



# Skaters' Information Pack

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Please note that public sessions are not suitable for practising programmes, tricks or hockey drills due to the variety of skating ability. This is monitored by staff on duty.

## Patch etiquette



These are practice sessions. All socialising should be carried out off ice prior to or after the session.

Treat other skaters as you would like to be treated.

The lesson with the music has first priority. Groups give way to individuals and all other lessons have the right of way and second priority.

Please watch out for skaters doing their programmes to music. They have the third right of way. This does not mean you have to stand on the ice and watch.

Programme music must be played once from start to finish unless a coach is choreographing a new programme. This applies to coaches and pupils. Please do not stop and restart music as there are others waiting to have their music played. Once everyone who wants their music played has had a chance you may play your music again. Be courteous.

For safety reasons, please practice your spins responsibly and not in the flow of traffic. This does not apply during programme run through.

It is the responsibility of higher level skaters to watch out for skaters of a lower level, when both have similar priority. Lower level skaters need to be aware of the speed of other skaters.

Skaters should exercise caution when performing backward manoeuvres.

There will be no poor behaviour, such as kicking the ice, yelling at other skaters to get out of the way, or foul language. Skaters who behave in such a manner will be asked to leave the ice and there will be no refunds.

Please no gum, food or drinks on the ice. Water bottles only.

Long hair must be tied back and please wear suitable and appropriate clothing – no jeans.

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## Courses and private lessons



### Courses:

- Term time - 6 week course
  - Holidays - 1 week crash course
- Age ranges from parent and toddler up to adult only courses.

For dates and times pick up a brochure from main reception or look at page 10 for contact information.

### Private Lessons

We have 10 full time ice pro coaches. Should you wish to have private lessons there is a waiting list at main reception. Your name can be added at any time along with your contact number, level of skating and availability.

### Prices and Payment for Private Lessons:

1 on 1 - £9.60	3 on 1 - £5.30
2 on 1 - £6.70	4 on 1 - £4.45

You will be issued with receipts from reception on payment which need to be handed to the coach or left in their box behind reception.

### Cancellations:

All the coaches are self-employed and the policy in regard to lesson cancellations is that 24 hours notice must be given or payment will be expected. Should a coach cancel, please contact them directly.

### Please note:

Competition and test fees are arranged privately with each coach.

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## Patch levels



**In order to use rink patch ice you need to have passed the Level required and not be working towards it**

**For NISA Level 1 it can be any part i.e.: Field Moves, Elements, Free, Dance**

Monday to Friday	Up to 07:00	NISA Level 1 & Above
	07:00 - 09:00	Passport Gold & Above
	09:00 Onwards	Skate UK Level 10 & Above
Saturday	Up to 06:30	NISA Level 1 & Above
	06:30 Onwards	Skate UK Level 10 & Above
Sunday	Up to 07:30	NISA Level 1 & Above
	07:30 Onwards	Skate UK Level 10 & Above

## Patch Payment



### Cost:

- The minimum time you can use patch for is 30 minutes, after this it increases in 15 minute increments.
- 30 minutes = £2.80
- 45 minutes = £4.10
- 1 hour = £5.40
- 1 hour 15 minutes = £6.70
- 1 hour 30 minutes = £8.00
- 1 hour 45 minutes = £9.30
- 2 hours = £10.60

### Using patch before 8am:

- You must sign in and out at main reception. You may be charged until 9.00am if you do not sign out.
- Payment for patch is expected on the day.
- Should you leave before 8.00am cash can be paid to the security guard at reception.
- A receptionist will be available from 8am to take cash and card payments.
- Payment for patch can be paid for over the phone.
- Once you have paid, please make sure your name is crossed off the signing in sheet.
- All signing in sheets are checked at the end of the month. Should your name not be crossed off you may still be liable for payment unless a valid receipt can be produced.
- The rink and main reception are covered by CCTV. Failing to sign in or falsely recording the amount of time you spend on the ice will be treated as theft and may lead to a ban and/or prosecution.
- CCTV and signing in sheets are periodically reviewed.

