

Learn to Skate FAQs



Q. How many skaters are there in each class?

A. Class size varies, but averages 8 to 12 skaters in each class. January through April is generally the busiest time. Classes have one instructor. Larger groups and groups with young skaters have an assistant assigned to the class.

Q. What should my skater wear to a LTS class?

A. Dress them warmly and in clothing that allows for unrestricted movement. Gloves, not mittens, are recommended. Knit hats or ski hats are a great idea. Helmets are recommended, but not required, for younger skaters.

Q. What is the parent/sibling skate?

A. Our LTS sessions are divided into two periods. The first period (40 minutes) is instruction, and the second period (20 minutes) is open skating so the student can practice what they have learned. Parents and or siblings are invited to skate too, during this time for an additional fee (see current schedule for pricing).

Q. Will my child use a skate aid or walker?

A. Yes, if necessary. The younger skaters typically start out using them, but quickly discard them as their skill level increases. Our goal is to use them as minimally as possible.

Q. Why are some skaters progressing more quickly than others?

A. Some skaters are more aggressive, some are more comfortable on the ice, and some have better balancing skills. Every skater is different, but every skater does improve.

Q. Is the open skating session monitored?

A. There is a skate guard on the ice along with instructors giving private lessons.

Q. What do the icons and colors around the rinks mean?

A. Every student is given a name tag with an icon and number corresponding to the location the skater's group meets on the ice.

Q. Why did my child have a different coach at one point during the last session?

A. Vacations, illness, injury, competitions, shows, almost any reason, can cause a coach to be away at one time or another. Substitute coaches who are assigned to a class communicate with the regular instructor to insure continuity, consistency, and clarity with the skills the skaters are learning.

Q. Why do students have different instructors at each level?

A. ISCC rotates its coaches through the different levels so that the students receive the benefits that all of our coaches have to offer. In addition, our coaches enjoy teaching all ages and skill levels.

Q. During the practice time I've seen some children receiving one-on-one coaching. Are these private lessons?

A. Yes. Our coaches are available during the practice time for private lessons. Private lessons are beneficial to skaters who may need a little extra help getting through a difficult concept or skill move. Feel free to approach a coach directly, or speak to our Learn to Skate Director, Laura Lemoine, either in person or by phone at 860-651-5400 extension 11.

Q. My child was sick and missed a class. What is the make-up policy?

A. You can make up a class at any time. It is not necessary to call ahead for permission. The skater simply waits by the entrance door to the ice and a Learn to Skate assistant will place the skater in the right skill level for a make-up class. You are welcome to make up as many classes as necessary.

Q. What about late registration?

A. Students may join a class at any time if there is space available. We will gladly pro-rate the fee for you.

Q. What if we know ahead of time that we will miss a few classes?

A. Original fees will not be prorated even if you know ahead of time that you will be missing classes.

Q. What is your refund policy?

A. There are no refunds for Learn to Skate classes once a skater has registered. If a skater withdraws from a class for any reason, a credit, in the form of a gift certificate, will be issued for the classes that will not be attended. You may use this credit for future classes, programs, public skating sessions, skate rentals, and pro shop items.