



On behalf of the City of Maryland Heights and the Centene Community Ice Center, we would like to thank you for your registration in our Learn to Skate program. The Centene Community Ice Center is located at 750 Casino Center Drive in Maryland Heights. Our program is a Learn to Skate USA program. All skaters are required to be members of Learn to Skate. The cost is around \$16 per year, valid July 1 through June 30 and provides so many great resources for parents and skaters. You can register or renew by visiting <https://www.learntoskateusa.com/registration/>

Frequently Asked Questions

What do I need to do the first day?

Enter through the main entrance. Please arrive 15 minutes prior to the start of your first class. Staff will help you with your rental skates and guide you where to go.

What do I need to wear?

We recommend dressing in warm, comfortable, layered clothing. Typically, Saturday classes from November through February are held outdoors each week so please check the local weather report and plan accordingly. Gloves are recommended to protect hands from ice, especially for younger kids. Please NO HOCKEY GLOVES in beginner classes unless the skater is enrolled in a hockey class. It is difficult for instructors to assist skaters if they are wearing hockey gloves and we end up taking them off in order to help them stand/skate. Please wear thin socks, especially if you are wearing figure skates. It reduces the chance of getting blisters. Also, please do not tuck pants into the skates. The skates should be snug and fitted. Helmets are highly recommended for Snow Plow Sam. Helmets should be rounded and not pointed in the back. For Snow Plow Sam 1 it is often better to begin with figure skates rather than hockey. It helps them gain their balance quicker. Once that is achieved and they are skating on their own, we recommend moving to hockey skates.

Can I make up a missed class?

Currently, you are allowed one make up class per six-week session if space allows. Please contact learntoskate@marylandheights.com if you are in need of a makeup class. **Beginning September 1, 2021, you will no longer be able to make up any missed classes due to enrollment sizes. We are sorry for any inconvenience this may cause.**

Can I get a refund?

We have a no refund policy on classes. However, we can credit your account and it can be used later or within your family for alternate programming with the Maryland Heights Parks and Recreation Department.

How do I get my free public skating passes?

Each learn to skate participant will receive six public skating or free style passes loaded onto their Centene Community Ice Center account so they will be able to reserve a spot for public skating or free style online. If you do not have an account with the Centene Community Ice Center, then an account will be created for you. An email will be sent with instructions on how to register. Passes expire three months after your first day of the session. The Centene Community Ice Center will be undergoing a software change. If you cannot find out where to register for public skating or freestyle, please email learntoskate@marylandheights.com for assistance.

Covid-19 Safety Procedures?

These procedures are subject to change and based on St. Louis County recommendations.

- All parents and skaters must wear a mask at all times in the facility.
- Please check in at the Learn to Skate table located in the Warming Hut Area (to the right upon entering, pass the Bauer Store).
- Benches will be marked off to accommodate social distancing.
- Parents/guardians can assist skaters with their skates and preparing for class. Coaches will then assist the class through the double doors to the ice.
- Hand sanitizing stations will be set up in the Warming Hut.
- Rental skates will be sanitized before and after use.

Off-Ice for Beginner Classes:

All Beginner classes (if it has a number "1", Snow Plow Sam 1, Basic 1, etc.) will begin their classes off-ice. The instructor will make sure all skates are tied correctly, posture, how to fall down and get up, and marching in place. From there, all skaters will get on the ice with their instructor.

Class/Practice Times:

Based on enrollment some class may be pushed up or back by 30 minutes. Typically Adult 1, Adult 2, Snow Plow Sam 1, Hockey 1 and Basic 1 will meet first and then have practice ice time. All other classes will have practice ice time and then have a lesson. Sometimes we will need to shift some groups to the earlier or later class time based on enrollment. If there is a change in your class time, you will be notified via email.

Gliders, practice area and toys:

Gliders: We use gliders in some of the beginning classes. The purpose for the gliders is to assist the skater in developing their balance and to move across the ice. The goal is to get them skating on their own as quickly as possible, so the instructors will most likely start to have them skate on their own periodically to help encourage and motivate them!

Practice Area: The practice area is to practice skills during the 30 minutes the skater does not have class. This allows the skaters to have a full hour of ice time (Class + Practice or Practice + Class)! Please note: Toys will not be allowed in this area. In addition, no roughhousing or excessively fast skating will be allowed in the practice area. This area is open to all levels and is designed to be a place of practice.

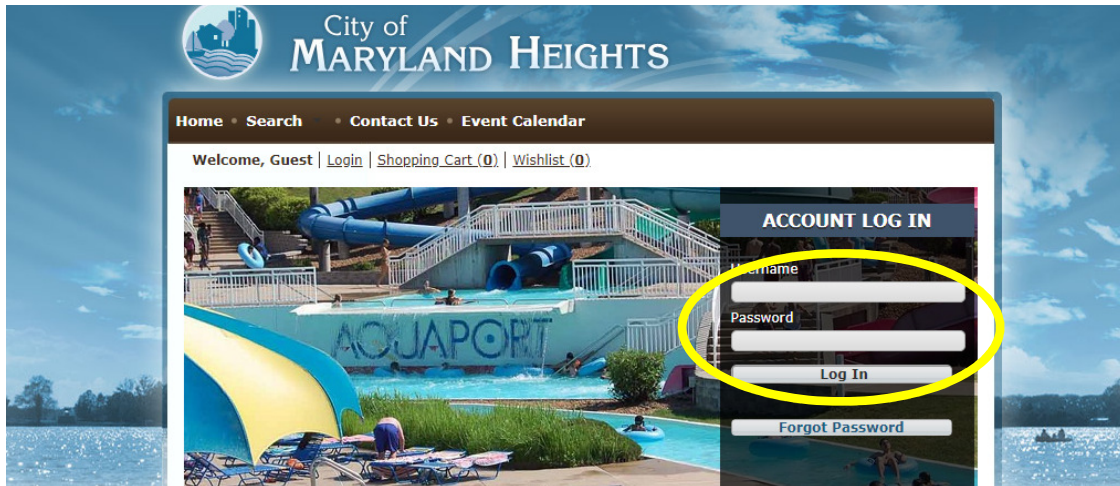
What to Expect:

