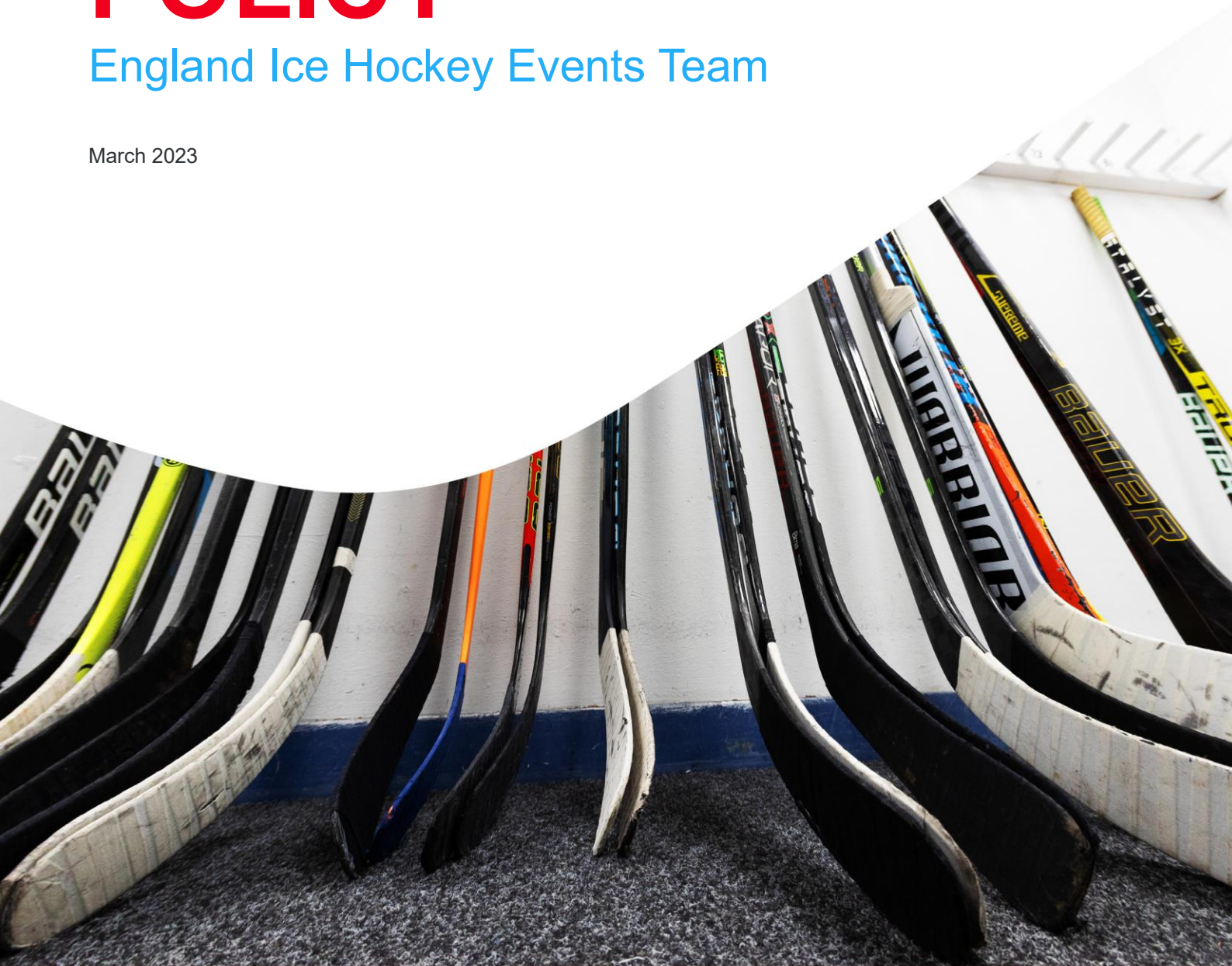




ADMISSION POLICY

England Ice Hockey Events Team

March 2023



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England Ice Hockey Events Team

This policy (the "Guest Admission Policy") is adopted by England Ice Hockey Events Team (EIH Events Team) which operates under the brand name of England Ice Hockey trading as English Ice Hockey Association registered in England and Wales under company number 03730185 and whose registered office is at Ice Sheffield, Coleridge Road, Sheffield, England, S9 5DA.

The admission of guests to any event hosted by England Ice Hockey Events Team is strictly subject to this Guest Admission Policy. By purchasing a ticket to attend any event ran by the England Ice Hockey Events Team, the purchaser agrees to be bound by this Guest Admission Policy.

England Ice Hockey and/or the Venue reserves the right to refuse access to or order the immediate removal without any entitlement to a refund of any person who fails to act in accordance with this Guest Admission Policy.

Tickets are not refundable, and Guests are responsible for checking their tickets at the time of collection (or booking in the case of an e-ticket). England Ice Hockey and/or the Venue shall not be under any obligation to rectify ticket bought in error. Guests may not resell or trade any tickets.

Tickets purchased online for sporting and leisure activities including music concerts on a specified date are exempt from the Consumer Contracts Regulations (2014). If an event on a specific date is cancelled, rather than rescheduled, then a face value refund will be provided however the booking fee will not be refunded as this covers all the behind-the-scenes work that has already taken place.

Guests shall produce on request a valid ticket in order to be admitted into the event/facility. Each guest is only permitted access to and for the activities specified on the ticket. If the capacity of the facility is at the maximum when a customer arrives then they may be asked to wait until such time as there is sufficient capacity.

