

## **Frequently Asked Questions**

### **Question: What is a Skate Canada number and how do I know if my child has one?**

Answer: If you have registered with FSFA previously, or another Skate Canada sanctioned club, we would have registered you with our national body, Skate Canada and that gives your child a Skate Canada number. If you are unsure of your child's Skate Canada number (or if they even have one) leave this space blank and contact us at [info@fortsaskfigureskating.com](mailto:info@fortsaskfigureskating.com) and we will gladly help you figure it out!

### **Question: When I clicked "register" on the program, I got a message saying my child does not meet the requirements and the registration may be reviewed, what does that mean?**

Answer: Because this is a new system, your child's skating levels passed won't be entered until after you have created the account and the admin has had a chance to go through and enter it. The system will still let you register in the class, just with this warning message which you can ignore as long as you are confident you are registering in the correct class. If you are not sure if you are registering in the correct class, please do not hesitate to contact us at [info@fortsaskfigureskating.com](mailto:info@fortsaskfigureskating.com).

### **Question: I chose to confirm and pay in person (by cash or cheque). When and where do I do that?**

Answer: We will be collecting cash and cheques on Monday March 19<sup>th</sup>, 4:30-6pm at the Jubilee Rec Center or Thursday March 22<sup>nd</sup>, 4:30-6:00 at the Sportsplex. If you can't make it one of these days, please contact us to make other arrangements. If you do not come or make other arrangements, you may lose your spot in the program.

### **Question: I am trying to check out, but it says I need to review and accept the policies, where do I do that?**

Answer: Right above the "Pay with Credit Card" and "Confirm and pay in Person" buttons, there are 3 policies for you to review. Click on this and click either accept or reject for each on. The first two (Refund Policy and Release) are mandatory to accept, the third (Freedom of Information) is optional.

If you have any other questions or concerns while registering, please do not hesitate to contact us at [info@fortsaskfigureskating.com](mailto:info@fortsaskfigureskating.com). We thank you and appreciate your patience while we implement this new registration system and deal with any issues that may arise.