



# **Colonial Figure Skating Club Ice Booking Manual**

Colonial offers a variety of programs to give figure skaters, young and old, many opportunities to participate, learn and achieve, promoting our vision as a community that celebrates a lifelong love of figure skating. Programs include freestyle ice, Synchronized Skating, Theatre on Ice, Aspire, Learn to Skate and other classes. Each skater may choose to participate in one or more activities, geared to their own time and interests.

## FREESTYLE ICE

Colonial offers freestyle ice sessions from September through June. Member benefits include special pre-booking prices and priority booking as outlined in the Membership Levels Grid. The season is divided into three contract periods or seasons that typically run 14 weeks. Skaters may book freestyle ice according to the following criteria.

For the detailed ice schedule, ice fees, and ice booking dates - [view our Ice Schedule](#).

## MEMBER PRE-BOOKING

Colonial Members in good standing (the skater must have current membership, and have no outstanding account balance with the club) may “Pre-Book” ice during designated time periods, up to the maximum sessions allowed for their member type, at the premium “Member Pre-Book” price. Pre-Booking is only available during specified time periods unless a member is NEW to the club (and joined after the Pre-Booking period closed.) Pre-Booked sessions are considered contract ice, and are binding and non-refundable. Unlimited switches are allowed within an ice-booking season. A payment installment plan is available for all pre-booked ice.

| MEMBERSHIP TIER               | MAX # PRE-BOOKED SESSIONS PER WEEK | MAX # PRE-BOOKED SESSIONS (14 WEEKS IN SESSION) |
|-------------------------------|------------------------------------|-------------------------------------------------|
| Gold or Child of Professional | Unlimited                          | 1000                                            |
| Silver                        | 5                                  | 70                                              |
| Team                          | 3                                  | 42                                              |
| Bronze                        | 2                                  | 28                                              |
| Collegiate                    | None                               | None                                            |
| Associate                     | None                               | None                                            |
| Non-member                    | None                               | None                                            |

## GOLD MEMBER PRIORITY BOOKING

Gold members are eligible for priority booking, typically one week before general member pre-booking opens. In addition, Gold members accrue seniority based on years of membership, and members with the most seniority are given preference when they book during the priority period.

## GENERAL MEMBER PRIORITY BOOKING

General members are eligible for priority booking, typically one week before the open booking period.

## MEMBER ADD/DROP PERIOD

Members may make changes (Add/Drop/Switch) to their bookings for a season during the Pre-Booking period with no penalty. Bookings are considered final at the close of the Pre-Booking period, at which time they are binding and non-refundable.

## OPEN BOOKING

After the Pre-Booking period closes, Open Booking is allowed up until the start of the ice-booking season. This is typically the one week prior to the start of the season. Members and Non-members may book additional sessions at the higher Drop-In price. There are no limits to sessions booked during this time, and members with pre-booking limits may add to their bookings at this time. All booked sessions are binding and non-refundable, although unlimited switches are allowed within an ice-booking season. A payment installment plan is available for ice booked during the Open Booking period.

## MEMBER/NON-MEMBER WALK-ON ICE

Once the ice-booking season opens, all sessions are booked as Walk-On ice, at the Drop-In/Walk-On rate. Members and Non-members may book Walk-On ice in advance or up to the start of the session they wish to skate. Walk-On ice must be paid at the time of booking, and is non-refundable. Please note that all skaters must hold current USFS membership; Non-members are required to register and provide their USFS number to the Colonial office.

## ICE CONTRACT PAYMENT INFORMATION

- To book contract ice at member prices, the skater must have current membership, and have no outstanding account balance with the club.
- Non-members must have no outstanding account balance to book during the Open Booking period.
- When pre-booking, members are able to opt out of sessions to account for vacations or other planned absences.
- Contracts booking only 1 session per week (14 or fewer total sessions) must pay in full at the time of booking.
- Payment options for ice booked during Pre-Booking and Open Booking are as follows:
  - Pay in full for all sessions at the time of booking
  - Pay a 10% deposit at the time of booking, followed by three automatic debit installments (24%, 33%, 33%). Payment information must be provided in the registration portal.
  - Pay 10% deposit at the time of booking, and pay three installments by check. Payment must be received before the installment due date.
- Payment is due at the time of booking for Walk-On ice sessions. If walk-on sessions are booked by phone or in person, the skater/parent/guardian must authorize payment in advance.
- Other Payment Options: You may log in to the Registration Portal and see a notification on your Welcome Screen, stating “Pay Online.” This will only show up if you have a balance in your account. You may click the button at any time and pay any outstanding amount or installment payment at your convenience. You may also view your balances, and drop off a check in the Colonial Office if that is your preferred payment method.

