

PENN STATE ICE RINK PRIVATE LESSON POLICIES AND PROCEDURES

Below are our policies and procedures which will make your time here at The Penn State Ice Rink more enjoyable, while establishing a working relationship with your coach that is beneficial to both parties:

- All private lessons can be taught in 20, 30, 40, 45 or 60 minute increments, the cost of which is based on the coach's hourly rate.
- When booking a lesson time with your coach, that time will be held just for you. For this reason, we require a minimum 24 hour notice to cancel a lesson. The only exception is for sudden illness or emergency.
- No show and last minute call offs for reasons other than sudden illness or emergency will be charged the regular private lesson rate. Skaters owing for a missed lesson will not be allowed the next lesson until the missed lesson is paid for.
- Be ready to start your lesson on time. You will be charged for the entire lesson time even if you are late.
- If you decide to change coaches or just want to supplement your private lessons with a second coach, please speak with your current coach prior to approaching a new or second coach.
- All skaters must also pay for their ice time at the front counter prior to stepping on the ice.
 - **Basic 7 and above must buy a minimum of 60 minutes of ice per session, unless the session is 50 minutes, where the entire 50 minutes must be purchased. If the session is longer than 60 minutes, a minimum of 60 minutes must be purchase, but skaters may purchase the remaining time in 30 minute increments.**
 - **Basic 6 and below are the only skaters eligible to purchase 30 minutes of freestyle ice and can only be on a freestyle session while in a lesson with a coach**