

## LESSONS TERMS & CONDITIONS

**No child aged 12 or under will be admitted into the event/lessons unless accompanied by a person aged 25 or over.**

- The Conditions of Entry (outlined below) form part of the Terms & Conditions. Where the conditions are not met RollerCoast & Venue Management/security reserve the right to refuse entry whereupon any tickets will not be refunded.
- By entering the event/lessons customers consent to photography, filming and or recording at the event which may be shared on Social Media platforms including the RollerCoast website for Advertising purposes.
- Entry to the Venue is free, however you must produce a valid ticket to gain entry to any RollerCoast sessions or events and you must produce that ticket for inspection upon request at any time. Failure to produce such a ticket when requested may result in a customer being removed from the venue and/or the event/session.
- The tickets purchased are for customers personal use only and may not be transferred or re-sold to any other person or body under any circumstances or used as part of any promotion or competition or for commercial gain.
- Where there has been any re-sale, or attempted re-sale, of any tickets (or any other breach of these terms), RollerCoast reserve the right to cancel the relevant tickets with immediate effect and refuse admission to the event/session.
- RollerCoast are not responsible or liable for any tickets that are lost or stolen.
- RollerCoast reserve the right at any time, without refund or compensation, to close any part of the event/session or restrict the number of persons having access to the event/session due to capacity, inclement weather, or to ensure safety, security or public order.
- RollerCoast & Venue accept no responsibility for any loss or damage, distress, inconvenience or anxiety caused during by any event/session/activity.

## LESSONS TERMS & CONDITIONS

- RollerCoast & Venue accept no responsibility for any personal property lost, stolen or damaged.
- CCTV and film cameras will be present inside and outside the event.
- Rollerskating is at your own Risk and RollerCoast do not accept liability for accidents as a result of rollerskating.
- Weekly & last week of the month sessions/disco's & block lessons are subject to the venue availability. If the venue has no availability weekly sessions are not valid and will not be rescheduled by RollerCoast, holidays & national holidays are exempt from the weekly & last week of month sessions/disco's.

## TERMS AND CONDITIONS CONDITIONS OF ENTRY

To ensure a safe and crime-free event/session RollerCoast security will be ensuring the below conditions of entry are upheld:

- Those aged 12 years or under must be accompanied by a person aged 25 or over.
- Random searches will take place at the entrance gate to the Roller disco / lessons. Consenting to a search forms a condition of entry.
- Anyone found with illegal substances or materials will be passed directly to the police.
- Anyone found in possession of a weapon will be passed directly to the police.
- Legal highs are not permitted anywhere in RollerCoast events/sessions or at the Venue. Any person found with legal highs on entry will have them confiscated and not permitted and refused entry to the Venue where RollerCoast is held.
- Any persons who appear to be intoxicated or under the influence of alcohol or drugs will not be permitted to enter the Venue where RollerCoast is held.

## LESSONS TERMS & CONDITIONS

- Any persons that are suspected of attempting to gain access to the site to cause disorder, nuisance or commit crime will not be permitted to enter the event, and will be passed onto the Police.
- Any Persons observed acting suspiciously in the off-site vicinity or near the entrance or behaving inappropriately in the off-site vicinity will be passed onto the police.
- While every effort is made to ensure a safe experience at all of our events, participants must be aware that roller skating is a potentially hazardous activity and unpreventable accidents can happen.
- RollerCoast & it's Venue accept no responsibility for any accidents & injuries (Including Death), loss or damage howsoever caused to yourself or a third party that may occur whilst taking part in any RollerCoast event, which include venue structures, obstacles or the actions of other skaters or your own actions whilst skating.

## TERMS AND CONDITIONS

- Participants are advised to wear protective equipment to minimise injury from a fall or collision; put protective equipment on before skates.
- If you have never skated before and are unsure please ask for assistance from one of our coaches before attempting to skate.
- We strongly advise that you DON'T DRINK BEFORE SKATING as it greatly effects your balance. • Anybody who arrives in an intoxicated state will not be given skates or a refund.
- Management reserve the right to remove ticket holders, who they suspect as being a danger to themselves or others at any time.

