

# Frequently Asked Questions for CanSkate

## 1. What are the recommended age limits for different CanSkate programs?

Age 3, please register for Pre-CanSkate classes offering 25 min group lessons.

Age 4 to 12 please register for CanSkate classes offering 50 min group lessons.

Age 12 and up, please register for Adult/Teen classes offering 50 min group lessons.

## 2. For a skater who has some previous skating experience, how do I decide which class to choose?

At the time of registration, please let us know if your child has been on the ice and if they can move on their own. Pre-CanSkate is for children age 3 or those that may need more nurturing. CanSkate is a beginner class. It is not necessary for skaters to have any experience on the ice, but they must be able to follow simple instructions for a 50 minute class. Most 4 year olds are able to do very well in CanSkate lessons.

For more information on CanSkate levels 1 to 6, please see: [CanSkate Skills and Standards](#).

Note that both Pre-Junior and StarSkate programs need coach recommendations. Both are attended by skaters with many years of organized lessons. If your child has skated a few years, they are likely to be at the CanSkate level.

## 3. How big are the classes and where are they held?

We try to limit groups to 10 or fewer skaters with a ratio of at least one coach or one program assistant per 10 skaters for CanSkate lessons. Pre-CanSkate lessons have a maximum of 8 skaters, with one coach and one program assistant per group. All classes are held on the single ice surface at Mlacak Arena, 2500 Campeau Dr., Kanata, ON, K2K 2W3.

## 4. What are the rules on wearing a helmet?

Everyone at or below CanSkate Badge 5 must wear a CSA approved [hockey helmet](#) at every class. Skaters will not be allowed on the ice if they don't have their helmet. Helmets must be hockey helmets, fit properly and straps must be usable and fastened at all times. We recommend using the cage if your child is a beginner.

## 5. What should my child wear to lessons?

All you need are skates, a CSA-approved hockey helmet, long pants, mittens, a warm sweater or jacket. Dress in layers – it will get warm!

There might be theme days when they are encouraged to wear special costumes. Costumes must not be too long to avoid the risk of tripping.

## **6. Are parents required to stay at the arena?**

Yes, **parents are required to stay in the arena during the entire lesson** in case their child needs any attention or help. The coaches and program assistants do not have the ability to take children to the bathroom.

## **7. Who will help my child? Who are PAs?**

CanSkate and Pre-CanSkate skaters are led by coaches and Program Assistants (PAs). PAs are accomplished skaters aged 10 and up, trained by our Professional Coaches.

## **8. How many CanSkate badges are there?**

There are Six CanSkate Badges. CanSkaters will receive ribbons for each of the fundamental movements of Agility, Balance and Control at the completion of each stage. After receiving all three ribbons, they receive a badge.

## **9. Do I get a refund if my child withdraws from the program?**

Refund as credit (less administration fee) for cancellations at least five business dates prior to the first on-ice session. After the start-date, program fees will be refunded on a prorated basis and only if a written request is sent to the CanSkate Team prior to the fourth lesson. Skate Canada fees are not refundable. All refunds are subject to a \$50 administration charge.

No refunds will be processed after four scheduled lessons from the skater's registration date. Prorated medical refunds will be accepted with appropriate medical documentation.

By registering for a session, you are contractually agreeing to pay for the full season, even if installments are set up during the registration.

Prorated medical refunds as credits will be accepted with appropriate medical documentation.

## **10. I've missed the first lesson, can I register my child late?**

Yes, program fees will be automatically calculated in the registration system on a prorated basis so you don't pay for any classes missed if you register late into the season. If there is still room in a class, you can register before we close the registration.

## **11. Is there an end of session show?**

The March Kanata Skating Club hosts an ice show every second year. There will be an ice show held on April 12-13, 2024 at the Kanata Recreational Complex, 100 Charlie Rogers Place, Kanata.

**12. My child completed Pre-CanSkate lessons last year but they haven't turned 4 yet. Do I have to register them for Pre-CanSkate lessons again?**

No, graduates of Pre-CanSkate are considered ready for CanSkate even if they are still 3. Please contact the CanSkate Team to allow them to register for CanSkate lessons.

**13. I would like to register my child for Pre-CanSkate but they haven't turned 3 yet. Can I register them?**

No, even if they have skated before, we find children under the age of 3 rarely ready to benefit from Pre-CanSkate lessons.

**14. My child has special needs and I want to register them for Pre-CanSkate. Can I do that if they are older than 4?**

Yes, we have had children older than 4 in the Pre-CanSkate class if parents feel that is the better class for them. We would ask that you let us know any information about your child that would be important for the coaches to know in order to better teach your child by contacting the CanSkate Team.

Please be aware, all Pre-CanSkate lessons are group lessons. If your child needs one on one attention, we cannot provide that in a group lesson. Private lessons on CanSkate sessions are only permitted under certain circumstances. March Kanata skating club does not provide lessons at CanSkate level.

**15. My child is a beginner, do you have private lessons?**

No, we only have group lessons at the beginner level. Most children starting CanSkate have never been on the ice before, or skated very few times. It doesn't take long for them to be able to move on their own.

**16. My child is going to miss their scheduled lesson next week. Can they attend another CanSkate class?**

No, we have over 550 children skating every week, so to move any of them from one class to another is impossible to coordinate. Classes missed for any reason, other than a medical reason with appropriate medical documentation, will not be refunded.

**17. Is there a phone number to contact someone in person?**

No, the club is run entirely by volunteers. Many of them are the parents of older figure skaters. With school aged children and full time jobs, we do our volunteer jobs in our limited spare time. You can contact the CanSkate Team at any time by email.

**18. I have other questions, who do I contact?**

You can contact the CanSkate Team, with any questions at the email listed on the website, [canskate.mksc@gmail.com](mailto:canskate.mksc@gmail.com)

\*Last update July 23 2023