

## iceHQ Terms & Conditions Schools

The following terms and conditions apply to all users of the facilities and programs at iceHQ Reservoir. By entering and booking a program session at iceHQ, you are deemed to have agreed to these terms and conditions,

The following documents are available to school groups on request:

- ✓ Risk Assessment Document
- ✓ Public Liability Insurance
- ✓ General Session Rules

### 1. Safety

At the start of each session at iceHQ, our instructors will give a safety brief prior to getting on to the ice. It is compulsory that all students wear a helmet. Wrist guards and knee pads are also available FREE of charge. Students are permitted to bring their own helmets from home.

### 2. Comfort

Regardless of the weather temperature outside, students are encouraged to wear long pants and warm, comfortable clothing. We advise warm clothing (jackets, gloves, beanies) particularly for people sitting in the stadium. For skaters, a pair of sports socks are recommended for the best fit and comfort in ice skates.

### 3. Booking Terms

A 20% deposit will be invoiced to you at time of booking. Please contact our group booking co-ordinator for any requests outside of this - [info@icehq.com.au](mailto:info@icehq.com.au)

The balance of the invoice will be payable within 7 days of the completed session.

### 4. Numbers

Numbers will need to be finalised one week prior to the session. An adjustment to the final numbers can be made 48 hours before the scheduled date. This is to ensure we always have an adequate number of instructors on the ice at all times.

We understand numbers can deviate in terms of illness and students being away, Due to staffing requirements we cannot accept more than a 5 student non attendance from the confirmed number of skaters.

### 5. Cancellations

Cancellations must be made 1 week prior to session to get a full refund. Otherwise the deposit amount will be forfeited. If we do not receive notification of cancellation within 48hours of the booked session, you will be invoiced for the full amount.

## **6. Food & Drink Policy**

iceHQ has a strict 'no outside' food or drink policy. Students are permitted to bring a water bottle.

We do have a café on-site. Please let us know if your students would like to access the café before or after session.

## **7. Personal Belongings**

iceHQ will not be held responsible for students' personal belongings. We do provide storage tubs for personal belongings.

We strongly believe any valuables should be left at home or on the bus.