

By booking a lesson you are agreeing to these terms

Service Agreement

Paul Crocker – Ice Skating Coach – Small Paul Limited

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Resident Ice Rink: Gosport Planet Ice

I am a licensed Level 2 BIS qualified coach (Licence number: 12357). I operate under BIS's coaches Code of Conduct, Child Protection Policy, requirements for qualification, education a regular DBS check and continued coaching courses needed to gain points for my licence and I am also insured through them for Public Liability up to £1,000,000.

Medical

I am committed to meeting the requirements of people with disabilities and learning difficulties. Please let me know if you are happy to do so if you have any of the following:

Visual impairment		Temporary disability after illness or accident	
Hearing impairment		Profound complex disabilities	
Disability affecting mobility		Moderate learning difficulty	
Other physical disability		Severe learning difficulty	
Emotional / Behavioural difficulties		Dyslexia	
Other medical condition (ie. Epilepsy, asthma, diabetes)		Dyscalculia	
Mental health difficulty		Other specific learning difficulty	
Aspergers syndrome		Multiple learning difficulties	
Autism Spectrum disorder		Other disability or difficulty - please specify	

General

I cannot accept responsibility for loss of confidence, injury, psychological or physical harm due to competitions or tests. The agreement for entering either will be signed by the skater and the parent and therefore will carry the responsibility. Please be assured I will do my best to advise skaters and parents of the best knowledge I can give in my experience.

I am happy to help advise suitable competitions and tests. Including amounts based on age and ability I feel is appropriate.

I encourage an honest learning environment for the skaters I teach, any problems or issues no matter how small should be communicated to me in confidence.

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Service Agreement - Terms and Conditions

Lesson Times

Times agreed are start and finish times. Please arrive ready to skate for these times. One lesson equates to 15 minutes.

Warmup

If you have been instructed to do a warmup before your lesson, this is compulsory and must be done. If it causes problems with logistics we can re-arrange your lesson times.

Payment

One off lessons booked within 7 days of lesson £12

1-2-1 lessons (regular) are charged at £12 per lesson.

Shared lessons are £10 per person up to 6 people (patch only). Payment can be made by BACs, cash, credit/debit card or pay pal.

Advance payment can be made up to 6 weeks in advance. Pay as you go lessons for regular slots are considered booked and will be owed if the terms of "Cancellation" have not been met. (See below).

Group lessons

Prices and times vary on demand and needs of each group. Contact me for more information. Patch ice only.

Lateness

Lessons are agreed as confirmed and payment will be taken for late arrivals, regardless of reason. I will always try my best to take the next lesson slot, so you can make your full lesson time, as long as reasonable notice has been given.

I reserve the right to postpone lessons with as much notice as possible. If this means your booked lesson is not able to be made, I will re-arrange as soon as possible, or I can't will issue a refund for pre-paid lessons.

Cancellation

One off lessons are non-refundable, regardless of reason. They can be re-arranged if 7 days notice has been given.

Regular slots are expected to give 7 days notice. If this notice has been given, the money paid in advance for lesson can be used as credit for re-arranging the lesson. If notice has not been given within this time frame, then the lesson payment will be taken, regardless of reason.

I reserve the right to cancel agreed lessons or terminate the agreement due to unforeseen circumstances. I will endeavour to give as much notice as possible and re-arrange the lesson(s). The slot can be redeemed financially if paid in advance.

Extreme circumstances

There are some times extreme circumstances that are beyond our control that I am able to give redemption for:

Accident, Injury, Death in family.

Illness, tiredness, traffic, weather, transport problems are not acceptable reasons for cancellation under "extreme circumstances".

Competitions

Notification of any competitions must be given PRIOR to arranging any entry. This is important as we are sending our reputation with skaters to competitions and important for the skater as we need to know if they are ready, prepared and abiding by the rules and to do the best we can to achieve the goals agreed for the competition.

I will endeavour to be at all local (Gosport Ice Skating Club) competitions although sometimes I cannot make all of them due to other work commitments. Details can be given in advance should you wish to know.

I am prepared to travel to open competitions with skaters. It will depend on the time and day of the competition for me to confirm my attendance and travel expenses must be met as a minimum. In some cases an additional fee may be required in cases of lost earnings. All fee's will be notified BEFORE the competition day. Fee's can be shared with other skaters if they are competing at the same event on the same day. Usually an hour fee will apply per skater (£48).

