



# Ice Hall Skating Guide



**U.S. OLYMPIC & PARALYMPIC  
TRAINING SITE**  
WORLD ARENA ICE HALL



# **FIGURE SKATING HANDBOOK**

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## **WELCOME**

Welcome to the World Arena Ice Hall (WAIH). As a participant in the WAIH and the Colorado Springs Skating Community, you are part of an elite group of athletes, parents and coaches with a long tradition of excellence and professionalism. No one athlete, coach or organization operates in isolation. In fact, one of the biggest strengths of the WAIH Ice Program is its strong partnerships with U.S. Figure Skating and the Broadmoor Skating Club. Collaboration and sportsmanship are required for success.

This handbook has been developed as a resource for Coaches, Athletes and Parents who participate in our figure skating programs. It offers helpful information as you progress in your training and provides contacts for additional information.

## **CONTACT INFORMATION**

The World Arena Ice Hall Skating Reception Desk is located in the Ice Hall Lobby. The Skating Staff operates the Ice Hall in accordance with the highest industry standards and professionalism.

### **Ice Hall Administrative Office Hours**

Monday – Friday: 6:00 AM – 5:00 PM

Saturday: 6:00 AM – 1:00 PM

Sunday: CLOSED

**PHONE: 719-477-2178**

**ADDRESS: 3205 Venetucci Blvd., Colorado Springs, CO 80906**

**[WWW.BROADMOORWORLDARENA.COM/ICE HALL](http://WWW.BROADMOORWORLDARENA.COM/ICE HALL)**



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## **PARTNER ORGANIZATIONS**

### **World Arena Ice Hall**

[www.broadmoorworldarena.com/icehall](http://www.broadmoorworldarena.com/icehall)

*The World Arena Ice Hall is one of the finest training facilities in the world. It is a high-altitude, multi-purpose sports facility that provides elite-level services for emerging athletes. The complex is home to dozens of world-class figure skaters and coaches, the Broadmoor Skating Club and the Division I Colorado College Men's Hockey team. The World Arena Ice Hall works with national governing bodies and other partner organizations in developing and offering skating programs that provide an effective training environment for athletes, a collaborative atmosphere for their coaches and camaraderie and support for both athletes and coaches.*

### **Broadmoor Skating Club**

[www.broadmoorskatingclub.com](http://www.broadmoorskatingclub.com)

*The Broadmoor Skating Club and the Broadmoor World Arena have a long history of partnership. The BWA and Ice Hall are the principal skating headquarters of the BSC. The BSC purchases no ice for its members, except for tests, exhibitions and events, and does not contract the coaches who teach its members. Coaches and athletes purchase the ice from the BWA and the BWA contracts its coaches as independent contractors. BWA and Ice Hall staff also schedule all figure skating ice in the Ice Hall. The BSC is a non-profit organization. The BSC provides figure skating expertise and is the link between figure skating athletes and U.S. Figure Skating.*

### **U.S. Figure Skating**

[www.usfigureskating.org](http://www.usfigureskating.org)

*U.S. Figure Skating is the national governing body for the sport of figure skating in the United States. U.S. Figure Skating is a member of the International Skating Union (ISU), the International Federation for Figure Skating (IFFS), and is a member of the U.S. Olympic Committee (USOC). U.S. Figure Skating is composed of member clubs, collegiate clubs, school-affiliated clubs, individual members, Friends of Figure Skating and Basic Skills programs. It is one of the strongest and largest governing bodies within the Winter Olympic movement, with more than 176,000 members in member clubs, collegiate clubs, school-affiliated clubs and Basic Skills programs.*



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## **GUEST COACHING INFORMATION**

From time-to-time WAIH staff and coaches may request guest coaches to use the WAIH facilities. Guest coaches must meet the following criteria:

- Guest coach must be a member of the Professional Skaters Association and have at least a Basic Accreditation rating.
- Guest coach must be a member of U.S. Figure Skating and have a Category A Certification.
- Guest coach must be a full-time coach at another training facility.
- Guest coach must provide proof of insurance to CSWA Skating Office before arrival.
- Coaching status is on a case-by-case basis and limited to a short period of time. Guest coach must obtain permission from manager. E-mail at: [along@broadmoorworldarena.com](mailto:along@broadmoorworldarena.com).
- Guest Coach/Shadowing Fee is \$8.50 guest per session, or \$25 per day.