## HOW TO BOOK ICE

1. Go to the home page at <https://www.colonialfsc.com/>, click on “Ice Booking Portal,” and then click on “LOGIN TO THE ICE BOOKING PORTAL.”
2. This will bring you to the Registration Portal.
  - a. If you have used the registration portal before, log in using the same credentials as always
  - b. If you are new to the Colonial portal, but have an account with NVO, use the same credentials here as you do there
  - c. If you are new to Colonial and do not have an NVO account, go ahead and create an account using your email address and password of your choosing
  - d. If you are a Colonial Member, the registration portal should recognize you as such. If it does not, please contact Customer Service at [customerservice@colonialfsc.com](mailto:customerservice@colonialfsc.com) so that we can get you set up correctly
3. Once you are logged in, click on “Freestyle Ice.”
4. Choose the correct person near the bottom of the page, then click “Choose Ice Times.”
5. This will bring you to a calendar page; choose the day of the week you wish to book.
6. Use the dropdown to see and choose the specific sessions for that day
7. For each session, the default option is to select all sessions in the ice-booking season. You may go through and remove any that you do not want. Click “Update Schedule.”
8. You will see the sessions you just chose on the calendar page. Select another day, sessions and dates, repeating these steps until you see all of your sessions on the calendar. Click “Next” when you are finished scheduling.

9. READ CAREFULLY, and agree to the waivers, then click "Review."
10. Choose your payment plan. If you have booked only one session per week (14 or fewer total sessions), please choose "Pay up Front." Otherwise, you may choose either option.
11. If you have credit available to use, you will see an "Available Balance" section. Check or un-check the box as applicable.
12. Enter your payment method. If you are choosing an installment plan for contract ice, you may pay by check by mailing or dropping off your check prior to the installment payment date.
13. You are finished!

## CHECKING IN FOR ICE SESSIONS

Skaters must be checked in for all ice sessions and classes. Check-in may be completed any time on the day the skater is scheduled to attend. To check in:

1. Log in to the Registration Portal, in the same way as when you register or book ice.
2. If the skater is scheduled for any activity that day, you will see a Check-In button on your Welcome Screen. Simply click that button and follow the prompts to check in.

## CANCELLATIONS AND SWITCHES

Skaters may cancel any session for any reason, as long as the cancellation is communicated before the start of the session. Cancellations may be done on the online booking portal up to the start of the session, however, if a skater is unable to complete the cancellation online, they may contact the office by phone or in person for assistance. The Walk-On value of the cancelled session goes into a Season Ice Credit account, and is available through the end of that ice booking season, at which time the credit expires and is not refundable.

Please note that cancellation credits are issued at the Walk-On value, even if the session was booked at the lower pre-booking rate. This allows the skater to use that credit toward another session without incurring an upcharge to the higher rate.

To switch from one session to another, the skater simply needs to cancel one, then use that Ice Credit to book another session.

## CREDITS

- \* **Ice Credit:** Issued when a skater cancels an ice session, Ice Credit may only be used toward ice sessions within the same ice booking season. Ice Credit is not refundable, and cannot be used toward classes, membership or team fees. Ice Credit expires at the end of the ice booking season.
- \* **Medical Credit:** There are occasions when a skater must miss an extended period of skating due to illness or injury. When a skater qualifies for a Medical Leave, Medical Credit is issued for the actual amount of fees paid for missed sessions, classes or teams. Credit is issued at the end of the medical leave, and does not expire. Medical Credit may be used for freestyle ice, classes, team fees or membership. If the skater does not return to skating for the following year, remaining Medical Credit will be refunded upon request. For details regarding Medical Leave criteria, please refer to the [Skater Membership Handbook](#).
- \* **Rink Closure:** If the rink is closed for an extended time, or sessions are cancelled by the club for any reason, Rink Closure Credit will be issued in the amount paid for the cancelled sessions or classes. Rink Closure Credit does not expire, and may be used toward freestyle ice, classes, team fees or membership.
- \* **Account Credit:** In the event of an overpayment or other error, Account Credit may be issued. This credit does not expire and is automatically applied to any open balance or purchase in the registration portal.

When you are booking ice or registering for classes, available credits will appear on your payment page as Available Balance." You may check or un-check the box as applicable. If you have any questions about your credits, please contact Customer Service at [customerservice@colonialfsc.com](mailto:customerservice@colonialfsc.com).