



# Mount Eliza Soccer School

## Terms & Conditions

1. Participation in a program involves an element of risk that is inherent in the playing of football and interacting with other people in an environment of physical contact. By enrolling your child in this program, you, on your own and on behalf of your child, fully accept and agree to bear such risk.
2. To participate in a Mount Eliza Soccer School session your child must:
  - be appropriately registered and paid up for that session; participation in a previous term program or holiday program does not entitle your child to a place in any other program
  - wear suitable shin pads
  - not be wearing any jewellery as it can cause physical injury to your child or other participants

Mount Eliza Soccer School reserves the right to exclude your child from a training session if they fail to comply with these requirements.

1. Please ensure your child is punctual with their attendance at all sessions arriving at least 5 mins prior to the start time. This enables Mount Eliza Soccer School to properly record attendance. If your child is late, they may be asked to sit at the side of the session until the Coach has finished the current activity.
2. It is your responsibility to ensure that your child has sufficient water for each session and is appropriately protected from the sun including hats and sunscreen where you determine this appropriate.
3. You agree to inform Mount Eliza Soccer School of any health concerns regarding your child including allergies, asthma, injuries or relevant illnesses that Mount Eliza Soccer School should reasonably be made aware of prior to your child participating in the program. Further, you grant Mount Eliza Soccer School permission to take your child to hospital or call an ambulance to take your child to hospital, administer first aid, or take such other emergency actions as Mount Eliza Soccer School reasonably determines appropriate in the event of any illness or injury during participation in a program.
4. You acknowledge that Mount Eliza Soccer School may take pictures or video footage of your child's participation in a program and may use same for Club publicity, promotional and advertising purposes. By accepting these terms, you agree that copyright and all associated rights in such pictures or video footage is owned by the Club.





5. You also acknowledge that, for security purposes, you and your child may be subject to video surveillance and recording undertaken by venue management and security, i.e., CCTV footage of your involvement with the program may be captured and retained.
6. Mount Eliza Soccer School will collect, retain and disclose personal information submitted to it by you in accordance with Australian privacy laws and the Club's Privacy Policy, available on the club's website. Mount Eliza Soccer School may use, retain or disclose this information for the purposes of:
  - administering the program;
  - contacting you with Club related information and promotions;
  - marketing offers and member-related promotions of the Club, our Partners and other parties; and
  - sharing with schools and other venue providers so necessary facilities and equipment are provided to assist with the safe delivery of the program.
7. You release the Club, its employees, contractors and volunteers from any damage, loss, injury or liability (Loss) you or your child may suffer in connection with participation in a program to the extent permitted by law.
8. By participating in a program, you and your child agree to abide by the Mount Eliza Soccer School's Code of Conduct. You acknowledge breaches of the Code are not tolerated and children, parents or guardians who breach the Code risk being asked to leave sessions or be prohibited from attending future sessions or having their child's registration in the program terminated. If you or your child is prohibited from attending future sessions or Programs or your child's registration in the program is terminated for a breach of the Code, you will not be eligible for a refund.
9. You understand that if you do not, or your child does not, follow the reasonable instructions of Mount Eliza Soccer School staff, your child may be excluded from a program or the Programs. If you or your child is excluded from a program or the Programs for not following the reasonable instructions of Mount Eliza Soccer School staff, you will not be eligible for a refund.
10. Participants must respect coaches and administration staff of Mount Eliza Soccer School as well as other attendees in the program and any members of the public in the area in which a program is being conducted. Bad language, violence, rude or disruptive behaviour that interrupts or prevents a session from proceeding will not be tolerated and Mount Eliza Soccer School reserves the right to remove offenders from a session or a program. Where this occurs, there will be no refund offered.
11. Parents, guardians, siblings, relatives or acquaintances are not to enter the field of play at any time during a session and must remain at a safe distance away from the training area. Persistent offenders may be asked to leave the site, and their child may be asked to leave the Program. Where this occurs, there will be no refund offered.
12. Your child must be collected from the playing area at the scheduled completion time of the session. If you wish for your child to be collected by a different person, please inform relevant Mount Eliza Soccer School staff in





advance and provide relevant details. If your child is collected more than 15 minutes late on several occasions, then your child may be excluded from a program, and no refund will be offered.