***The BWA reserves the right to review and/or make changes to these criteria at any time.***

## **BWA GUIDELINES FOR CHANGING COACHES**

From time to time, skaters may find it best to seek a different coach. As a professional courtesy, when a coach is involved in a coaching change, those coaches affected should correspond with all parties involved both verbally and in written form. The correspondence should include ending date of the current relationship and the status of payments/monies owed, if any.

To avoid conflicts, the new coach will ensure the above conditions have been met and a copy of the correspondence acknowledged by both coaches will be on file with both coaches as well as the facility.

### **CHANGING COACHES**

*By Kathy Casey, World and Olympic Figure Skating Coach  
Reprinted courtesy of U.S. Figure Skating*

Discussing changing coaches is not an easy task. It is a sensitive and difficult issue for everyone involved, and the closest thing to relate it to is a divorce. Lack of communication is a big contributing factor to a coaching change. When communication breaks down between the coach, skater and parents, emotions start to get tense. Weeks before a coaching change happens, all parties generally feel that things are not right.



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There are many reasons why skaters decide to move on:

- Parents think the coach is favoring other skaters
- Past year competition results are mediocre
- Coach is not qualified to take the skater further
- Parents have unreasonable expectations for their child
- Personality conflicts
- Coach does not like the skater anymore
- Skater just needs a change

Parents need to make sure that their reasons for changing coaches are in the skater's best interest. When the time comes to change coaches, give it another 90 days to make sure your decision is right. During this time, everyone involved should make every effort to improve things through open communication and positive change. If all else fails, it is time to change. The coach should be the first person notified. Changing coaches is a personal matter so actions and feelings should be kept private. Changes generally do not happen without hurt feelings.

If a coaching change must happen, have a face-to-face meeting with all parties involved. It should last no longer than 15-20 minutes. Honesty and sincerity are important. The reasons for changing coaches should be discussed, but don't bring up heated issues from the past. At the time of the meeting, all lesson and rink bills should be paid. Kindly thank the coach for everything he or she has done for the skater, smile and wish them well. The meeting is over.

It is a good idea for the new coach to speak with the old coach before any lessons are given. It is imperative that the Professional Skaters Association Code of Ethics is strictly adhered to by all parties.

**WHEN CHANGING COACHES DO NOT:**

- Leave a message on the coach's answering machine
- Send an email
- Say nothing and start taking lessons from another coach
- Go to the coach's home uninvited
- Be confrontational
- Send a nasty letter
- Have the new coach send the old coach a fax
- Create a scene at the rink

While coaching changes are one of the most unpleasant parts of the sport, it has happened (or will happen!) to every coach at every level. The best advice for all parties is to get over it. Look at the positive things our sport has to offer and enjoy the ride. Realize that the grass is not always greener on the other side and sometimes skaters find a coaching change a positive move, other times they find it a negative experience.



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## **ICE HALL COACHES CODE OF CONDUCT**

The Broadmoor World Arena (BWA) strives to offer an environment and atmosphere that is conducive to providing athletes and coaches the opportunity to maximize their training and performance.

The basic rules, ideals, and codes of conduct adopted by the Professional Skaters Association are used as guiding principles for World Arena Ice Hall coaches and serve as our ground rules for professionalism and framework of coach conduct.

The privilege of coaching at the BWA facilities is subject to and dependent on a coach observing and abiding by all policies, procedures, rules and protocols (whether written or otherwise expressed) established by BWA, including this Code of Conduct. A coach agrees to this by accepting the privilege of using BWA facilities and understands that conduct in violation of this Code of Conduct or otherwise in violation of any policies, procedures, rules and protocols of BWA may result in full or partial forfeiture of coaching privileges at BWA facilities.

Without limiting any of the foregoing, the following are examples of the conduct to be exemplified by a coach:

- A coach will exercise professionalism, care and discretion in their relationships and interaction with their students, other coaches, the students of other coaches, parents, patrons of BWA facilities and BWA staff.
- A coach will act with dignity, ethics and high moral conduct.
- Coaches will be civil and courteous to all with whom they come in contact and maintain collegial relationships with other coaches, parents and staff.
- At all times a coach's conduct will be governed by principles of honesty, integrity, safety, and sportsmanship.
- A coach will act in a manner which demonstrates respect for rules under which skaters' train and compete, and that will preserve integrity and safety for all.
- A coach will at all times be mindful that they lead by example, are a role model for their students, have a responsibility to influence their students in a positive and productive manner, and never encourage improper behavior by their students.
- A coach will act in a manner which avoids verbal or physical abuse of any skater, coach, official, parent, staff member or other patron of BWA.
- A coach will not conduct lessons or teach in groups unless it is on a specific session (specialty class) that encourages group participation.
- A coach will not engage in any course of conduct designed to harass or intimidate another coach, skater, parent, staff member or other patron of BWA.



