Everything you need to know about subscriptions, payments, and accessing broadcasts for the 2025/2026 season

**1. What is the purpose of the paywall on Skate Ontario’s streaming platform?**

The paywall supports the ongoing development and sustainability of Skate Ontario’s live broadcast services. Instead of charging families a live-stream development fee during competition registration, the cost structure has shifted to a user-based access model—offering more flexibility and value through annual subscriptions and single-event options.

**2. How does the new subscription model work, and what are my options?**

You can choose between:

● **Full-Season Subscription:** $40 CAD + HST, granting access to all Skate Ontario–streamed events for the entire 2025–26 season, including on-demand replays.

● **Single Event Pass:** $20 for marquee events, $9 for non-marquee events, for one-time viewing of specific competitions.

This model ensures viewers only pay for what they intend to watch while offering full-season access for those supporting skaters across multiple events.

**3. What is the difference between a marquee event and a non-marquee event?**

● **Marquee Events:** Championship or equivalent events such as Sectionals, Provincials, Synchro Regionals and Adult championships.

● **Non-Marquee Events:** Non-Championship level provincial and synchro series events.

This distinction affects pricing and production coverage levels.

**4. Is the live-stream development fee still included in my child’s competition registration?**

No. Starting in the 2025–26 season, the live-stream development fee has been removed from competition registration. Streaming access is now user-controlled through a paywall, providing families with greater transparency and choice.

**5. If I purchase the full-season subscription, will I need to pay anything additional throughout the season?**

No. The $40 + HST subscription covers all Skate Ontario broadcast events from start to finish, including live viewing and on-demand access. No additional charges apply for events included in the package.

**6. Can I access event replays if I’m unable to watch live?**

Yes. Replay availability may vary by event but is typically accessible shortly after the live broadcast. Content remains online for 12 months, with uploads taking up to two weeks post-event.

**7. How do I purchase a subscription or individual event pass?**

All purchases are made directly through the Skate Ontario Broadcast Site at https://skateontario.org/skate-ontario-live-stream/. Simply log in or create an account, select your desired subscription or event, and complete the secure payment process.

**8. Is my subscription shareable with other family members or devices?**

Subscriptions are tied to individual user accounts. While you can log in on multiple devices, simultaneous streaming on multiple devices may be limited. Families watching from different locations should consider separate subscriptions or coordinate viewing times. Only single concurrent streams per account are allowed.

**9. What should I do if I experience technical difficulties or cannot access the stream after payment?**

First, verify your transaction was successful and you are logged into the correct Skate Ontario Broadcast site. Confirm that the event is live during the broadcast window. If issues persist, contact Skate Ontario’s Digital Productions team promptly for support. Contact details are available on the streaming site and at skateontario.org.

**10. Are taxes included in the prices listed?**

No. All pricing listed on the platform is exclusive of HST. Applicable taxes will be calculated and added at checkout according to Ontario sales tax regulations.

**12. What is the “Start Tour” button for?**

The Start Tour feature provides a short interactive walkthrough to familiarize new users with the broadcast site’s layout and features. It is highly recommended for first-time visitors.

**13. Can I download broadcasts to watch offline?**

No. To protect athlete privacy and media rights, downloads are not available. All viewing must occur through the secure streaming portal.

**14. Can I gift a subscription to a family member or friend?**

While there is no dedicated gift option, you can purchase and set up a subscription on behalf of someone else by:

● Creating an account using the recipient’s name and email address

● Completing the subscription purchase with your payment information

● Sharing the login details with the recipient

This allows them to access all live and archived content as if they purchased it themselves.

**16. Is financial assistance available?**

At this time, there is no financial assistance program for streaming subscriptions. Skate Ontario values accessibility and welcomes feedback as they consider more inclusive options in the future. Stay connected for updates on potential initiatives.

**17. How do I watch a live broadcast?**

To watch live:

1. Log in at skateontario-streaming.memberlounge.app.

2. Navigate to the desired event.

3. Click the **Broadcast** tab.

4. The live stream will automatically play if the event is live.

**18. How do I find and watch archived footage?**

All events are archived after completion and can be accessed anytime during your subscription period:

1. Log in to your account.

2. Go to the event page you want to rewatch.

3. Select the **Archive** tab to view available recordings.

4. Click on the segment or flight to watch.