

Gateway Ice Centre  
610 South Service Road,  
Stoney Creek, ON  
L8E2W1



Phone 905.643.8668  
Fax 905.643.8008  
[info@gatewayice.ca](mailto:info@gatewayice.ca)  
[www.gatewayice.ca](http://www.gatewayice.ca)

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## Gateway Skating School FAQ

### Registration Process:

Registration forms are available at the front reception desk and can be submitted to a receptionist who will accept the form and payment. ***This is our preferred method of registration and the quickest to ensure your spot.***

Forms may be submitted through fax or email however there may be a delay in receiving a response which may lead to you not being able to register in your preferred day/time slot. Faxes and emails are responded to Monday – Friday between 9AM – 5PM, if a form is submitted in the evening or weekend, they will be reviewed on the next business day during the hours above. If submitting a form through fax or email, please provide a contact number to follow up for payment. (Payment is required to reserve your spot)

**Fax Number: 905-643-8008 or Email: Vanessa at [vanessa@gatewayice.ca](mailto:vanessa@gatewayice.ca)**

If you would like to speak with a receptionist, please give us a call at 905-643-8668.  
Program specific inquiries: Angela at [angela@gatewayice.ca](mailto:angela@gatewayice.ca)  
or Billing: Vanessa at [vanessa@gatewayice.ca](mailto:vanessa@gatewayice.ca)

**1. Do parents go on the ice with their child/children?**

No, parents do not go on the ice with their child/children.

**2. Do we use skating aids?**

No. Bob Skates are also not permitted on the ice.

**3. What should my child wear on the ice?**

Pre Skate – snow pants/slush pants (must be able to bend), warm gloves, warm coat, supportive skates, CSA approved hockey helmet with a cage.

Learn to Skate – snow pants/slush pants (must be able to bend), warm gloves, warm coat, supportive skates, CSA approved hockey helmet.

Learn to Play – full hockey equipment, CSA approved hockey helmet.

Learn to Skate Adults – warm clothes, warm gloves, and CSA approved hockey helmet.

**4. What if I miss a class/Can I make up a class?**

Due to class ratios, we are unable to make up classes in the next session.

**5. Do you pro-rate the classes before the session has begun?**

We do not pro-rate the class cost before the session has begun. If there are spots available after the session has already started, we will pro-rate at that time.

**6. Can I sign up if the session has started?**

If space is available, yes – please call us for availability 905-643-8668.

**7. Can spots be held without payment?**

No, we do not hold spots; payment is required to confirm your spot.

**8. What is your refund policy?**

Refunds may be offered before the start date of the session and will be subject to a \$50.00 administration fee unless a medical certificate is provided then a reduced administration fee of \$25.00 will apply. Once the session has begun refunds will only be granted to participants who have provided a medical certificate and will be subject to the \$25.00 administration fee. Switching class days or times may be available but are not at any time a guarantee, please choose the days and times of classes carefully.