



## Ice Hall Patron Guide

### **CSWA ICE HALL BASIC ICE USAGE & FREE SKATE ETIQUETTE SAFETY RULES**

#### **Basic rules governing all behavior**

- Please respect the rights of others
- Please respect the Arena's property and the property of others

#### **Specific rules governing free skating sessions**

- The maximum number of (depending on size and level) skaters will be allowed on each session.
- Skaters must skate the sessions at their confirmed level. Skaters must have passed the freeskate portion of that level – not moves in the field.
- Food and/or drink are **not** permitted on the ice (exception – plastic water bottles). No breakable containers are allowed rink side. Drinks are allowed on or below the railing.
- It is the responsibility of all skaters to keep the ice clean and free of trash and other belongings such as water bottles, gloves, tissues, etc. Please pick up all belongings at the end of the session.
- Skaters not in the session should not loiter at the rail or benches.
- The benches by the ice are to be used by the skaters and coaches only.
- No stopping or standing on the ice except against the boards. This also includes speaking with people in the bleachers or at the rink doors. If it is necessary to speak to anyone other than a coach off the ice, skaters must step off the ice or the skater will be asked to leave the ice.

It is important for everyone's safety that all skaters stay aware of other skaters on the ice. Try to anticipate their patterns as you decide your own pattern.

- If you are a less experienced skater, please be extra careful to stay aware of other skaters and to look ahead of where you are skating to see what others are doing or are about to do.
- If you are an experienced skater, please be patient with the less experienced skaters. Remember, you were new to freestyles at one time, too.
- Please be understanding if someone gets in your way.
- Remember to look both ways before leaving the railing or skating across the ice.

## **THIS IS A ZERO TOLERANCE POLICY**

**Failure to comply with the following policies may result in removal from the ice and a loss of privileges in the World Arena Ice Hall for the remainder of the day.  
In the event of any such action, there will be no refund or credit for lost sessions.**

- Kicking the ice or boards, shouting, foul or abusive language or arguing with other skaters or coaches will not be tolerated.
- PARENTS are restricted to the bleachers for viewing at all times. Parents are not allowed on the Player's Bench side of the rink.
- Coaching by parents from the bleachers, benches or railing is not allowed at any time. Parents will be asked to leave the Arena if this happens.
- Any parent observed instructing a skater (including using gestures from bleachers) will result in the removal of the parent and the skater from the rink. There will be no refund or credit for unused sessions or classes.

### **CSWA ICE HALL SESSION RULES**

#### **Entering and Exiting the Ice**

- Skaters are required to check in with the ice monitor before beginning their session.
- At the end of the session, skaters must leave the ice promptly.
- When the Zamboni is at the rink doors, all coaches and skaters must exit the ice immediately.
- If a coach or skater is on the ice when the Zamboni has entered the ice surface, the following consequences will apply:
  - First Offense: Verbal Warning
  - Second Offense: Written Warning
  - Third Offense: Suspension from CSWA Ice Hall for one day

#### **Right of Way on Sessions**

- A skater/team whose program is being played must wear the sash. The sash must be visible to all others on the ice.
- The skater/team wearing the sash has the "right of way".
- Always yield the right of way to the skater(s) wearing the sash and performing their program.
- The skater(s) wearing the sash need to be aware of others on the ice including coaches.

### **CSWA ICE HALL SESSION MUSIC RULES**

#### **Skaters**

- Place music in line when you are ready to skate your program.
- Respect music in line at the music booth. NO changing order.
- No restarting, rewinding or changing the order of music.
- To do your program a second time, you must wait until everyone has gone once.

- Skaters must wear a sash when skating to their music. This identifies that the skater is “in program” and the skater wearing the sash has the right of way.
- **During Competition Periods** (one week prior to a competition), resident skaters who will be competing may have priority to play music. Special music requests must be in writing and submitted to CSWA for a Resident Skater at least two business days prior to the date requested. CSWA will inform all coaches, skaters and staff who may be effected via an Ice Hall alert specifying the special circumstance and the time period. Special requests will be posted in the music box on each rink.

### **Coaches**

- A coach’s request, also known as a “pro request” may be placed in the queue between non-lesson music. This request may follow the skater who is next in line.
- A non-lesson skater’s music must go between “pro request” tapes. The order of music is to be lesson/non-lesson/lesson/non-lesson and must be followed throughout the queue.
- If a section of the program is to be played instead of an entire program, the coach should inform the next in line and only repeat the section one time.
- A skater’s music may not be requested a second time until every skater has had the opportunity to get their music played once.
- If a skater needs a special request due to preparing for a competition or test, they must be approved by the CSWA beforehand. The CSWA will inform other coaches or skaters who may be affected.

### **Summer Skate Addendum**

- No sections of music will allowed on the 3:05 pm (NHL) or 4:30 pm (NHL) sessions.
- No sections of music will be allowed on any other Pre-Juvenile sessions and below unless the skater is in a lesson with a coach, and the coach plays the sections.

