# Terms and Conditions

JV Ice Hockey Academy LTD | 2025/2026 season

JV Ice Hockey Academy LTD
Email: jv.icehockey.london@gmail.com
Website: jvhockeyacademy.com
Location: Queens Ice Rink, Bayswater London
Spond registration: https://club.spond.com/landing/signup/jvicehockey
WhatsApp: https://wa.me/message/QM55R2X7FUO2E1

**Spond acceptance:**
By ticking the consent box in Spond, or by signing this document where a signature is required, I confirm that I have read, understood, and agree to the JV Ice Hockey Academy LTD Terms and Conditions.

## 1. Introduction

These Terms and Conditions apply to all participants, parents, guardians, adult players, bookings, sessions, programmes and academy activities provided by JV Ice Hockey Academy LTD. The purpose of these terms is to help provide a safe, positive and professionally managed environment for all players, families, coaches and staff.

## 2. Registration and Spond

- Spond is the main platform used for academy registration, bookings, communication, attendance, payments and consent records.
- Players must register through Spond before attending. An administrator will review the registration request and approve it where suitable availability exists.
- Players will be placed into the most suitable group based on age, skating ability, hockey experience and overall level.
- Some groups may be nearing full capacity. Availability is managed through Spond, so families should register there first and review the current options.

## 3. Booking and payment

- Sessions must be paid for before attending.
- Spond is the preferred payment method. SumUp payment links and in person card payments may be used where needed.
- Bookings are for the named participant only and cannot be transferred to another person without academy approval.
- Term bookings have priority and reserve the player’s place for the term. Individual session bookings may be available for occasional attendance, subject to availability.
- If a player books an individual session and later joins for the remainder of the term, the academy can amend the number of remaining sessions using the term price.

## 4. Cancellation policy

Once a booking has been confirmed, payments are non refundable unless JV Ice Hockey Academy cancels the session.

If a player cannot attend a booked session, JV Ice Hockey Academy is unable to guarantee a refund or replacement session. Where possible, and at JV Ice Hockey Academy’s discretion, credit may be offered towards a future session or term.

If JV Ice Hockey Academy has to cancel a session due to rink availability, coach availability, safety concerns, or another reason outside normal planning, families will be offered either a replacement session or credit towards a future booking.

Missed sessions due to personal reasons, illness, holidays, lateness, or personal schedule conflicts are not automatically refundable.

All credits must be used within the time period confirmed by JV Ice Hockey Academy and cannot be exchanged for cash.

## 5. Participation and health

- Ice hockey and ice skating involve inherent risks. Participation is at the player's own risk.
- If a player or parent has concerns about health, injury, fitness, medical suitability or safe participation, professional medical advice should be sought before attending.
- During registration, parents, guardians or adult players must provide consent and confirm whether the player has any medical conditions.
- If there is a medical condition, it must be declared in the medical form attached on Spond. If the form cannot be found, JV Ice Hockey Academy can send it directly.

## 6. Equipment and safety

Players are advised to wear full ice hockey equipment. If full equipment is unavailable, players may still participate if they meet the minimum equipment requirements.

- Helmet with cage
- Neck guard
- Knee or shin pads
- Elbow pads
- Gloves
- Skates
- Hockey stick

Equipment rental may be available at the rink for £15 per session, subject to availability. The academy can rent protective equipment, skates and sticks where available. Families who need rental equipment should provide the player's rough height and exact skate size, and should arrive at least 30 minutes early for fitting.

## 7. Behaviour and attendance

- Players, parents and supporters must follow all coach, staff, rink and safety instructions.
- Rude, aggressive, abusive, unsafe, discriminatory or disruptive behaviour will not be tolerated.
- JV Ice Hockey Academy may remove a player, parent or supporter from a session or academy activity where behaviour is unsafe, inappropriate or in breach of academy expectations.

Parents and spectators must remain behind the glass doors, barriers, or in the designated spectator area during all hockey sessions unless a coach, academy administrator or rink staff member gives permission to enter another area.

Pucks, sticks, players and equipment can move quickly and unpredictably. Parents and spectators must not stand close to the ice, benches, changing areas or rink access points where they may be struck by a puck, player, stick or equipment.

- Late arrival may affect participation and does not create an automatic right to a refund, credit or replacement session.

## 8. Personal property

JV Ice Hockey Academy LTD is not responsible for lost, stolen or damaged personal property, equipment, clothing or valuables at the rink or surrounding areas.

To the fullest extent permitted by law, JV Ice Hockey Academy LTD is not responsible for injury, loss or damage to personal property caused by pucks, sticks, players, player equipment, academy equipment, or rink activity where a parent, spectator or non-participant has not followed academy, coach, rink or safety instructions, or has entered an area that is not designated for spectators.

Nothing in these Terms and Conditions excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence.

## 9. Photography, video and media

Photos and videos may be used only where the relevant photography and video consent has been given through Spond or another written method. Please refer to the Photography and Video Consent document for more information.

## 10. Privacy and personal information

JV Ice Hockey Academy LTD handles personal information in line with its Privacy Notice. Personal information may be held in Spond, Gmail or Google systems, payment systems and secure academy records.

## 11. Changes to these terms

JV Ice Hockey Academy LTD may update these Terms and Conditions from time to time. Families will be informed of significant updates where appropriate.