

Ice Time Purchase and Account Policy

Southern Valley Figure Skating Club

Effective Date: January 4, 2026

Approved By: SVFSC Board of Directors – December 10, 2025

Purpose

- This policy outlines the procedures and expectations for purchasing ice time and maintaining member accounts for the Southern Valley Figure Skating Club (SVFSC). Its purpose is to ensure fair access to ice time, accurate accounting, and consistent club operations.

Ice Time Purchase

- Sunday Reserved Ice Blocks
 - Two Sunday ice blocks—4:30–5:00 PM and 5:30–6:00 PM—require specific registration if a skater plans to skate during those times. These blocks are listed as separate products on the SVFSC website.
 - Skaters registered for these blocks are guaranteed a spot on the ice.
 - Skaters not registered may be asked to leave the ice if the session reaches maximum capacity (25 skaters).

Purchasing Ice Hours

- Beginning Spring Session 2026, ice time must be purchased in hourly increments through the member account at SVFSC.org.
- Purchased hours:
 - Do not expire
 - Can carry over to the next session
 - Are non-refundable
 - May be shared among household family members
- Punch cards may be turned in to Amanda Crouse (bookkeeper@svfsc.org). All unused hours will be added to the member's online account.
 - Bonus punch cards expire at the end of Holiday Ice and cannot be redeemed afterward.

Ice Packages

• Hours	• Cost	• Bonus Ice	• Rate / Hour
• 1	• \$10	• 0	• \$10.00
• 5	• \$50	• 0	• \$10.00
• 10	• \$100	• 2	• \$8.33
• 20	• \$200	• 5	• \$8.00
• Unlimited	• \$300	• See details below	• —

- Unlimited Ice Package Details:
 - Unlimited packages expire at the end of the regular session.
 - Unlimited ice cannot be shared among household members.

Usage Rules

- Skaters may purchase multiple hours in advance; however, all skating is subject to availability (maximum 25 skaters on the ice at once).
- Purchased hours may be used during scheduled SVFSC private ice sessions (posted on the website).
 - Exclusions apply for the Sunday reserved blocks listed above.
- Ice must be purchased before skating private ice; skaters may be asked to leave the ice if no hours are available on their account.

Account Management

- Each skater/parent must maintain a Member Portal account at SVFSC.org for tracking purchases and balances. *This is the same account used to register for group classes and other items with SVFSC, not a separate sign on.*
- If a punch is missed, email info@svfsc.org by Tuesday at 11:59 PM to have the time adjusted.

- If no communication is received, the Club will assume the skater used the full amount of time available that day.
- Accounts must remain current.
 - Parents/guardians can check the current balance of ice time available to their household by logging into their Member Portal. Balances will be updated weekly on Wednesdays.
 - The primary email address on file will be notified each Wednesday if the household's ice time balance is negative.
 - Any account showing a negative balance must submit payment or purchase additional ice packages by the end of the following Tuesday at 11:59 pm.
 - Skaters who carry a negative balance or unpaid fees beyond the weekly deadline will be temporarily ineligible to skate until the account is brought current. A single negative balance does not impact good standing; however, repeated or unresolved delinquency may do so in accordance with the Good Standing Policy.
 - Any ice time skated but unpaid at the end of a session will be billed at \$10.00 per hour. This amount must be paid in full prior to enrolling in the next session.
 - SVFSC reserves the right to suspend scheduling privileges and/or apply late fees for overdue accounts.

Procedure

- It is each skater's responsibility to scan on and off the ice anytime Private Ice is being used (this does not apply to class time). Please help your skaters get into this habit, according to club guidelines skaters 10 & under should have parent or guardian at the rink to assist them with this process.
- Each skater is provided with their first card for free, it is their responsibility to keep track of this card, replacements will be available at the cost of \$5 per card, if this is needed please reach out to info@svfsc.org to arrange a time to obtain.

Payment Methods

- Payments may be made online via SVFSC.org using credit, debit, or ACH.
- Returned or declined payments may result in service fees.
- SVFSC does not accept cash payments.

Enforcement and Exceptions

- Coaches and staff are authorized to confirm that skaters have current accounts before skating during private ice sessions.
- Any exceptions to this policy must be approved in writing by the Board of Directors.

Contact Information

- Questions regarding billing, payments, or account status should be directed to: registration@svfsc.org