



March 26, 2020

Dear Gateway Members,

As the global COVID-19 situation continues to evolve, our commitment to you remains unchanged. We appreciate your patience as we navigate through this surreal and unusual time.

Gateway is over 50 years old and this is not our first storm we have weathered. We will persevere and come back new, rested and strong.

What has happened since the closure? Well, we have been communicating with each other (executive and coaches) on how to manage the immediate issues, resolving the short-term challenges and get ready to move forward.

If you were registered in Canskate / Star Prep for the Winter season (2020), you have received a CREDIT for the last week (when the Rec Centers were closed). If you have not, please reach out to us so that we can have that resolved.

If you are Junior Academy, Private and Adult for the full Winter 2019-2020 season. For the sessions/classes that were lost since the closure of the Rec Centers, you will receive ice credits, to be used for Boot Breakers (May/June). If Boot Breakers is not running, due to the COVID-19 situation, these credits will be forwarded to Summer sessions.

If you signed up for Spring 2020 Pre-Can / Canskate / Adv Canskate / Star Prep / Teen / Adult session, you have the option for either a credit towards future lessons or a full refund. If you want a credit to your account, an email needs to be sent to [contact@gatewayskatingclub.org](mailto:contact@gatewayskatingclub.org) stating that by April 10.

Below are some FAQ's – we hope these will answer most of your questions, but if not, please feel free to reach out and we will answer the best we can, please continue to be patient with us as this is unprecedented territory and we are doing our best to figure things out as well.

**Question: Will there be any programs running in April?**

- *Unless a miracle happens, there will be no Skate Canada programs running in April*

**Question: When do you anticipate skating will be back up and running?**

- *We are hopeful to be back on the ice for May, but we will send out an update as we gather more information*

**Question: If we sign up for Boot Breaker sessions - June (Canskate, Advanced Canskate, Star Prep), and the COVID-19 situation is still in effect, will we receive a refund or credit?**

- *ABSOLUTELY! Gateway highly recommends you sign up for Boot Breaker camp in case it fills up – and IF we are still not able to skate, you will receive a FULL refund*

**Question: What about Summer Programs?**

- *Gateway will have all summer programs up on our Website very soon! Just as Boot Breaker, we highly recommend you to sign up – and you will receive a FULL refund if we are not able to skate*

**Question: What happens to my Skate Canada Membership?**

- *As of now, we have not been informed by Skate Canada yet. Once we hear, we will let you know*

**Question: What happens to my Volunteer hours that I was unable to fulfill?**

- *If we are back up and running before the season ends, you can try to fulfill them. If the season ends before COVID does, your volunteer hours will be waived*