

# Ice Fyre – Online Team Registration (Q&A)

Welcome to Ice Fyre's New Online Team Registration and Payment System. This is the same online registration system that many Skate Canada Clubs are now using, including the Whitby Figure Skating Club.

Your registration is completed in 3 steps

1. Create the Parent Account and the associated Skaters under that account
2. Chose the Teams you want and add them to your shopping cart
3. Check out

The registration system can be accessed at <https://icefyre.uplifterinc.com> . The recommended browser for the system is Chrome.

## Step 1 – Parent Account and Associated Skaters

**Q: Can I add a second email to the account?**

A: It is possible to add 2 email addresses to your profile, both will receive copies of all transactions and correspondence.

**Q: Can you have multiple skaters linked to a single parent account?**

A: Yes, there is no limit.

**Q: Can a skater create their own Parent Account?**

A: Only skaters who are 18 years of age or older are permitted to create their own parent account.

Adult Team skaters will have the "Parent" account (for lack of better terminology) and then register themselves as the skater. There is a tick box to expedite the process.

**Q: What is the additional Skater Info used for?**

A: See Below

- Emergency Contact Name(s) and Number(s) are used in case of injury etc. You can have multiple contacts.
- Skate Canada Number and Proof of Age are used for registering for competitions.
- Any health concerns are provided to the Coach/Team manager so they are aware of anything you deem relevant to share.
- The text number is used in case an immediate communication needs to be sent.

**Q: I don't know the Skate Canada Number?**

A: This information is available through your local club. WFSC skaters can find it on their online skater profiles. This information can be added later, but it is required by early Fall before the competitions open for registration.

Q: I don't want to upload a copy of the proof of age (PDF, JPEG, GIF)?

A: The upload is optional. If you choose not to upload, a printed copy will be required by early Fall before the competitions open for registrations.

Q: Proof of age was provided last season do you need another copy?

A: Yes, for privacy purposes, WSST destroys this personal information at the end of each season.

Q: Who / How will emails be provided?

A: Going forward you need to opt into the emails. Once the parent account is created, please **go into the Message List area** and **opt into the 3 email types to get all team and club communication**. Emails are sent periodically regarding the teams, or club events (Ice Show, Bingo, Fundraising, Tryouts, AGM etc.). Emails will be sent to the email addresses in the Parent Account. If you choose to not receive communication pertinent info may be missed.

## Step 2 – Team Selection

Q: Which team/team combo do I select?

A: If you are unsure, please contact your coach to discuss.

Q: Why are the Adult Teams set at \$1?

A: Final information is pending the last tryout on April 29, 2018. The Adult team members will be advised when they can register. They can still complete Step 1 to allow for any credit balances from last season to be applied, prior to Step 2 becoming available.

Q: What are the team fee payment terms?

A: At checkout there will be 2 options – Installment payments and Pay in Full.

Installment payments are 5 equal payments bi-monthly starting May 1, 2018. For installments 20% of the team fee is due on May 1<sup>st</sup>, July 1<sup>st</sup>, September 1<sup>st</sup>, November 1<sup>st</sup> and January 1<sup>st</sup>.

Regardless of the payment method (credit card, cheque etc.), the team fee payment terms/schedule remain the same.

Q: We want to opt out of the Bingo Requirement (if applicable)?

A: You are able to purchase the \$100 bingo buyout (\$50 x 2 Bingo Shifts). If you have more than one skater associated with your parent account, please let us know which skater it applies to. The \$100 bingo buyout is per skater, not per family. **Not every team has the bingo requirement, check your handbook for details.** Installment payments are not permitted on this buyout; however it can be purchased at any time before January 2019.

Q: We want to opt out of the Fundraising Hour Requirement (if applicable)?

A: You are able to purchase the \$100 fundraising buyout (\$25 x 4 Fundraising Hours). If you have more than one skater associated with your parent account, please let us know which skater it applies to. The \$100 fundraising hour buyout is per skater, not per family. **Not every team has the fundraising hour requirement, check your handbook for details.** Installment payments are not permitted on this buyout; however it can be purchased at any time before January 2019.

Q: I see the Team practice times are listed, are the practice times finalized?

A: No, the times entered are considered to be DRAFT pending the completion of the May Ice User's Meeting. Practice times may shift/change. Once it is known, communication will be sent and the system will be updated to reflect the final schedule.

