Don Ross Hockey Academy FAQ’s

1. **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.
2. **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.
3. **What times does the Academy run?** Tuesday on-ice, 12:45-1:45pm and Thursday on-ice is 1:00-2:00pm
4. **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.
5. **How many students per class?**   24-30 students per class determined by the school as per Ministry Standards.
6. **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, RPM will accept a $164 deposit (is required with the registration), as well as post-dated payments for Oct 1-Jan 1 of $164 each.  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](mailto:holly@rpmhockey.com) **Please include childs 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.
7. **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’.
8. **What do I get for $820?** Students will get 2 on-ice sessions per week, Oct-Feb
9. **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.
10. **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](mailto:holly@rpmhockey.com) so we can adjust the fees if applicable.
11. **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.
12. **Do students have time to shower before going back to school?** Yes, but they need to shower quickly.
13. **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.
14. **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.
15. **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.
16. **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 Feb 28. 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.

**Communication** – all Academy correspondence is done by email.

RPM On-Ice/Admin – Craig Millin – [craig@rpmhockey.com](mailto:craig@rpmhockey.com)

RPM  Registrations/ Off-Ice/Special Events – Holly Rogers – [holly@rpmhockey.com](mailto:holly@rpmhockey.com) or Sam Porta [sam@rpmhockey.com](mailto:sam@rpmhockey.com)

School contact – Cam Strudwick, Vice Principal - [CStrudwick@sd48.bc.ca](mailto:CStrudwick@sd48.bc.ca)

**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’.

**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’