



## COVID-19 & Cockburn Ice Arena Frequently asked questions

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

If you test positive to COVID-19 you must not attend the facility until you have finished your 7 day isolation period and are no longer symptomatic.

If you are a close contact, you must follow the advice of the [WA Health Department](#) regarding isolation and testing requirements, these were updated on 29 April 2022. The requirements can be found at <https://www.wa.gov.au/government/document-collections/covid-19-coronavirus-what-do-if-you-have-covid-19-or-are-close-contact>

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

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

If you are a Learn to Skate or Ice Hockey Academy student, we will do our best to offer replacement make up classes during the term. 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 will do our best to make 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](#).

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## 3. What happens to my membership if I test positive to COVID-19?

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 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.

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

Effective from 29 April 2022 proof of vaccination is no longer required to enter the Cockburn Ice Arena facility.

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## 5. What if Cockburn Ice Arena closes due to staff shortages related to COVID-19?

It may be that only some sections of the business close and others can continue to operate. We kindly ask patrons for their understanding should we be in this situation.

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.

### 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.

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## 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.

Effective from 29 April 2022 there are no COVID related capacity limits on the venue.

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## **7. Do I need to wear a mask?**

Effective from 29 April 2022 mask wearing is no longer mandated for entry to our venue.

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

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## **8. Will we still offer a party host?**

We will still offer party hosts if there is one available. 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.

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## **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.

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## **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](#).

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## **11. References**

[WA Health](#)  
[WA Government](#)

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