

Frequently Asked Questions

- ***I have not received acknowledgement of my application?***

We will acknowledge receipt of your application when a completed form **AND** payment is received. Your acknowledgement confirms the date your application is registered and will normally be done within 7 days but due to work patterns this is not always possible.

Please do not contact us within 7 days regarding this as your query will NOT be answered.

- ***Why can I not send my application by registered or signed for post?***

Due to working patterns we cannot guarantee anyone being available to sign for any post. Undelivered post is returned to the sorting office to await a signature/collection. As the sorting office opening hours fall outside working patterns your application may not be collected for up to 10 days. The date of acknowledgement/registration will be the date the post is **collected** even if payment has been received earlier.

Mail with insufficient postage is retained at the sorting office. The applicant will be liable for the admin costs charged by Royal Mail and the application will not be acknowledged or registered until this is paid.

- ***Can you tell me what day/time I will be competing?***

This information will not be known until after the closing date and when the timetable has been produced. Details will be available on our website www.coventryfigureskatingclub.org.uk after the closing date.

- ***When will the timetable be produced?***

The timetable will be produced after the closing date. When the total number of applicants is known the events can be organised. The number of skaters in each event will determine what day each event competes to make the best use of ice time allocated to each day.

The day each event skates is also dependent on Judges availability as specific Judges are required for specific events.

- ***Can I book my Hotel and make travel arrangements?***

As we are unable to confirm the day or time any skater will compete we do not recommend that you book hotels or make travel arrangements prior to closure and the timetable being published. CFSC will not be held responsible for any

arrangements made before you have been notified if your application is successful or unsuccessful and the timetable has been published.

- ***What hotels are close to the rink?***

Premier Inn – Belgrade Plaza – Tel: 0871 527 8272

Ramada Coventry – The Butts – Tel: 02476 238110

Ibis Hotel – Mile Lane – Tel: 02476 250500

- ***Why can't you tell me where I am on the waiting list?***

The number in each event changes daily due to new applications and notification of test passes. When a skater needs to move to another level the position of skaters change in the lower level **and** the higher level as skaters move out of one and into another.

- ***When should I inform you of a test pass?***

Test passes must be notified to the competition organiser **immediately** and **before** the closing date to ensure skaters are in the correct event prior to the timetable being produced. Any skater passing a test and failing to notify the competition organiser before the closing date will not be allowed to skate at the lower level as they will be in breach of the criteria and will not be entitled to a refund.

- ***Why can't you tell me if the event I have applied for is full?***

The total number of skaters in each event is determined by the ice time available on each day and the number allowed in each event will be decided by the Referee after the closing date. The Referee's decision is final.

- ***Why have you presented my cheque to the bank?***

An application is only valid on receipt of an application and successful payment.

- ***I have passed a competitive test so please move me to the next level.***

Applications will be moved to the new level on receipt of a copy of the NISA Test Application Statement confirming the date of the competitive test pass.

- ***I have passed a national test so please move me to the next level.***

Applications will be moved to the new level on receipt of a copy of the NISA Test slip confirming the date the Field Moves, Elements or Free were passed.

- ***What date will be applied to my application if I move to another level?***

If a skater moves to another level due to a test pass they will retain the initial registration date.

- ***If I am unsuccessful or if I withdraw from the competition when will I receive my refund?***

If you withdraw from the competition **before the closing date** your refund will be processed as soon as possible.

If you are **unsuccessful after the closing date** and the timetable has been published we aim to complete all refunds as soon as possible. However, the period after the closing date is extremely busy and it may not always be possible to refund any fee's until after the competition.

- ***Why don't you refund my application fee if I withdraw after the closing date?***

If a withdrawal is received after the closing date the skater is not entitled to a refund as it may not be possible for a number of reasons to offer the place to another skater.

- ***Will there be practice ice available?***

Details about practice ice will be available on the website www.coventryfigureskatingclub.org.uk before the competition.

- ***Will my friends and family be able to record me or take photographs at the event?***

There will be a professional photographer at the event taking still photographs. A video recording of your performance will be available to purchase. Still photography of podium shots only will be permitted.

- ***Will spectators be charged an entry fee?***

The competitor, Coach and One guest only will enter free of charge. All other spectators will be charged £1 entry fee, payable at the Registration desk.

- ***Who do I give my music to on the day?***

Your music should be in CD format and should be handed to the Registration desk when you arrive and register on the day. Please label all discs clearly with your Name, Event Number/Level and Coach Name. A spare copy of your music is advisable.

- ***What time should I arrive?***

You will need to arrive in good time. All competitors **MUST** be ready to skate at least half an hour before the time given on the timetable. The timetable on the web-site

will only be provisional and will be subject to change. Please make yourself known to the Gate Steward in good time for your warm up group.

- ***Will I be able to buy a Programme?***

A Souvenir programme will be on sale at the Registration desk at a cost of £2.

- ***How far is the rink from the City centre?***

Coventry City centre is a five-minute walk from the Planet Ice Rink and has a selection of restaurants and amenities.

- ***What parking facilities are available?***

Directly opposite the rink is an underpass car park which is Pay & Display (no change given) and costs £3.50 for a 24-hour period from 8am. This is a small car park and gets busy very quickly.

At the rear of the rink is a 24-hour multi-storey NCP car park and hourly rate charges apply (change given).

Also at the rear of the rink is Ikea where limited parking is available on proof of purchase.

There is a cash machine at the rink where a service fee is chargeable.

Coventry main railway station is a ten-minute walk to the rink.

On behalf of CFSC

competitions@coventryfigureskatingclub.org.uk