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Coaches' Code of Conduct (Continued)

- A coach will at all times avoid conflicts of interest which can be considered to exist at any time when the action of the coach involves obtaining an improper advantage.
- A coach acknowledges that from time-to-time a student with whom they work may leave them and seek coaching elsewhere. The coach will cooperate with the other coaches when conflicts arise, and will be willing to make such changes on behalf of the student which will further compliment the student's performance and progress.
- A coach shall keep their students and parents of their students well informed and involved, yet avoiding emotional attachments in the decision-making process that may impact a testing situation.
- A coach will honor any and all promises or commitments, whether verbal or in writing, and will strive to build a reputation for dignity, honesty and integrity.
- A coach will not make groundless accusations of impropriety or attribute bad motives to other coaches or skaters in bad faith or without good cause.
- A coach will never allow race, gender, religion, age or other legally protected classifications of persons to improperly motivate any action.
- A coach will immediately report all injuries to the Ice Hall Administrative Office.

A coach has primary responsibility to address and resolve concerns and conflicts that arise between them and their skaters or other coaches, and to openly communicate in a productive manner with BWA staff regarding conflicts that arise. A coach will encourage their student (and the parents of their students) to resolve conflicts without resorting to hostility, disruptive behavior or violence. A coach understands that BWA will not tolerate any disruption of its functions or of its staff, including any conduct that infringes on the well-being of others or use of BWA facilities by others.

BWA will use reasonable efforts as necessary, and under the appropriate circumstances, to address concerns and resolve issues as they arise. However, BWA reserves the right to remove from BWA facilities any coach, skater, parent of a skater, or spectator (including family members) whose conduct is in violation of any policies, procedures, rules or protocols established by BWA. BWA also reserves the right to temporarily or permanently suspend, deny or revoke the privilege of any such person(s) to use BWA facilities or to enter upon BWA grounds.



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## **RESIDENT SKATER CRITERIA**

Resident skaters may be eligible for awards, special rates and priority in scheduling. To be considered a World Arena Resident Skater, a skater must meet the following criteria:

- A skater must appear on a WAIH session roster for seventy five (75) consecutive days; at least three days per week, two sessions per day before he/she may be eligible for Resident Skater status. Sessions must be 45 minutes each.
- After the initial qualifying period, a skater must maintain residency by continuing to actively train on sessions at least three times per week two times per day.
- WAIH must be utilized as the skater's primary training facility (training at another facility voids any Resident Skater status)
- Skater must have a Resident WAIH Coach serving as their primary coach.
- Proof of residency is required by a lease agreement, a utility mailing address, or a mortgage deed.
- To retain residency with an injury, the office must be contacted ASAP and receive a doctor's note describing the injury. Upon return, the office must receive a release from the doctor.

**If you do not meet the criteria as listed, you cannot contract ice until Thursday. If you submit your request prior to Thursday your request will be denied. Residency Criteria must be met on or before March 1<sup>st</sup> of the current year to be considered a Resident for Summer Contracting.**

## **HOW TO CONTRACT ICE**

- **Resident skaters** may contract ice sessions **every other Wednesday of each month from 7:00am to 10:00pm (MT)** for the following two-week period.
- **Non-resident skaters** may contract ice sessions **every other Thursday of each month from 7:00am to 10:00pm (MT)** for the following two-week period.
- Resident skaters may also contract ice on Thursday, however, it will be on a first-come, first-served basis and Resident Skaters will not have a priority after Wednesday.
- The rate for ice during this exclusive contract period is \$8.75 per 45 minute ice session and \$12.75 for Power class.
- **Contract sessions are reserved online at [www.broadmoorworldarena.com/icehall](http://www.broadmoorworldarena.com/icehall)**



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- The same applies to Summer Skate Sessions sign up dates (see <http://www.broadmoorworldarena.com/summerskate> for more information on summer skate sign-up dates).

## **DROP-IN SESSIONS**

- Drop-ins may be purchased either online at [www.broadmoorworldarena.com](http://www.broadmoorworldarena.com) by 3:00pm (MT) the day prior OR from the Reception Desk the day of.
- The rate for drop-in sessions is \$10.75 per session and \$12.75 for Power and/or Skating Skills.
- If purchasing online, the skaters name will automatically be listed on the roster located at the Front Desk.
- If purchasing in person, the ticket will be printed for that day only. Turn your ticket into the Monitor.

