

CALALTA ICE CANCELLATION POLICY

What Happens When a Scheduled Ice Session Is Cancelled

When Does This Apply?

This policy covers ice sessions that are cancelled for reasons outside the club's control. Examples may include but are not limited to facility issues, special bookings that bump club ice, mechanical failures, or power outages. It does not cover sessions the club chooses to cancel for its own scheduling reasons - a different policy would apply there.

What Happens to the Ice Time You Already Paid For?

If your skater's scheduled session is cancelled, you'll receive a full credit to your Calalta Uplifter account for the amount you paid - automatically, no need to request it. That credit stays on your account and can be applied to future ice fees, assessments, or other Calalta charges. The session itself is not relocated: the club will not move it to another rink or facility, since arranging alternate ice on short notice usually isn't feasible.

Example

Sandy registered and paid \$11.55 for a 45-minute ice session. That session is unexpectedly cancelled. \$11.55 is credited back to Sandy's Uplifter account automatically by the Administrative team.

What Are Your Options in the Meantime?

Because the session isn't rescheduled, Sandy's family now has a choice to make:

1. **Drop in on a different existing session.** Sandy may attend another appropriate session instead - but this depends on coach availability and whether the session is a good fit for her skating level. If it works out, Sandy can purchase that session at the published drop-in rate through <https://calalta.uplifterinc.com/>. Continuing the example: Sandy's cancelled session left her with an \$11.55 credit. If she picks up a different session, she pays the drop-in rate for that new ice time - the \$11.55 credit remains on her account for future use, separate from this purchase.
2. **Wait to see if extra ice becomes available.** Sometimes the club is able to secure additional ice during the cancelled time slot, offered at the regular drop-in rate. If this happens, it's not automatically assigned - families need to purchase it themselves through <https://calalta.uplifterinc.com/>, and availability may be limited since it's open to any skater checking the site and meets the qualifications for the session.

In Short

A cancellation means a credit, not a make-up class. Any replacement ice - whether an existing drop-in session or newly released ice - is purchased separately at the current drop-in rate.