### Step 3 – Checkout

Q: What are my payment options?

A: Payment by credit card is now possible (online only). WSST can accept VISA, MasterCard or AMEX.

If you want to pay by any other method, please select CONFIRM and PAY LATER during the checkout process.

Cheques / Money Orders can be mailed to the WSST PO Box, or deposited into the synchro mailbox at the McKinney arena.

If you want to pay by cash please email [icefyresecretary@outlook.com](mailto:icefyresecretary@outlook.com) to arrange a day/time to meet with a Board member. Do not put cash payments into the McKinney mailbox.

Q: What is the credit card transaction limit?

A: Online, WSST can process up to \$2,500 per transaction, if your invoice/installment payment exceeds that amount. The transaction will need to be split into partial payments.

Q: Can I pay by direct transfer or e-transfer?

A: WSST cannot accept direct transfers or e-transfers.

Q: Will I be able to use my credit card for other purchases this year?

A: At the moment, WSST can only accept credit cards through its online registration system, it is anticipated that any other optional purchases (i.e. Ice Show Tickets, Spirit Wear, Fundraising) during the year will payable by cheque or cash only.

Q: I am signing up before May 1st, will be my credit card be charged?

A: No, the first installment payment will be charged on May 1<sup>st</sup>.

Q: I am signing up after May 1st, when is my first payment due / when is my credit card charged?

A: If you are signing up after May 1<sup>st</sup>, the first payment will be due at checkout. The next installment payment (if method chosen) will be July 1<sup>st</sup>.

Q: I am a **returning Skater** from last year (2017-2018) and I have a credit balance on my account, where is my balance and when/how will it be used?

A: Credits can only be added manually to the system once **Step 1** has been completed.

**For returning skaters who are registering BEFORE noon on April 30, 2018**, you can complete the check-out process (including payment method). Your skater credit balance (as of April 30, 2018) will be entered into the system and the May 1st payment will be reduced by the amount of the credit. A revised invoice will be sent that shows the amended May 1<sup>st</sup> payment.

**For returning skaters who are registering AFTER noon on April 30, 2018**, if you are able to complete Step 1 before the deadline, then your credits will be entered before May 1<sup>st</sup>. When you complete the registration process (Step 2 & 3) the credits will already be in the system.

If you do not complete Step 1 by noon on April 30, 2018 (and want to pay by credit card) there are two options.

- You can choose to pay the full amount due on May 1<sup>st</sup>, and your credit balance will be applied to the next installment payment (July 1<sup>st</sup>), or
- You can choose to complete the checkout process and select "Confirm and Pay Later". Once the skater credit is applied, you can go back in and switch the payment method to credit card.

Q: Will the commitment fee cheque be cashed?

A: If the online registration is completed (Step 1, 2 and 3) prior to May 7, 2018, the commitment fee cheque will **not be cashed**. It will be returned to you, either at a spring skills session or in September at a team practice.

Q: We provided a commitment fee cheque and are signing up after May 7<sup>th</sup>, what happens?

A: Please contact [icefyresecretary@outlook.com](mailto:icefyresecretary@outlook.com) to confirm steps that need to be taken.

If the cheque has been deposited a credit will be applied to your account. This amount will automatically be applied to your first payment once registration is complete.

If the cheque has not been deposited, and the registration is completed, then normal steps can be followed.

Credits need to be applied manually into the system (there may be a time lag between deposit and entry), please email first before registering if this applies to you.

Q: How will credits be applied in the 2018-2019 season?

A: Credits will be entered manually into the system and reflected on the next installment payment due.

Q: Can I switch between credit card and cheque mid year?

A: Yes, that can be done online through your account.

Q: Can I accelerate credit card payments (partially, or fully)?

A: Yes, that can be done online through your account. Click on the pending installment payment and input the amount you want to pay and click, pay now.

Q: How is the family discount applied (if applicable)?

A: The discount will be reflected in the team fee price on the check out screen on the 2<sup>nd</sup>, and 3<sup>rd</sup> skater registered. Skaters must be under the same parent account to have this automatic discount occur.

Q: What are these policies we are being asked to read/acknowledge?

A: The policies you are asked to read / acknowledge / accept are the same policies included in the skater handbook that was distributed by your coach. If you have any questions please e-mail [icefyresecretary@outlook.com](mailto:icefyresecretary@outlook.com).