### **CSWA ICE HALL SKATER’S CODE OF CONDUCT**

The Colorado Springs World Arena (CSWA) strives to offer an environment and atmosphere that is conducive to providing athletes and coaches the opportunity to maximize their training and performance.

The privilege of skating at the CSWA facilities is subject to and dependent on a skater observing and abiding by all policies, procedures, rules and protocols (whether written or otherwise expressed) established by CSWA from time-to-time, including this Code of Conduct. A skater agrees to this by accepting the privilege of using CSWA facilities and understands that conduct in violation of this Code of Conduct or otherwise in violation of any policies, procedures, rules and protocols of CSWA may result in full or partial forfeiture of skating privileges at CSWA facilities.

Without limiting any of the foregoing, the following are examples of matters to be taken into account by skaters and conduct to be exemplified by a skater.

Regardless of a skater's level of skill, there are elements of risk and inherent dangers in ice skating. It is important to use common sense, show courtesy to others and anticipate dangerous situations before they arise.

### **Right of Way**

- A skater or team whose program is being played and is wearing the sash has the right of way.
- Always yield the right of way to the skater wearing the sash and performing their program.
- The skater wearing the sash needs to be aware of others on the ice including coaches.

### **Flow of Ice**

- Continue to move – standing still means someone may need to move around you which may lead to an accident.

### **Specific Conduct**

- Keep your head up – be aware of other skaters around you
- If you are not skating, leave the ice
- Do not skate in groups
- Do not stop where others are skating
- No roughness
- No unnecessary aggressiveness
- Stay off the ice when resurfacing or maintenance is in progress
- Be on time for your sessions and exit sessions on time
- Be courteous and sportsman-like both on and off the ice
- Be considerate of others – if you see that another skater does not see you coming, be aware and move
- Apologize when you accidentally get in someone else's way
- Do not use abusive or foul language
- Do not bring any items, such as cameras, purses, food or beverage on the ice
- No kicking or gouging the ice
- No slapping or kicking the dasher boards
- Immediately report all injuries to the CSWA Administrative Office
- Immediately report unsportsmanlike conduct to your coach and CSWA staff

### **General Conduct**

- Skaters will be civil and courteous to all with whom they come in contact with and maintain collegial relationships with other skaters, coaches, parents and staff.
- A skater will exercise good judgment and discretion in their relationships and interaction with other skaters, coaches, parents, patrons of CSWA facilities and CSWA staff.
- At all times a skater's conduct will be governed by principles of honesty, integrity, safety and sportsmanship.

- A skater will act in a manner which demonstrates respect for rules under which skaters train and compete that will preserve integrity and safety for all.
- A skater will act in a manner which avoids verbal or physical abuse of any other skater, coach, official, parent, staff or patron of CSWA.
- A skater will not engage in any course of conduct designed to harass or intimidate another skater, coach, parent of a skater, skating organization or staff.
- A skater will not make groundless accusations of impropriety or attribute bad motives to other skaters or coaches in bad faith or without good cause.

Please note that a coach has primary responsibility to address and resolve concerns and conflicts that arise between them and skaters or other coaches, and to openly communicate in a productive manner with CSWA and staff regarding conflicts that arise. A coach is obligated under the CSWA Coaches Code of Conduct to encourage their students (and the parents of their students) to resolve conflicts without resorting to hostility, disruptive behavior or violence. CSWA will not tolerate any disruption of its functions or of its staff, including any conduct that infringes on the well-being of others or use of CSWA facilities by others.

CSWA will use reasonable efforts, as necessary and appropriate under the circumstances, to address concerns and resolving issues as they arise. However, CSWA reserves the right and opportunity to remove from CSWA facilities a coach, skater, parent of a skater or spectator (including family members) whose conduct is in violation of any policies, procedures, rules or protocols established by CSWA from time-to-time – including this Code of Conduct or the principles stated in this Code and to temporarily or permanently suspend, deny or revoke the privilege of any such person(s) to use CSWA facilities or to enter upon CSWA grounds.

## **PHOTOGRAPHY & VIDEO TAPING**

### **Photography**

Photography of skaters while practicing or on the ice is not allowed. Changes to this policy, if any, must be authorized in writing by CSWA staff.

### **Video Taping**

Video taping in the Colorado Springs World Arena Ice Hall is limited to authorized coaching staff, or an individual that is designated by the coaching staff. The coach must have prior approval from the CSWA staff.

## **WAITLIST/5 MINUTE RULE**

### **5 Minute Rule**

If a skater arrives for a skating session 5 minutes or later after the session start time, their spot may be taken by another skater on the waiting list regardless if you have contracted for the session. Skaters are asked to call the skating office at 719-477-2178 to inform us if they are running late so we can hold their spot.

**CHANGING CLOTHES/SKATES**



**Changing Clothes, putting on/taking off skates  
is NOT permitted in the Lobby**

**Please use the following locker rooms:**

**Ladies 1B – Olympic Rink**

**Ladies 2B – NHL Rink**

**Men 1A – Olympic Rink**

**Men 2A – NHL Rink**

**Or, you may change in the bleacher area  
of Rink 1 or 2**