

# Riverside Hockey Academy FAQ

## SCHEDULE & LOGISTICS

### What times does the Academy run?

It will depend if the school runs 1 group or 2. In previous years, on-ice Mon/Wed/Fri Group 1 7:15-8:15am or Group 2 7:30-8:30am and off-ice Tue/Thur Group 1 7:30-8:30am or Group 2 8:30-9:30am. Placement into specific blocks is done by the school. Monday generally focuses on Power Skating, Wednesday focuses on Puck Skills and Friday is Game Day.

### Where are off-ice sessions?

Off-ice is run at the schools in a variety of facilities (gym, multipurpose room etc.). Off-ice is sport specific working on agility, explosive power, core strength, flexibility etc.

### Where do students store their gear?

Gear storage is the student's responsibility. There is no gear storage at the school or rink.

### How do students get from the rink to the school?

Most parents/students arrange carpooling, so 1 parent drops the students off at the rink and another parent picks the students up & drops them off at school. Several students walk from the rink back to Riverside.

### Is there a separate changing room for female students?

Yes, there is a female room. Typically, we have 3 rooms for the boys and 1 for the girls.

## REGISTRATION & FEES

### Do I have to pay the full \$1565 when I register?

The total fee for the Academy is \$1565 but as a convenience to parents, RPM will accept a payment plan of 5 payments of \$313. A deposit of \$313 is required with the registration, and remaining payments are due Sept 1/Oct 1/Nov 1/Dec 1. We accept visa, mastercard, amex and etransfer. Payments are the registering parent's responsibility. Please include the player's 1st name, last name and school on any e-transfers.

### What do I get for \$1565?

Students will get on-ice, off-ice, events, classroom sessions, complimentary academy swag and guest speakers.

### Can I get a tax receipt?

Yes, you can login to your account at [www.rpmhockey.com](http://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 deposit is refundable up to March 31, 2026 (less \$50 admin fee). Non-refundable as of April 1, 2026. After September 1, 2026: Withdrawals may be pro-rated based on administrative approval. If you decide to withdraw you need to email [holly@rpmhockey.com](mailto:holly@rpmhockey.com) to arrange a refund and contact the school. Withdrawing after Sept 1, you may receive a pro-rated refund, less admin fee.

**What if my child is not accepted? Or the transfer/cross-catchment schedule does not work for their school schedule?**

We would confirm with the school, but the deposit will be refunded in full.

After registering, please email [holly@rpmhockey.com](mailto:holly@rpmhockey.com) if you are applying to transfer or cross-enroll and include catchment school name

**What if my son/daughter gets injured?**

If a student is unable to participate in the Academy on-ice, off-ice or events for longer than 3 weeks, RPM will pro-rate fees. If the student is sick or injured, parents need to communicate with the teacher Jeremy Neufeld [jneufeld@sd43.bc.ca](mailto:jneufeld@sd43.bc.ca) and RPM Admin Holly Rogers at [holly@rpmhockey.com](mailto:holly@rpmhockey.com).

**ACADEMIC INFORMATION****What do the students get for Academic credit?**

The Hockey Academy at Riverside is a 4 credit BAA Elective.

**What happens to PE?**

Your child will still need to take PE but most Academy students choose to take PE in the 2nd semester or online to open space for other courses.

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

Yes, students are marked & graded by the academic teacher. The grades are based on several components including attendance, effort, attitude, assignments, volunteer work and being prepared for all aspects of the program.

**If my child is a recreational hockey player, can they still get an A in Hockey?**

Students are marked as individuals, if they are on-time, prepared, work to the best of their ability, hand all assignments in on time etc., they have a good chance of getting an A.

**CLASS STRUCTURE****Do all levels train together?**

Yes, classes are comprised of 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.

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?**

Based on a full class of 25-30 students, on-ice is 2 Instructors & 1 Goalie Instructor and off-ice is 1 off-Ice instructor. Academic teacher attends & co-teaches both on-ice and off-ice. Goalie instruction provided for a minimum of 2 goalies/maximum of 4 per group. If only 1 goalie registers the cost is pro-rated.

### **CONTACT INFO**

- RPM On-Ice/Admin: Craig Millin – [craig@rpmhockey.com](mailto:craig@rpmhockey.com)
- RPM Off-Ice/Registrations/Special Events: Holly Rogers – [holly@rpmhockey.com](mailto:holly@rpmhockey.com) or Sam Porta – [sam@rpmhockey.com](mailto:sam@rpmhockey.com)
- Riverside Teacher: Jeremy Neufeld – [JNeufeld@sd43.bc.ca](mailto:JNeufeld@sd43.bc.ca)

### **ACCOUNT MANAGEMENT**

- **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'.