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*Inspiring all people in South Africa to embrace the joy of figure skating for life.*



Dear Provinces, Coaches, and Members,

This serves as a friendly reminder regarding SAFSA's communication channels and procedures to help us support the skating community effectively.

SAFSA EXCO members and officials serve voluntarily alongside full-time professional and family commitments. We therefore ask that communication be respectful of reasonable hours and directed through the correct channels.

Please note the following:

- Matters should first be addressed at provincial level. Only unresolved issues should be escalated to EXCO via email.
- EXCO members should not be contacted telephonically as the rule; email is the preferred method of communication.
- Competition entry and withdrawal deadlines must be strictly adhered to and cannot be accommodated after closing.
- For ISU competitions (ORS), all communication must go through the SAFSA International Secretary. Coaches or parents may not contact LOCs directly.
- For Interclub competitions, provinces should communicate directly with the relevant LOC.
- All correspondence must remain professional and related to official federation matters.

SAFSA's administrative roles are in place to support federation operations and should be engaged in line with official responsibilities and processes.

Please also note that responses may take a few days, even for urgent queries. Copying multiple EXCO members does not ensure faster responses and may cause delays. Planning ahead and submitting requests timeously greatly assists the process.

We remain committed to supporting provinces, coaches, and athletes, and welcome all queries via the appropriate channels.

Thank you for your understanding and cooperation.

Kind regards,

SAFSA EXCO