



## Guideline on Employing or Changing a Coach

- 1 Each coach runs an independent business and operates from the Alpine Ice facility.
- 2 Your coach should provide you with a breakdown of their charges and expected fees for the year and also their policy with respect to bookings, payment and refunds.
- 2 Your coach will invoice you directly for their services and you need to make sure you are aware of their invoicing and payment policy. Alpine Ice will invoice you separately for the ice time package you choose as per the membership agreement.
- 3 When booking lessons, it is the skater's responsibility to negotiate the lesson length. The usual starting length is a 15 min, 20 min or 30 min lesson.
- 4 You could expect your coach to work with you in establishing goals and subsequent training programs for the year.
- 5 You will need to inform your current coach and the Skate School Director if you are looking at changing coaches or having additional lessons with another coach. Good communication is most important at this time to ensure a smooth transition from one coach to another and to minimise disruption to a skater's training program.
- 6 When changing coaches, all outstanding fees must be paid to the original coach before commencing training with the new coach.
- 7 Some skaters employ more than one coach to facilitate their training. The communication between all coaches involved and the skater is vital. The coaches must be clear about their individual roles and objectives and the skater's aims. This must be agreed in consultation with all involved.
- 8 If the coach you select is fully booked, you may wish to place your name on a waiting list with that coach and then select another coach who is available at the times you require.