## Monthly Patch Vouchers



### Monthly patch vouchers:

- If you use patch for more than 3 hours a week, you may find it cheaper to buy a monthly patch voucher.
- A patch voucher costs £63 and entitles you to unlimited use of patch for one calendar month.
- You must be a member of BISC in order to purchase a patch voucher, and you will be required to show your membership card at the time of purchase.
- Patch vouchers can be purchased from reception no later than the 7th of the month. No exceptions to this rule will be made.
- A patch voucher is valid for one person only.

### Three strikes policy

- The ice rink operates a three strike policy. Complaints received for breaches of patch etiquette and failure to follow the correct procedure when changing a coach will be dealt with as follows:
  1. A verbal warning from the individual's coach or the head coach should they not have a regular coach.
  2. A written warning from the head coach.
  3. A meeting with the head coach and member of rink management. This may lead to removal of privileges and/or a ban from the building.

Should you be unhappy with any decisions made you may appeal in writing to the general manager within seven days.

## Free Coaches



### Stacey Bullock

Stacey started skating at Bracknell 22 years ago, in which time she attained her inter gold award in free skating, which made her the first home grown skater to take part in the British Junior Championships. She has also competed in National and International competitions. She has been teaching at Bracknell now for the last 7 years.



### Alex Verkovitch

Alex has been teaching in Bracknell since 1996. He is a distinguished coach of Belarus Masters of Sports of the USSR and British Senior Level 3 Coach. He has participated in many national and international competitions and is a former ice skating champion of Belarus. He holds a degree in Physical Culture and Sport Education and throughout his career has taught numerous ice skating talents.



### Laura Lewis

Laura started skating at Bracknell 19 years ago, in which time she competed in several national and international competitions. She then toured for 6 years with various ice shows, including Holiday on Ice. Laura has also coached in Dubai and London, before finally coming back to Bracknell where it all began.



### Anthony Goff

Anthony has been skating since the age of four. He has worked with many well respected coaches internationally and has competed against Britain's best skaters. He specialises in Free Skating and is now coaching full time to raise the next generation of skaters.

## Dance Coaches



### David Phillips

David is a highly motivated and experienced (Level 3/Senior/Gold dance test) Ice-Dance/Synchronized Skating coach. He has won many medals Nationally & Internationally (Former Olympic squad member), coached 30+ champions in Couples, Solo Dance, and Synchronized team skating, including having competitors in Junior and Senior world championships and appeared, choreographed and toured in many shows.



### Lucine Chakmakjian

Lucine is a very experienced Ice Dance/Synchronized coach & skater (Level 3/Senior/Gold dance test), NVQ's in; Physiology, Anatomy and Pilates. 2 x Belgium and 1x Flemish champion, 3 x Olympic squad, Team Britannia member. Competed at European and World Championships. Studied performing arts. Appeared in & choreographed numerous shows. Coached internationally at Grand Prix and World Challenge events, produced 30+ Champions.



### Natasha Moody

Natasha is a highly qualified Ice Dancer having achieved gold level. She has been lucky enough to compete in several national and international competitions and toured the world for four and a half years with Holiday on Ice. Natasha loves teaching and encouraging all skaters to achieve their full potential, but always remembering that the most important thing is to have fun and enjoy your skating. Some of Natasha's pupils have become Solo Dance and Adult British Champions.

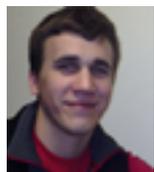
### Chris Hockaday

Chris has been at Bracknell since 2003. He has won the British championships and national events many times, as well as competing in international events around the continent. In his skating career he has achieved his Junior Competitive Test. He has learnt British Sign Language level 2, and teaches skaters of all ages, levels, and learning abilities, including skaters in British National competitions. Chris also coaches synchronized skating and has taken a Bracknell team to the British Championships for several years.



