



COVID-19 & Cockburn Ice Arena – Frequently asked questions

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1. Can I attend the facility if I am a close contact of someone with a positive COVID-19 test?

As of the current guidelines you should not attend the facility if you are a close contact or you yourself are COVID-19 positive.

You must follow the advice of the [WA Health Department](#) regarding isolation requirements.

2. What happens to my Learn to Skate or Ice Hockey Academy class if I test positive to COVID-19 or am a close contact?

Do not attend your skating class or the arena, and follow the advice of the [WA Health Department](#) regarding isolation requirements.

What we're doing to help

A buffer week has been structured into the term, and a full week of make-up classes will be available from the 4th to the 10th of April 2022. If you miss 1 or more classes, we will offer you replacement make-up classes either during the term or at the end of term from the 4th to the 10th of April 2022.

If you test positive to COVID-19 or are a close contact, you will be required to submit a [make-up class request](#) form.

Make-up classes will not be offered for other reasons. We do not normally offer make-up classes due to the capacity restrictions of classes, however we are making allowances for skaters who contract COVID-19, and close contacts who miss lessons due to isolating.

Credits will only be considered by management on a case by case basis.

If granted:

- If you are enrolled in 1 class per week, you will be credited \$25 per missed class.
- If you are enrolled in 2 classes per week, you be credited \$18 per missed class.

Approved credits will be processed at the end of term and sent via email as a digital voucher.

Refunds will not be offered as per our [terms and conditions](#).

3. What happens to my membership if I test positive to COVID-19 or am a close contact?

Members include anyone holding a current:

- Figure skating pass
- Synchro pass
- Ice hockey (stick n puck) pass
- Recreational skating pass

Do not attend the arena, and follow the advice of the [WA Health Department](#) regarding isolation requirements.

What we're doing to help

If you test positive to COVID-19 or are a close contact, you will be required to submit a [pass suspension request](#) form, and we will suspend your membership free of charge for a minimum of 2 weeks, or until you are well enough to return.

4. Do I need to prove my vaccination status to enter Cockburn Ice Arena?

We have received legal advice on 21/01/22 surrounding how the mandate will apply to Cockburn Ice Arena. We must take all reasonable steps to comply with the mandate.

For customers aged 16 and over, [proof of vaccination](#) will be required for many venues including ours from 31 January 2022.

General session skaters aged 16 and over

If you attend Cockburn Ice Arena during a [general ice skating session](#), the front desk receptionist will ask to sight your vaccination certificate on the [ServiceWA app](#) or an approved form of [proof of vaccination](#) along with Identification. If you currently have a medical exemption, we will need to sight an approved exemption document.

Members aged 16 and over

Members are those with active memberships, and include:

- Figure skaters
- Synchronised skaters
- Ice Hockey Academy students
- Learn to Skate students
- Stick and Puck pass holders
- General session pass holders
- Coaches

If you attend Cockburn Ice Arena either arena as a skater or spectator, the front desk receptionist will ask to sight your vaccination certificate on the [ServiceWA app](#) or an approved form of [proof of vaccination](#) along with Identification.

mySKATE

If you visit mySKATE, the front desk receptionist will ask to sight your vaccination certificate on the [ServiceWA app](#) or an approved form of [proof of vaccination](#) along with Identification. If you currently have a medical exemption, we will need to sight an approved exemption document.

Cabin 401

If you attend Cabin 401, one of our friendly staff will ask you to present your vaccination certificate on the [ServiceWA app](#) or an approved form of [proof of vaccination](#) along with Identification. At the time it is verified, you will be given a wristband. If you currently have a medical exemption, we will need to sight an approved exemption document.

Sports clubs using Cockburn Ice Arena

Clubs and groups should ensure that all members are double vaccinated before visiting the arena and comply with the government mandates at the time.

5. What if Cockburn Ice Arena is listed as a public exposure site?

We will take direction from [WA Health](#), and the advice as of 22/10/2021 is as follows:

Will Cockburn Ice Arena close?

You do not need to close your business or premises unless you are advised to do so by the Department of Health, or you do not have adequate numbers of staff to operate due to staff being needing to quarantine. Sometimes premises are recommended by Public Health to close until cleaning can be organised.

It may be that only some sections of the business close and others can continue to operate.

What will happen to my classes if the arena closes?

Learn to Skate and Ice Hockey Academy classes:

- If you are enrolled in 1 class per week, you will be credited \$25 per missed class.
- If you are enrolled in 2 classes per week, you be credited \$18 per missed class.

All credits will be processed at the end of term and sent to you via email as a digital voucher.

Refunds will not be offered as per our [terms and conditions](#).

What will happen to my membership if the arena closes?

Members include anyone holding a current

- Figure skating pass
- Synchro pass
- Ice hockey (stick n puck) pass
- Recreational skating pass

If the entire venue closes, all memberships will be suspended for the duration of the closure.

What will happen to House League if the Arena closes?

House League will be extended by the number of games missed.

The potential for partial closure

In the event of a staffing shortage due to illness and/or staff having to isolate, we may have to revert to operating one ice surface only. If this happens all scheduling will be revised as a priority at the time, and we will advise customers in due course. Members will have the option to keep their memberships suspended.

6. Will the business shut completely if there are capacity limits?

Each time the Government restrictions change, how these apply to the business are considered.

If the capacity limits are too low it may not be financially viable to open therefore we may close some or all of the business areas, change operating hours or services offered. Everything will be considered as the situation constantly evolves.

7. Do I need to wear a mask?

When the WA Government announces mask wearing is required in a venue that includes ours, masks are required.

You are welcome to wear a mask at any other time by choice.

8. Will we still offer a party host?

We will still offer party hosts if there is one available. The party host will wear a mask and gloves. In the event we are understaffed due to COVID-19 illness and/or staff having to isolate, we will advise you as soon as possible if we are unable to provide a host.

9. Will there still be ice marshalls?

In the event of a major outbreak or staff shortages, we may not provide ice marshalls during ice skating sessions. If we are unable to staff the session, the DJ will keep a closer eye on the conduct on the ice and the duty manager will check more frequently.

10. How to stay informed

We send regular emails to our members, so be sure to check your inbox or junk mail so you don't miss any updates. Otherwise regularly check out our [COVID-19 updates page](#).

11. References