- Week 1 – Welcome to Learn to Skate! Meet your instructor and classmates and have fun!
- Week 2 – Practice sheets will be distributed, which includes the class curriculum.
- Week 4 – Coach's will complete assessments of the student's skating skills and may recommend elements that need practice.
- Week 3 – Practice! Practice! Practice! Remember, you have 6 free public or freestyle sessions to practice and work on your skating skills.
- Week 5 – Report cards will be given to each skater.
- Week 6 – Certificates will be awarded and you may bring a friend to class.

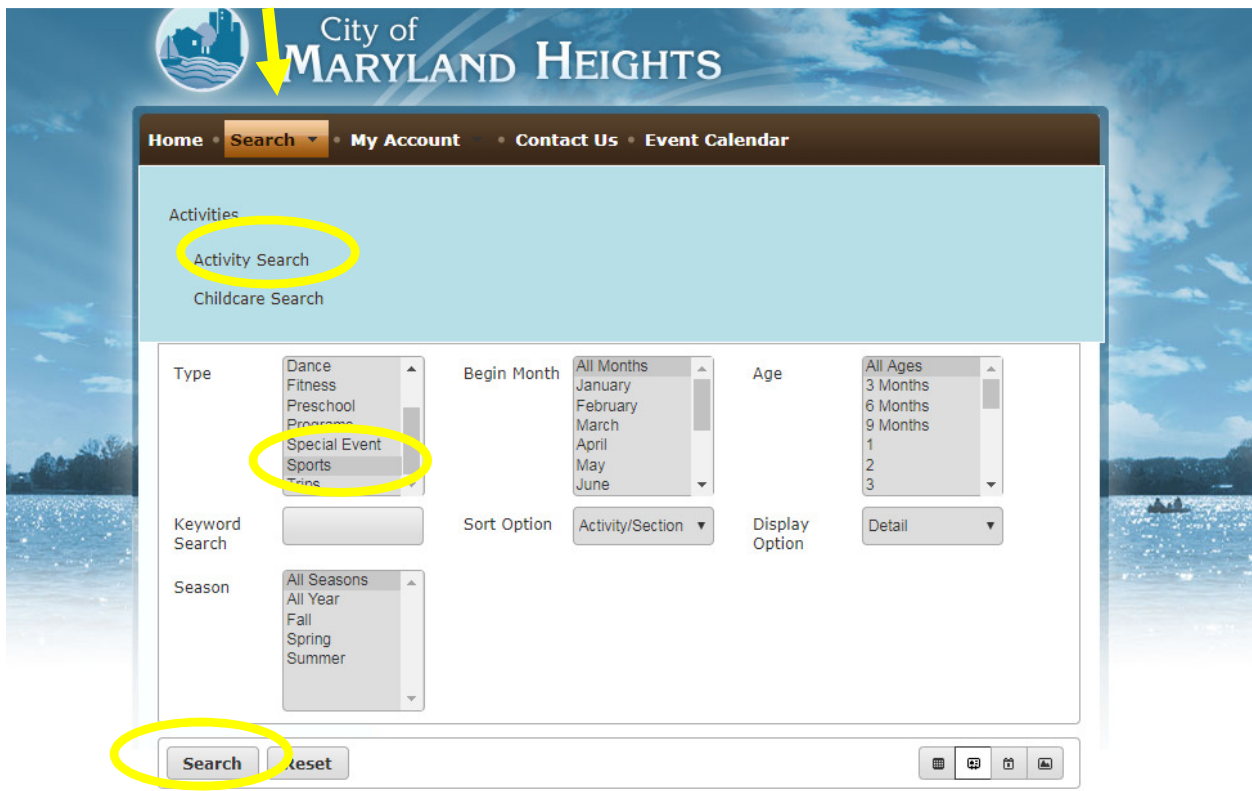
How to Register for Learn to Skate

Once you have been established in our computer system you will be able to pay online and register for future classes at your leisure. The website to enroll in classes is www.marylandheights.com/webtrac. If you are having trouble please email learntoskate@marylandheights.com for assistance.

The first time you log in your username is your phone number with area code no dashes or spaces. Your password will be your last name (case sensitive). Upon your first log in you will be required to change your username and or password. It is recommended that you sign up by week four of the current session for the next session. We can always update your level after you receive your report card if needed.



When you are ready to enroll for learn to skate you would select the search button at the top of the screen and select activity search. Under type, you should select sports or you can type skate in the keyword search. Finally select the search button for a listing of offerings to show up. Pending the time of year there may be multiple sessions of learn to skate. Keep scanning down to find the date you want. Coming later this year the viewing process will be a lot easier to navigate. We would like the process to be as simple as possible. If you have any questions about learn to skate or you would prefer to register over the phone please email learntoskate@marylandheights.com and provide your phone number and someone will call you back.



If you want to pay your balance for a class, you have already been signed up for, you would go to My Account and then select pay old balances. Once you click on pay old balances, your amount will show up and you can process your payment. We accept Visa and MasterCard.



We look forward to working with you.

Updated 06/21/2021