### Wendy Day

Wendy has been skating for 22 years, in which time she has attained her inter gold level. Furthermore, she has also participated in numerous national and international competitions, ice shows and pantomimes.



### Aleksandr Pirigov

Aleksandr began coaching at Bracknell in March 2013, shortly after retiring from competitive skating. He is a National and International Member of the Lithuanian Skating Federation and was a candidate for the Olympic team. In singles he was national and international champion representing Lithuania from 1999 to 2007. In 2007 he moved to the USA to train in Ice Dance and was coached by Ivor Shpiland and Marina Zoueva. During his ice dance career he competed in the ISU Junior Grand Prix Circuit and both Junior World & World Championships. He was 5 time Lithuanian Junior Champion.

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## Club levels



In order to use club patch ice you must be a BISC club member. In addition you need to have passed the level required and not be working towards it.

Tuesday	17:00 - 17:30 Group Lessons: Jumps & Spins	NISA Level 3* & Below *Skaters must have passed both Elements & Free to participate in the correct group
	17:30 - 18:00 Patch Practice + Private Lessons	Skate UK Level 8 & Above
	18:00 - 18:30 Group Lessons: Jumps & Spins	NISA Level 4* & Above *Skaters must have passed both Elements & Free to participate in the correct group
Thursday	17:00 - 17:30 Group Dance Lessons	Skate UK Level 8 & Above
	17:30 - 18:00 Patch Practice & Private Lessons	Skate UK Level 8 & Above
Friday	17:45 - 18:15 Patch Practice & Private Lessons	Skate UK Level 8 & Above
Sunday	20:30 - 21:30 Patch Practice & Private Lessons	NISA Level 6 & Under Have Priority
	21:30 - 22:30 Patch Practice & Private Lessons	NISA Level 7 & Above Have Priority

Please refer to BISC website for weekly off ice activities.

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## How to change coaches



Proper procedures for changing coaches & or employing additional coaches.

### Parents:

- Contact your current coach and express the reasons for wanting to switch or add another coach. This could solve the need to switch.
- Make sure you have paid your account balance in full.
- Discuss this change with your child to make sure they are comfortable with the change.

### Future Coach:

- Direct the client to first make contact with the former coach.
- Contact the current coach, make sure there is no resolution to the problem.
- Confirm all outstanding balances are paid before any lessons take place. There are often exceptions or discrepancies which need to be handled on a case by case basis.
- Respect what the former coach has done for the skater. If technique changes need to be made, do so without degrading the former coach's method.
- Support your fellow coaches. Regular meetings are helpful to discuss any arising problems or news which improve relationships.

### Skaters:

- Switching coaches, if the above procedures are followed, should not affect the skater's relationship with other skaters.
- Do not isolate a skater who has switched from your coach to another.
- Do not encourage others to switch from their current coach. Anyone caught doing so may be asked to leave the rink.
- Treat all skaters with equal respect, everyone on the ice follows the same set of rules.

### All:

- It is inappropriate to discuss the reasons for changing/adding coaches.
- Touting for business for your coach is unacceptable.
- Outside of your paid lesson time it is not your business what your coach does with their time, who they coach and how often.
- Whilst it is reasonable to extol the virtues of your own coach, it is completely improper to make derogatory comments about others.
- Try-outs are to be arranged by the coaches concerned.
- Please remember, what suits you or your child may not suit another.

## Contact Information



For all club enquiries:

BISC

[www.bracknell-ice-skating-club.co.uk](http://www.bracknell-ice-skating-club.co.uk)

Messages for coaches can be placed at the JNL reception.



For any Ice Hockey enquiries:



[www.bihc.org.uk](http://www.bihc.org.uk)

## Complaints

Should you wish to make a complaint please discuss with your coach.

If the complainant is not satisfied please direct your concerns to the Head Coach - Emma Riazancew. Should the complaint not be resolved please detail your complaint in writing to the Ice Rink Manager

Prices and times are subject to change, please contact the main reception upon any queries you may have.