## **SOLD OUT SESSIONS**

You may check a current roster of sessions online at [www.broadmoorworldarena.com/icehall](http://www.broadmoorworldarena.com/icehall)

## **ZOOM LESSONS**

- Skaters are not permitted to take Zoom or remote lessons at the Ice Hall. If a skater is observed having a remote lesson, they will be asked to stop immediately and/or be removed from the ice if the action continues.

## **REFUND POLICY**

- No refunds or credits will be given to a registrant once ice has been contracted.
- The only exception will be a major medical problem affecting the registrant for a minimum of one consecutive week and confirmed by a physician's statement. In that instance, session vouchers will be issued for sessions missed.
- Requests for session vouchers must be made immediately. Requests made retroactively or after the current period has ended will not be granted.
- All refund requests must be emailed to [tcapone@broadmoorworldarena.com](mailto:tcapone@broadmoorworldarena.com).



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# **BASIC ICE USAGE & FREE SKATE ETIQUETTE SAFETY RULES**

*Reprinted courtesy of U.S. Figure Skating*

## **Basic rules governing all behavior:**

1. Please respect the rights of others
2. Please respect the Arena's property and the property of others

## **Specific rules governing free skating sessions:**

- The maximum number of (depending on size and level) skaters will be allowed on each session.
- Sign in at the front desk and pay for each session before stepping on to the ice.
- No breakable containers are allowed rink side. Drinks are allowed on or below the railing. Food is not permitted near the rail or on the ice.
- Please pick up all belongings (including dirty tissues, water cups, bottles, etc.) at the end of the session.
- Parents, skaters not in the session or other spectators should not loiter at the rail or benches. This is unsafe and it interferes with a constructive training session.
- Coaching by parents from the bleachers, benches or railing is not allowed at any time. Parents will be asked to leave the Arena if this happens.
- The benches by the ice are to be used by the skaters and coaches only.
- If skaters must talk to someone off the ice, even if for a brief time, they need to get off the ice to do so or the skater will be asked to leave the ice.
- It is important for everyone's safety that all skaters stay aware of other skaters on the ice. Try to anticipate their patterns as you decide your own pattern.
- If you are a less experienced skater, please be extra careful to stay aware of other skaters and to look ahead of where you are skating to see what others are doing or are about to do.
- If you are an experienced skater, please be patient with the less experienced skaters. Remember, you were new to freestyles at one time, too.
- Please be understanding if someone gets in your way.
- Remember to look both ways before leaving the railing or skating across the ice.

## **U.S. FIGURE SKATING STANDARD LEVELS**

- Free Skate 1-6 (Basic Skills)
- Pre-Preliminary
- Preliminary
- Pre-Juvenile
- Juvenile
- Intermediate
- Novice
- Junior
- Senior



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## **GENERAL RULES**

All skaters must enter:

- **Olympic Rink** - through the door located at the south end of the rink
- **NHL Rink** - through the door located at the north end of the rink.

## **SESSION RULES**

- Skaters must check-in with the Monitor at the start of each session.
- Sessions may not be split
- If you have not arrived by 5 minutes past the start of the session your spot will be given to those standing by on the waitlist
- All session times are subject to change. Reasonable notice of changes will be given to all coaches and contracted skaters whenever possible
- No switching of sessions
- **Anyone who has not pre-paid through [broadmoorworldarena.com](http://broadmoorworldarena.com) or does not provide a drop-in ticket will not be permitted to skate a session**

### **Entering and Exiting the Ice:**

- When the Zamboni is at the rink doors, all coaches and skaters must exit the ice immediately.
- If a coach or skater is on the ice when the Zamboni has entered the ice surface, the following consequences will apply:
  - First Offense: Verbal Warning
  - Second Offense: Written Warning
  - Third Offense: Suspension from the Ice Hall for one day

### **Right of Way on Sessions:**

- A skater/team whose program is being played must wear the sash. The sash must be visible to all others on the ice.
- The skater/team wearing the sash has the “right of way”.
- Always yield the right of way to the skater(s) wearing the sash and performing their program.
- The skater(s) wearing the sash need to be aware of others on the ice including coaches.
- Skater(s) having the right of way still must be aware of their surroundings.



