

Ice Skating Lessons Information

Registration:

As part of the enrolment process onto the new ice skating course, you will be issued with a 'lesson card'. Please take this card to the Ice Arena where an Aura colleague will sign it to show you have attended. If you wish to stay on the ice after your lesson, please either book online or pay at reception. There is an unlimited ice skating direct debit 'bolt on' available if you wish to skate more often than once per week.

During the Lesson:

Please bring your Skate UK booklet on to the ice with you each week and give it to your coach.

Payment:

The Ice Arena skating lessons runs for 52 weeks of the year with no break. The cost is divided between 12 months and calculated into a monthly payment. All payments should be made in accordance with the recognised due date. Failure to pay on time, or late payment, may result in losing your place in ice skating lessons.

Absence:

You do not need to notify the leisure centre if you miss a lesson due to a family holiday or illness, unless the illness is long term. Credits are not given for family holidays or illness. Requests to freeze accounts will only be approved if there is a short term injury which stops you from attending your ice skating lesson.

Moving Ice Skating Lessons:

On the last lesson of each month, you will receive a slip to inform you whether you have passed the relevant grade. Please take this slip to reception so that you can be moved to the next grade within our management system, if appropriate. The Customer Advisor will

present you with a new 'lesson card' for the upcoming month. This card should be brought to every lesson and taken to the Ice Arena where an Aura colleague will sign it to confirm that you have attended the lesson. If you forget the lesson card, please go to reception to sign in.

Changing Day / Time of your Ice Skating Lessons:

Please email iceskating@aura.wales, or phone Deeside Leisure Centre on 01352 704210, if you would like to change the day or time of your ice skating lessons.

Cancelling Ice Skating Lessons:

To cancel your lessons please email info@aura.wales and cancel your Direct Debit directly with your bank. The Aura Head Office team will email you with the date of your last ice skating lesson and confirm your cancellation.




Ice Arena Closure:

If for any reason we have to close the Ice Arena and subsequently cancel your lesson, your account will be credited for the following month.

Ice Skating Lessons Enquiries:

Please email iceskating@aura.wales for all ice skating related enquiries. If you would like to discuss an issue over the phone, please inform a Customer Advisor at the leisure centre reception who will email the Aura Head Office team on your behalf to arrange for a phone call.

Please ensure your contact details including your email address, contact telephone number and home address are all up to date, together with your GDPR preferences, to enable us to contact and share information with you.

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