Guests shall retain their tickets, ticket stubs or e-tickets at all times. Failure to do so may result in the guest being denied access into the facility. Re-entry to the facility is not permitted.

Ticket prices may change between the date of purchase and the date of the purchased activity. If the price paid for the ticket is greater than the price for equivalent tickets at the same activity, guests may not claim a refund for the difference.

Customers should note that some facilities the England Ice Hockey Events Team uses operates on a cashless basis and customers are encouraged to purchase tickets in advance using the facilities website. Customers are expected to comply with all legal obligations, including any that relate to COVID. Where a customer exhibits symptom of any disease they will immediately be asked to leave the facility and they will not be entitled to a refund.

Where a facility is an ice rink, customers may periodically be asked to leave the ice so that an ice cut can be undertaken in order to ensure that ice is maintained to the highest standard. This process will normally take no more than ten minutes.

Sound and video recording equipment (including but not limited to cameras and mobile devices with recording functions) is not permitted inside the event/facility without prior approval of England Ice Hockey Events Team and/or the Venue. England Ice Hockey Events Team and/or the Venue reserves the right to conduct random bag checks in this respect and to report any guest found or suspected of copying or attempting to copy copyright protected material to the relevant authorities.

Guests may not bring or consume any food or drink purchased outside of the premises and England Ice Hockey Events Team and/or the Venue reserves the right to conduct random bag checks in this respect. Guests must always remain within permitted guest areas unless otherwise instructed by England Ice Hockey Events Team and/or the Venue staff or representative.

England Ice Hockey Events Team accept no responsibility for the loss, theft, damage or alteration to any personal items brought into the events by its guests.

Guests shall not exhibit behaviour which is considered antisocial or disruptive by the England Ice Hockey Events Team and/or the Venue acting in their absolute discretion. Such behaviour will result in immediate removal from the premises without any entitlement to a refund. England Ice Hockey Events Team and/or the Venue reserves the right to require the removal of a group of guests if one or more of the group's number are considered to be behaving in an antisocial or disruptive manner. The removal of any guests from the premises may result in the issuance of a letter barring such guests from England Ice Hockey future events and/or premises in the future. England Ice Hockey and/or the Venue reserves the right to report any guest deemed to be exhibiting antisocial or disruptive behaviour to the police for further investigation.

Guests may not smoke (including electronic cigarettes or any other artificial cigarettes or smoking devices) within any premises. Anyone found doing so shall be removed from the premises without any entitlement to a refund.

Guests may not bring alcohol or illegal substances into the event and onto the premises – save that alcohol may be purchased from any licensed bars within the facility (where available). Alcohol purchased from the licensed bars within the facilities must be consumed within the licensed areas only. Licensing laws shall be strictly enforced. Anyone who is or appears to be intoxicated shall be removed from the event/premises immediately without any entitlement to a refund.

Guests shall submit to any search by England Ice Hockey Events Team and/or the Venue of their persons or possessions before entry to the premises or at any time whilst on the premises. Any guest found or suspected of being in possession of a weapon, drugs or other harmful or illegal substances shall be refused entry and may be reported to the police. England Ice Hockey Events Team and/or the Venue reserves the right to confiscate items until the guests in possession of such items leave the premises.

Guests must not engage in any conduct towards, or speak to, any England Ice Hockey, England Ice Hockey Events Team and/or the Venue staff, representatives or other guests in a manner which may offend, insult, intimidate, threaten, disparage or vilify any person on any basis whatsoever. England Ice Hockey Events Team and/or the Venue shall, whenever possible, seek to prosecute guests who behave in this way on its premises.

England Ice Hockey Events Team and/or the Venue will refuse admission to an activity to any guest who, in the opinion of an authorised England Ice Hockey Events Team and/or the Venue employee, is under the minimum age required for that activity and who cannot prove that they are at least the minimum age required. A photocopy of a birth certificate (together with a form of photographic identification connecting the name on the birth certificate to the guest), passport or driving licence is an acceptable form of identification.

Guests understand that CCTV monitoring takes place at all venues for the purposes of protecting England Ice Hockey Events Team and the Venue staff, guests and property and for the purposes of preventing or detecting crime.

Guests agree not to do anything to endanger or jeopardise the safety of another guest or England Ice Hockey Events Team and/or the Venue Employee whilst on the premises. England Ice Hockey Events Team and/or the Venue Employee reserves the right to take any and all appropriate action to protect its staff, guests and property including but not limited to banning guests from all or certain events operated by England Ice Hockey Events Team, contacting the police and any taking any necessary legal action) and to recoup or make a claim for any costs incurred.

England Ice Hockey Events Team and/or the Venue reserves the right to alter or cancel the time or date of any activity without notice.

England Ice Hockey Events Team reserves the right to change this Guest Admissions Policy at any time without notice. Such changes will be posted on www.englishicehockey.com. Alternatively, guests can obtain a copy of the latest Guest Admissions Policy by contacting England Ice Hockey Head Office and/or the England Ice Hockey Events Team directly via email – info@englishicehockey.com / eih.events@englishicehockey.com. Nothing in this Guest Admissions Policy shall affect your statutory rights as a consumer.

All customers agree to our privacy policy. For information about where your personal data may be processed, how it may be processed and for details of our Data Protection Officer, please see our Privacy Policy.

Version	Author	Date written / approved	Approved by
1.0	DP	16/03/2023	AM



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