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## SESSION MUSIC RULES

### **Skaters:**

- Place music in line when you are ready to skate your program
- No restarting, rewinding or changing the order of music
- To do your program a second time, you must wait until everyone has gone once
- Skaters must wear a sash when skating to their music. This identifies that the skater is “in program” and the skater wearing the sash has the right of way.
- **During Competition Periods** (one or two weeks prior to a competition), resident skaters who will be competing may have priority to play music. Special music requests must be in writing and submitted to Allan Long by a Resident Coach for a Resident Skater at least two business days prior to the date requested. CSWA will inform all coaches, skaters and staff who may be effected via an Ice Hall alert specifying the special circumstance and the time period. Special requests will be posted in the music box on each rink.
- Names must be present on all music-playing devices.

### **Coaches:**

- A coach’s request, also known as a “pro request” may be placed in the queue between non-lesson music. This request may follow the skater who is next in line.
- A non-lesson skater’s music must go between “pro request” tapes. The order of music is to be lesson/non-lesson/lesson/non-lesson and must be followed throughout the queue.
- If a section of the program is to be played instead of an entire program, the coach should inform the next in line and only repeat the section one time.
- A skater’s music may not be requested a second time until every skater has had the opportunity to get their music played once.



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## **SESSION QUALIFICATIONS**

**With the recent U.S. Figure Skating changes to the rules and pre-requisites for competition levels (decoupling of Freestyle Tests with Competitive Level,) the World Arena Ice Hall (WAIH) has adapted our Freestyle session standards to better reflect the competition structure and ensure we provide the safest and most productive training environment for our patrons. We have decided to update previous 'level-session' language to the NEW competition and testing standards to provide clarity and consistency. Here are some industry-wide changes to keep in mind:**

### **OPEN FREESTYLE**

- Open Freestyle are freestyles that are open to skaters that have completed Free Skate 1 and higher.
- Learn to Skate Public Passes are NOT valid on this session or any type of freestyle session.

### **PRE-PRELIMINARY COMPETITIVE**

- Pre-Preliminary Singles, Well-Balanced and above: Competition protocol required.
- Adult Gold: Skating Skills Test required.
- Excel Singles levels: Competition protocol required from the following:
  - Preliminary Plus, Pre-Juvenile Plus and above.
  - NOT included are Preliminary Excel or Pre-Juvenile Excel.

### **PRELIMINARY COMPETITIVE**

- Preliminary Singles, Well-Balanced and above: Competition protocol required.
- Adult Masters Intermediate: Skating Skills Test required.
- Excel Singles levels: Competition protocol required from the following:
  - Juvenile Plus and above.

### **PRE-JUVENILE COMPETITIVE**

- Pre-Juvenile Singles, Well-Balanced and above: Competition protocol required.
- Adult Masters Novice-Senior Singles: Skating Skills Test required.
- Excel Intermediate Singles: Competition protocol required.



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## JUVENILE COMPETITIVE

- Juvenile Singles, Well-Balanced and above: Competition protocol required.
- Adult Masters Junior-Senior Singles: Skating Skills Test required.
- Excel Novice Singles: Competition protocol required.

## INTERMEDIATE COMPETITIVE

- Intermediate Singles, Well-Balanced and above: Competition protocol required.
- Adult Masters Senior Singles: Skating Skills Test required.
- Excel Novice Singles: Competition protocol required.

## NOVICE COMPETITIVE

- Competition protocol from Novice Singles, Well-Balanced and above with a completed Double Axel
  - Double Axel must be landed clean or q (1/4 rotation missing)
  - NOT included are under-rotations, downgrades, and/or falls when meeting the Double Axel requirement.
- No ice dance (partner or solo) or synchronized skating patterns (partner or solo)

## JUNIOR/SENIOR COMPETITIVE

- Competition protocol from Junior or Senior Singles, Well-Balanced with 3 triple jumps completed.
  - The 3 triple jumps must be landed clean or q (1/4 rotation missing) and on the same protocol (in the same program)
  - NOT included are wrong edges, under-rotations, downgrades, and/or falls when meeting the 3 triple jump requirements.
- No ice dance (partner or solo) or synchronized skating patterns (partner or solo)

**Competition Protocol Requirements:** For all levels, the competition protocol submitted must be from the past 12 months or less. If the protocol is from more than 12 months, the reason needs to be approved by the Skating Manager and Director.

- Please send your test and competition records to [tcapone@broadmoorworldarena.com](mailto:tcapone@broadmoorworldarena.com) so we can update the required pre-requisite on your account.



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If a skater uses a session for other than the designated purpose of the session (e.g., doing freestyle on a session where freestyle is not allowed), that skater will be pulled from the session and will forfeit that session and any sessions associated with it. In such a case, the skater will not be reimbursed for any lost sessions.

