Inclement Weather

Lessons run in all weather conditions including rain, wind and extreme cold/ warm temperatures. Please ensure the participant is dressed appropriately for the current conditions.

In the event of a ROC Closure due to unsafe conditions participants will be notified via phone or email to advise of the cancellation. All attempts will be made to reschedule the missed lesson. If a lesson cannot be rescheduled a pro-rated credit will be provided.

Don't Forget

SKI PASS

Equipment

Equipment is not provided. All participants must provide their own ski industry standard equipment (skis, ski boots, snowboard, snowboard boots and helmet). Helmet rentals are available at the ticket office for rental. Refunds will not be provided to participants with improper equipment.

If my child is unable to attend a lesson, do we receive a make-up lesson?

Makeup classes and/or compensation will not be provided for missed lessons from participant illness or personal commitments.

How do I know if my child is in the right lesson?

Assessments are done on the first day to ensure participants are registered in the correct lesson.

Waitlists

Waitlists are monitored on a regular basis and all efforts are put forward to create additional lessons. Participants will be contacted in priority sequence.

Lift Tickets & Season Passes for Lessons

Participants must be wearing their Season Pass or Lift Ticket before every lesson.

Participants can use their lift ticket one hour before or after their lesson, lift tickets do not include tubing.

Withdraws & Refunds

Please refer to the Town of Georgina's Program Refund Policy on page 3 of the Fall & Winter Recreation Guide for more information.

Medical Concerns & Exceptionalities

We are dedicated to providing an inclusive experience for all participants. Please ensure that all medical concerns and/or needs are documented at the time of registration and discussed with the instructor.

THE ROC

The ROC
26479 Civic Centre Road, Keswick
905-476-8834 ext 3296
mlink@georgina.ca
georginaroc.ca

ROC_18_035