

Don Ross Hockey Academy FAQ

SCHEDULE & LOGISTICS

What times does the Academy run?

Tuesday/Thursday 1:30-2:30pm.

Where do students store their gear?

Students store their hockey gear in a locked cage in the courtyard at school. There is no storage available at the rink.

How do students get from the rink to the school?

There will be a bus to and from Don Ross to Brennan Park for each ice time.

Do students have time to shower before going back to school?

Yes, but they need to shower quickly.

Is there separate change rooms for girls?

There are a variety of spaces that can accommodate changing to make sure all of our academy students are comfortable.

REGISTRATION & FEES

Do I have to pay the full \$820 when I register?

The total fee for the Academy is \$820 but as a convenience to parents, a deposit of \$164 is required with registration, remaining payments are due Sept 1-Dec 1. We accept visa, mastercard, amex and e-transfer. Payments are the parent's responsibility. E-transfer's must be set to recurring payment prior to Sept 1-Dec 1. Please include the player's 1st name, last name and school on any e-transfers.

We accept visa, mastercard, amex and etransfer. Payments are the parent's responsibility. E-transfer's must be set to reoccurring payment prior to the 1st of the month (Oct 1-Jan 1) to holly@rpmhockey.com. Please include child's 1st name, last name and school on any e-transfers. Families are also charged \$150 by the school to cover the cost of the bus for the program.

What do I get for \$820?

Students will get 2 on-ice sessions per week, Oct-Feb

Can I get a tax receipt?

Yes, you can login to your account at www.rpmhockey.com anytime, click on 'billing' and all the invoices will be there, just select one and 'download'.

REFUND POLICY

What happens if I register and my child changes their mind?

The \$164 deposit is fully refundable (less \$25 credit card/admin fee) up to Mar 31. If you decide to withdraw you need to email holly@rpmhockey.com to arrange a refund and contact the school. Withdrawing after Sept 1, you may receive a pro-rated refund.

What if my son/daughter gets injured?

If a student is unable to participate in the Academy on-ice for longer than 3 weeks, RPM will pro-rate fees. If the student is sick or injured, parents need to communicate with the school office and email holly@rpmhockey.com so we can adjust the fees if applicable.

ACADEMIC INFORMATION

What do the students get for Academic credit?

No Academic credit is directly linked to Hockey Academy. Students are expected to continue meeting the demands and expectations of their school academics while participating in Hockey Academy.

What happens to PE?

Students may continue to receive PE instruction at the school depending on where their class's PE block falls in the school schedule and its relation to the Hockey Academy schedule. Hockey Academy is not directly related to school-based PE, but could be considered as part of a student's PE assessment on a case-by-case basis.

Do students get graded on the Hockey Academy & how are they marked?

No. Students will receive anecdotal feedback from the coaches during sessions. Families will be informed by the school should there be any concerns.

CLASS STRUCTURE

Do all levels train together?

Yes, classes have Recreational and Rep level players but Instructors will break the students up according to ability and teach them separately.

How many students per class?

24-30 students per class determined by the school as per Ministry Standards.

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Each school location determines the number of groups it plans to run and offers a limited number of spots (typically 25-30) students per group. Note - The number of groups & spots available can change from one year to the next as determined by each individual school. Other factors that may affect the number of groups includes # of Participants and access to ice.

Spots are secured on a first-come, first-served basis, beginning with re-registrations among returning students and then opening up to new students after the new parent meetings.

Example: If a location has 1 group, the first 25-30 returning students to re-register secure their spots. If a location has 2 groups, the first 50-60 students secure their spots. If for example the school normally runs 2 groups and makes a decision to go with 1 group the first 25-30 re-registrations will get priority any additional re-registrations would be waitlisted.

What is the staff/student ratio?

On-ice is 2 Instructors. A Don Ross teacher also accompanies the group at the rink and on the bus.

CONTACT

- RPM On-Ice/Admin – Craig Millin – craig@rpmhockey.com
- RPM Off-Ice/Registrations/Payments/Special Events – Holly Rogers – holly@rpmhockey.com or Sam Porta sam@rpmhockey.com
- DRMS Teacher/VP – John Nanson – JNanson@sd48.bc.ca

ACCOUNT MANAGEMENT & COMMUNICATIONS

- **Receipts:** You can access receipts anytime, login to your account and click on 'billing'
- **Account Changes:** Update address, email, credit card info online anytime by logging into your account, click on 'settings'
- **Primary Email:** We communicate primarily by email, so please provide an email address that you check daily. Please ensure you have selected 'Yes, to receive promo material' under settings, so you receive all academy correspondence. You should also ensure RPM Postmaster is a 'safe sender' so our emails do not go into 'junk mail'.

- **Communication:** All Academy correspondence is done by email. When registering, please provide 1 email address that is checked regularly. Please make sure you are not unsubscribed, you must click 'yes, to receive promo material' online under 'settings'.