Exceptions are occasionally made through U.S. Figure Skating or USOPC and must be honored.

## **FREESTYLE SESSIONS**

Skaters must have completed the U.S. Figure Skating Basic Skills Free Skate 1 Level before they can skate on WAIH Training Sessions. They may skate during the 5:45 AM and 5:30 PM sessions only if they have completed Level 1 training. If the skater did not participate in the WAIH's Learn to Skate program, proof of completion of Free Skate Level 1 will be required before skaters will be allowed on sessions. Skaters who have not completed the Free Skate 1 Level may not skate on any of our competitive sessions. Public sessions may be available throughout the week at which skaters at this level may practice and take private lessons.

- Skaters **MUST NOT** sign up online for sessions outside of their discipline.
- All skaters are **required** to send in updated competition protocol.
- If a skater arrives for a skating session five minutes or later after the session start time, their spot may be taken by another skater on the waiting list regardless if they have contracted for the session. Skaters are asked to call the skating office at **719-477-2178** if they are going to be late for their session so that their spot may be held.
- Freestyle Skaters may skate up or down ONE level if:
  - There are ten (10) or less skaters including the individual making the request
  - No other comparable session is available for the skater
  - Skater has a lesson contracted
  - Skater informs the Skating Office staff and signs the roster
- Freestyle Skaters may skate on a Dance/Pairs Session if:
  - There are three (3) teams or less skating, and a total of ten or less skaters on the session.
  - No other comparable session is available for the skater
  - Skater has a lesson contracted
  - Skater informs the Skating Office staff and signs the roster



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# **NATIONAL & INTERNATIONAL FREESTYLE SESSIONS**

## **Criteria for the National Freestyle session**

### **US National Competitors**

- Junior-Senior Freestyle competitor who has competed at US Nationals at the most recent US National Championship
- If space exists and competitor isn't exempt by any other criteria, WAIH may extend an invitation to any former US Men's or Ladies' National Champion at the Senior level

### **Non-US International Competitors**

- CSWA Resident Athlete who is a Freestyle competitor and has been assigned a Sr. Grand Prix event within the current competitive season, or who has competed at the most recent World Championships

## **Criteria for the International Freestyle session**

### **US National Competitors**

- Freestyle Athletes with a Team USA designation who have received an International Assignment from U.S. Figure Skating for the current or previous competitive season
- If space exists and competitor isn't exempt by any other criteria, WAIH may extend an invitation to any former US Men's or Ladies' National Champion at the Senior level

### **Non-US International Competitors**

- Freestyle competitor who has been assigned a Sr. Grand Prix event within the current competitive season
- Freestyle competitor who has reached the Jr. Grand Prix Final within the current competitive season
- Freestyle competitor who has reached the Final round of either the World Championships, or Junior World Championships within the current season

*Management reserves the right to alter protected sessions as they see fit. Management also reserves the right allow International Competitors on the International session who have qualified for the Olympic Games but have not otherwise met session criteria.*



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## **DANCE and PAIRS SESSIONS**

Teams will have priority on all Dance, Pairs and Dance/Pairs Sessions in regards to walk-on spots available for the session. Contracted sign ups within your discipline have priority.

Freestyle skaters may skate on Dance, Pairs and Dance/Pairs Sessions with the following provisions:

- There must be three or less teams and a total of 10 or less skaters on the session
- No other comparable session should be available for the skater
- Skater **MUST** have a lesson contracted, and be in a lesson the entire time they are on the session. If a skater is only in a 20-minute lesson, they must buy a 20-minute session ticket
- No more than 10 skaters allowed on a session that contains freestyle skaters
- Although standard music rules apply, Dance and Pairs skaters will have music priority

Students in a choreography lesson may have the option to use a Dance or Pairs session if the following criteria is met.

- There must be a total of 10 or less skaters on the session
- Skater **MUST** have a lesson contracted and be in a lesson the entire time they are on the session. If a skater is only in a 20-minute lesson, they must buy a 20-minute session ticket
- Prior approval must be given if a comparable session exists, and comparable session has 10 or more skaters on it
- Although standard music rules apply, Dance and Pairs skaters will have music priority

On Dance only sessions, Pairs skaters may have the option of doing the session if space is available.

On Pairs only sessions, Dance skaters may have the option of doing the session if space is available.



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## **ICE HALL SKATERS CODE OF CONDUCT**

The Broadmoor World Arena (BWA) strives to offer an environment and atmosphere that is conducive to providing athletes and coaches the opportunity to maximize their training and performance.