Tests

Notification of any test entries must be given PRIOR to arranging any entries. This is important as we are sending our reputation with skaters to tests and important for the skater as we need to know if they are ready, prepared and abiding by the rules and to do the best we can to achieve the required pass mark for the test.

Once your form has been signed by me it is up to you to send and manage the test specifics. Including if you want to change the date, venue, time, etc. NISA terms apply to all NISA tests, these can be found on their website www.iceskating.org.uk.

Test dates are agreed by NISA and are usually not changeable. I will be at all test dates I have skaters in. The ice rink may incur additional charges for the ice time for your test. I will be present at any test I can make it to for £10 per skater.

Learning Agreement

The learning agreement must be agreed on by all three parties involved (Coach – Skater and Parent (If under 18)). It will detail goals and lesson plans for future lessons over any given time frame. It is subject to change with review, and reasonable notice.

Goals will be realistic and based on the skaters ability and rate of progression.

I cannot guarantee goals. As the agreement is a three way collaboration, it takes at least an even contribution on all parties for the goals to be achieved. In fact the skater holds the biggest responsibility in achieving the goals agreed on.

Other coaches / Advice from other people

If other coaches are to be used you must notify me BEFORE any advice or lessons are given. Communication on what the other coach is teaching must be made to ensure the skater can benefit the most from the shared advice. If you would like to change coaches you must try to give me 2 weeks notice and an honest reason so I can look to improve my service. I thank you in advance for this should it ever need to happen.

Use of multimedia on the ice

Digital devices may be used during the lesson for the benefit of the skater. I use my smart phone and iPad for video analysis, I also hold all my skaters lesson plans and notes on these, as well as my diary. Agreement covers the use of such during a lesson and includes consent for video / photo analysis. You have the right to refuse or gain further reason for permission for under 16's, but you must make me aware of your preference before agreeing. Footage taken can be viewed on request and may or may not be stored for future reference, again for the benefit of the skater or other skaters. BIS's child protection policy will be followed and adhered to with regard to such multimedia

Learning Agreement

As a Coach, I agree to:

1. Be honest to my skaters and their parents
2. Give full and honest progress reports verbally or in writing
3. Be responsible for my own behaviour abide by the coaches code of conduct.
4. Lead by example and encourage my skaters to skate by the rules and respect the rights of other skaters, coaches, and officials.
5. Make every effort to improve my knowledge of coaching techniques so that I can teach the sport properly to my skaters.
6. Obtain, read and abide by the rules and guidelines for the latest announcements and competitions.
7. Ensure that all equipment I supply and used by my skaters is safe.
8. Make sure the full lesson time is adhered to.
9. Ensure all skaters have an opportunity to improve their skills.
10. Ensure all skaters have an opportunity to achieve their goals.
11. Create a learning environment that is well-organized, professional, and FUN!

As a Parent / Carer (If paying), I agree to:

1. Be honest with my coach and child
2. Listen and support the advice of the coach
3. Be supportive in a positive manor to my child's skating
4. **Be supportive and positive about my child's practice time outside of lessons and follow the guideline of the practice book.**
5. Give notice of any competition or test entry intention prior to application
6. Discuss any external form of advice or help with the coach before acting on it, including other coaches
7. Bring the child to practice in good time for a warm up to be ready before the lesson time.
8. **Encourage practice of specifics discussed with the coach to aid in reaching goals**
9. Pay for lessons on time
10. Make sure the child is in a good physical condition for training including eating, drinking and resting enough. If for any reason they are not I will inform the coach.
11. Provide information on my child's current medical condition as part of the service agreement.
12. Provide appropriate support emotionally in high pressure situations and difficult times within ice skating situations.
13. Make sure your child's skates and equipment are in good working order and safe.
14. Recognise the level of ability my child is at and his/her rate of progression.

As a skater, I agree to:

1. Be open and honest with my coach and parent about my training and my physical condition and mental feelings.
2. Provide information on my current medical condition as part of the service agreement.
3. **Arrive with a good attitude to training**
4. **Get myself warmed up and ready on time for the agreed lesson with guidance from my practice book**
5. **Practice what I have agreed to and focus on the agreed goal from my practice book**
6. Wear appropriate skating attire for training purposes
7. Conform to the ice rink/patch/club/competition/test rules and ice etiquette in the name of health and safety and duty of care.
8. Make sure my skates and other equipment are in good working order and safe
9. Recognise the level of ability I am at and my rate of progression.

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