessions/week

Skaters receive unlimited “same-week-switches” for pre-booked ice

Skaters receive unlimited “same-day-switches” for pre-booked ice

Communication of cancelling or switching a session must be done BEFORE the start of that session.

REGULAR SWITCHES/ BANKED SESSIONS:

REGULAR SWITCHES are sessions cancelled and used as a make-up session outside of the week it was cancelled. If you are cancelling a session and don't know when it will be use, it will go in your 'bank' to be used at a later time. CFSC members with pre booked ice will be allocated the same number of regular switches as the number of sessions pre booked per week. i.e. If you book 6 sessions per week in Fall, you may cancel and switch 6 sessions during the same Fall booking period. Any sessions left in the 'bank' at the end of the contract period DO NOT carry over to the next contract period.

SAME WEEK SWITCHES:

SAME WEEK SWITCHES are pre booked sessions that are switched to another session during the same week as the missed session. Members have unlimited same week switches per contract period. CFSC weeks are Monday-Sunday. Ex. If a skater has booked two sessions on Friday, but knows they will not be at the rink on Friday, they may switch them to the Mon -Thurs, or Sat - Sun of the same calendar week. All same week switches will be null and void once a new calendar week commences on each Monday.

SAME DAY SWITCHES:

SAME DAY SWITCHES are pre booked sessions that are switched to another session on the same day. Members have unlimited same day switches during each contract period. CFSC weeks are Monday-Sunday. Ex. If a skater has booked two sessions on Friday, but knows they will not be at the rink on Friday, they may switch them to the Mon -Thurs, or Sat - Sun of the same calendar week. All same week switches will be null and void once a new calendar week commences on each Monday.

SWITCHING TO and FROM A SESSION:

In order to switch a session, you must communicate the switch or cancellation prior to its start time by phone, email or in person. You may either switch the session to another on the same day, during the same week or outside of the week if there are still regular switches allotted in your 'bank'.

If the skater is walking on to a session and no switch is available to use, the skater must pay the walk on fee for the session. Skaters switching to a session of a longer length, must pay the difference. Skaters switching to a session of shorter length, however, will not be credited the difference. It is a privilege to switch within the contract period and a benefit that not all clubs offer. We appreciate your understanding of our policies.

WALK ON PAYMENTS:

CFSC walk-on ice payments are due BEFORE skating. CFSC accepts CASH, CHECK (made payable to CFSC or Colonial FSC), MasterCard, VISA, and Discover. If you wish, walk-ons may be charged to your credit card on file after a credit card authorization form is completed.