The privilege of skating at the BWA facilities is subject to and dependent on a skater observing and abiding by all policies, procedures, rules and protocols (whether written or otherwise expressed) established by BWA from time-to-time, including this Code of Conduct. A skater agrees to this by accepting the privilege of using BWA facilities and understands that conduct in violation of this Code of Conduct or otherwise in violation of any policies, procedures, rules and protocols of BWA may result in full or partial forfeiture of skating privileges at BWA facilities.

Without limiting any of the foregoing, the following are examples of matters to be taken into account by skaters and conduct to be exemplified by a skater.

Regardless of a skater's level of skill, there are elements of risk and inherent dangers in ice skating. It is important to use common sense, show courtesy to others and anticipate dangerous situations before they arise.

### Right of Way:

- A skater or team whose program is being played and is wearing the sash (teams exempt if a safety issue) has the right of way.
- Always yield the right of way to the skater wearing the sash and performing their program.
- The skater wearing the sash needs to be aware of others on the ice including coaches.

### Flow of Ice:

- Continue to move – standing still means someone may need to move around you which may lead to an accident

### Specific Conduct:

- Keep your head up – be aware of other skaters around you
- If you are not skating, leave the ice
- The players' bench area is for coaches and athletes on the session only
- Except for Specialty or Group Classes, do not skate in groups
- Do not stop where others are skating
- No roughness, unnecessary aggressiveness or buzzing
- Stay off the ice when resurfacing or maintenance is in progress
- Exit sessions on time
- Be courteous and sportsman-like both on and off the ice
- Be considerate of others - if you see that another skater does not see you coming, be aware and move
- Apologize when you accidentally get in someone else's way
- Do not use abusive or foul language



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Skaters' Code of Conduct (Continued)

- Do not bring any items, such as cameras, purses, food or beverage on the ice
- One ear bud is allowed. However, an athlete will get one warning if they can't pay attention to the session due to having an ear bud in. The ability to wear an ear bud will be lost if the problem persists. No over the ear headphones are allowed.
- No kicking or gouging the ice or dasher boards
  - Immediately report all injuries to the BWA Administrative Office
  - Immediately report unsportsmanlike conduct to your coach and BWA staff

General Conduct:

- Skaters will be civil and courteous to all with whom they come in contact and maintain collegial relationships with other skaters, coaches, parents and staff.
- A skater will exercise good judgment and discretion in their relationships and interaction with other skaters, coaches, parents, patrons of BWA facilities and BWA staff.
- At all times a skater's conduct will be governed by principles of honesty, integrity, safety and sportsmanship.
- A skater will act in a manner which demonstrates respect for rules under which skaters train and compete that will preserve integrity and safety for all.
- A skater will act in a manner which avoids verbal or physical abuse of any skater, coach, official, parent, staff member or other patron of BWA.
- A skater will not engage in any course of conduct designed to harass or intimidate another coach, skater, parent, staff member or other patron of BWA.
- A skater will not make groundless accusations of impropriety or attribute bad motives to other skaters or coaches in bad faith or without good cause.

Skaters understand that a coach has primary responsibility to address and resolve concerns and conflicts that arise between them and skaters or other coaches, and to openly communicate in a productive manner with BWA and staff regarding conflicts that arise. A coach is obligated under the BWA Coaches Code of Conduct to encourage their students (and the parents of their students) to resolve conflicts without resorting to hostility, disruptive behavior or violence. BWA will not tolerate any disruption of its functions or of its staff, including any conduct that infringes on the well-being of others or use of BWA facilities by others.

BWA will use reasonable efforts as necessary, and under the appropriate circumstances, to address concerns and resolve issues as they arise. However, BWA reserves the right to remove from BWA facilities any coach, skater, parent of a skater, or spectator (including family members) whose conduct is in violation of any policies, procedures, rules or protocols established by BWA. BWA also reserves the right to temporarily or permanently suspend, deny or revoke the privilege of any such person(s) to use BWA facilities or to enter upon BWA grounds.



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## **ICE HALL PARENTS CODE OF CONDUCT**

The Broadmoor World Arena (BWA) strives to offer an environment and atmosphere that is conducive to providing athletes and coaches the opportunity to maximize their training and performance.

The privilege of training at the BWA facilities is subject to and dependent on observing and abiding by all policies, procedures, rules and protocols (whether written or otherwise expressed) established by BWA from time-to-time, including this Code of Conduct. A parent agrees to this by accepting the privilege of using the BWA facilities and understands that conduct in violation of this Code of Conduct or otherwise in violation of any policies, procedures, rules and protocols of BWA may result in full or partial forfeiture of skating privileges at BWA facilities.