### **Refunds and Cancelled Sessions**

1. As where required by law, refunds will be at the absolute discretion of Mount Eliza Soccer School and will only be permitted under exceptional circumstances such as if your child has a medical condition which prevents them from any further activity. A letter from a medical practitioner must be provided before the club can decide if a refund is applicable.
2. Sessions may from time to time have to be cancelled, postponed or changed (including at short notice) for reasons outside the Club's control. These reasons include weather, social health policies, unavailability of venue, unavailability of coach or instructions from a relevant authority. Where a session has been more than 75% completed at the time of cancellation then the session will be deemed to have been completed. IN all other circumstances:
  - o the Club will offer an equivalent make-up session on a different day or night to the cancelled session;
  - o if your child cannot reasonably attend a make-up session or the credit cannot reasonably be used within the 12-month period, the Club may provide you with a refund for the cancelled session or part thereof.
3. Unless otherwise agreed in the absolute discretion of the Club, you acknowledge that you will not be provided a make-up session, credit or refund for any sessions that were provided by the Club but that were not attended by you and/or your child.

## **Codes of Conduct**

### **Safeguarding Children and Young People**

The Club is committed to creating an environment where the community can enjoy participation in our activities, events or programs without experiencing abusive, insulting, threatening or other anti-social behaviour.

We call on all participants, parents & carers, and other spectators associated with the Club:

1. to encourage their child to observe and understand the Club's Player Code of Conduct;
2. to themselves, observe and understand the Club's Support and Spectators Code of Conduct;
3. when necessary, politely and respectfully remind others of their obligations and expected behaviours under the Code; and





4. If you see a breach of the Code by another person, to report the matter to the Club at [soccerschool@mountelizasoccerclub.com.au](mailto:soccerschool@mountelizasoccerclub.com.au), so appropriate action can be taken to protect this environment.

### **Player Code of Conduct**

The Club's Player Code of Conduct sets out the Club's expected behaviours of participants involved in the Mount Eliza Soccer Schools program, as follows:

1. Play within the spirit of the game and by the rules of the competition.
2. Respect and follow the instructions of an official coordinator, coach or volunteer parent/guardian.
3. Do not bully or take unfair advantage of another participant.
4. Show respect to all participants regardless of their gender, race, ability, colour, religion, language, politics or national or ethnic origin.

### **Support and Spectators Code of Conduct**

The Club's Support and Spectators Code of Conduct sets out the Club's expected behaviours of parents & carers who have participants involved in the Mount Eliza Soccer Schools program, as follows:

Your child and other children and young people's participation and enjoyment in Club activities, programs or events are the Club's primary consideration.

As parents and carers your role is to support these outcomes by:

1. encouraging your child's participation in a positive manner;
2. not engaging in behaviour that discriminates against any other person based on gender, race, ability, colour, religion, language, politics or national or ethnic origin;
3. not engaging in, or threatening to engage in, violent or physical confrontations with any other person;
4. not encouraging or inciting players to violence, or similar breaches of competition rules or spirit;
5. expressing your support by encouraging the participants and not engaging in behaviour designed to belittle, insult, mock or intimidate the participants, other parents & carers, or coaches — even if there is an on-pitch participant mistake or slip up;
6. demonstrating good sportsmanship by respecting and acknowledging good play by all participants;
7. respecting and accepting the decisions of coaches, including not criticising or arguing about decisions with the coaches during or after the event;





8. in respecting and accepting those coach decision and instructions, ensuring you do not enter the pitch area during sessions;
9. following any directions of Mount Eliza Soccer School, and other affiliated entity employees, volunteers or other authorised ground staff, including any request to modify your behaviour or to leave the ground following a breach of these guidelines; and
10. respecting that the Club's Soccer School programs are always conducted in a smoking-free and alcohol-free environment.

You are always welcome to offer encouragement from the sideline, but please keep messages positive and please don't offer direct instructions. You can take a step back and enjoy watching your child develop and learn.

Serious or ongoing breaches of these guidelines are not tolerated. Those who breach our guidelines risk being asked to leave the event and/or being prohibited from attending future events.

**If you witness or have a concern regarding child safety, please report this to the appropriate person(s); such as the Club Child Safety Officer.**

**If you believe the child is in immediate danger, please call the Police (000).**