Without limiting any of the foregoing, the following are examples of matters to be taken into account by parents and conduct to be exemplified by parents.

- I will encourage good sportsmanship by demonstrating positive support for all skaters, coaches and officials at every practice session, competition and test session.
- I will encourage my child to skate in a safe and healthy environment.
- I will teach my child that doing one's best is more important than winning, so that my child will never feel defeated by the results of a competitive event.
- I will never ridicule or yell at my child or other participants for making a mistake or blame my child's teammates for placement in a competition.
- I will do my best to make skating fun and will remember that my child participates in skating for his/her own enjoyment and satisfaction, not mine.
- I will ask my child to treat other skaters, coaches, fans, staff members and officials with respect.
- I will teach my child to resolve conflicts without resorting to hostility or violence.
- I will be a positive role model for my child and other skaters.
- I will respect my child's coach and refrain from coaching my child or other skaters during competitions and practices.
- I will respect the decisions of officials and their authority during competitions and test sessions and teach my child to do likewise.
- CSWA expects sportsmanship, respect, dignity and courtesy at all practices and events. Through responsible behavior and fair play, coaches, skaters and their parents will assume the role of good will ambassadors of figure skating.



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## **PHOTOGRAPHY & VIDEO TAPING**

### **PHOTOGRAPHY**

Photography of skaters while practicing on the ice is not allowed. Changes to this policy, if any, must be authorized in writing by WAIH staff.

### **VIDEO TAPING**

Videotaping in the World Arena Ice Hall is limited to authorized coaching staff in the designated location. Changes to this policy, if any, must be authorized in writing by WAIH staff.

## **PROCESSING COMPLAINTS OR CONCERNS**

1. Complaints or concerns must be submitted in writing to the Director of Ice Hall Event Services. The written complaint must contain:
  - Name, telephone number and email of the complainant
  - Date, time and place incident occurred
  - Description of what the concern is
  - Name(s) of party(ies) involved
2. The Director of Ice Hall Event Services will review the complaint or concern and forward it to U.S. Figure Skating, the Broadmoor Skating Club and/or other parties as necessary to seek joint resolution.
3. The resulting agreed upon resolution will be put in writing by the Director of Ice Hall Event Services and delivered to all parties involved in a timely fashion.

## **FRONT DESK HOURS, SESSION PAYMENT POLICIES AND COACHES TICKETS**

Prior to private lessons, extra sessions, off-ice or on-ice classes, all skaters must purchase tickets used as a means for payment. These are available at the front desk. Hours of operation are: Monday – Friday from 5:45 am – 5:30 pm and Saturdays from 6:00 am – 1:00 pm.

Treat all Coaches private lesson tickets as cash. Patrons must give Coaches tickets directly to the Coach. The Front Desk will not be responsible for giving tickets to Coaches. There will be no reprints of any Coaches tickets for any reason. All Coaches tickets must be used no later than one year from date of issue.



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## **ICE ETIQUETTE GUIDELINE**

THIS IS A **ZERO** TOLERANCE POLICY

**Failure to comply with the following policies shall result in removal from the ice and a loss of privileges in the World Arena Ice Hall for the remainder of the day. In the event of any such action, there will be no refund or credit for lost sessions.**

- Skaters are required to check in with the ice monitor before beginning their session.
- Food and/or drink are **not** permitted on the ice (exception – plastic water bottles).
- It is the responsibility of all skaters to keep the ice clean and free of trash and other belongings such as water bottles, gloves, etc.
- No stopping or standing on the ice except against the boards. This also includes speaking with people in the bleachers or at the rink doors. If it is necessary to speak to anyone other than a coach off the ice, skaters must step off the ice.
- PARENTS are restricted to the bleachers for viewing at all times. Parents are not allowed on the Player's Bench side of the rink.
- Any parent observed instructing a skater (including using gestures from bleachers) will result in the removal of the parent and the skater from the rink. There will be no refund or credit for unused sessions or classes.
- Kicking the ice or boards, shouting, foul or abusive language or arguing with other skaters or coaches will not be tolerated.
- Skaters must skate the sessions at their confirmed level. Skaters must have passed the freeskate portion of that level – not moves in the field.
- Skaters **must not** sign up for sessions online that are outside of their discipline.
- At the end of the session, skaters must leave the ice promptly.



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