The following items are not allowed to be brought into the RollerCoast and it's Venue Any attempt to do so may lead to admission being refused and / or that person being passed to the police: • Alcohol • Knives or offensive weapons • Bicycles (racking for bicycle parking will be provided close to the entrance) • Controlled drugs • Legal highs • Fireworks or pyrotechnics •

## LESSONS TERMS & CONDITIONS

Laser devices • Flammable liquids or gasses • Bulk quantities of any items that could be intended for unauthorised trading If ejected from the RollerCoast and it's Venue, no re-entry will be allowed back into the Venue. RollerCoast reserve the right to refuse admission at their own discretion.

### TERMS AND CONDITIONS TERMS & CONDITIONS - Continued.

1. RollerCoast reserves the right to refuse admission to the venue and shall be entitled to conduct security searches to ensure the safety of all visitors.
2. Tickets cannot be resold. To do so or to alter or deface any ticket will render it void. It is the patron's responsibility to check their tickets, as mistakes cannot always be rectified.
3. RollerCoast will operate in almost all weather conditions. In the unlikely event any session is curtailed refunds will only be given if such curtailment occurs after less than 30 minutes of skating time has taken place in the session in which case ticket holders will be offered alternative sessions (subject to availability).
4. Smoking, eating, drinking and the use of photographic and recording equipment or mobile phones is prohibited whilst Roller Skating, for health and safety reasons.
5. All tickets are issued subject to the rules and regulations of the venue, and licensing laws.
6. RollerCoast will not be responsible for any tickets which are lost or stolen.
7. Each visitor is responsible for attending their session. RollerCoast is not liable for any reason, if the visitor turns up late for any reason and misses their session. RollerCoast is not obliged to refund the ticket, or reallocate a new session time.
8. The ticket holder has a right only to RollerCoast sessions/events.
9. Each skating session is approximately 2 hrs long, Lessons are approximately 1 hr long. Ticket holders maybe permitted to continue skating once their allocated session is over, this is at the

## LESSONS TERMS & CONDITIONS

rights of RollerCoast and will depend on capacity number on the next session as to whether permitted, if there are multiple sessions in the same day.

10. RollerCoast accepts no responsibility for damage, loss or theft of any personal property that occurs whilst ticket holders are enjoying the event/session, or any part of the Venue or in any part of the Venue site or structures.

11. In the event of any conflict between these terms and conditions and the terms and conditions imposed by any ticket agency, these terms and conditions shall prevail.

## TERMS AND CONDITIONS

12. RollerCoast Minimum Age Policy – The minimum age requirement for any customer to visit RollerCoast and its Venue is 4 years and over. Children 12 years and under must be accompanied by an Adult/Guardian that is over 25 years of age. RollerCoast reserves the right to refuse entry to the Roller Disco for any customer under this age requirement.

13. Wheelchair access – The Roller Disco/event/session & Venue does cater for wheelchair users, providing they are accompanied by a carer. RollerCoast does not provide a carer, nor has the staffing capacity to provide a carer.

14. Disabled users – The Roller Disco/event/session & Venue does cater for disabled users, providing they are accompanied by a carer. RollerCoast does not provide a carer, nor has the staffing capacity to provide a carer.

## PRE-EXISTING MEDICAL CONDITIONS

We highly recommend that you do not take part in any skating activity if you suffer from: ● BRITTLE BONES ● HIGH BLOOD PRESSURE ● HEART ILLNESS ● JOINT INJURIES ● BACK OR NECK PROBLEMS ● ANKLE OR KNEE WEAKNESS Or any other condition that could be aggravated by this activity. If you are, or suspect you are pregnant you should not take part in this activity. Consult your doctor if unsure.

## LESSONS TERMS & CONDITIONS

- RollerCoast & it's Venue take no responsibility whatsoever for any damage, accident and/or Injuries (Including Death), loss howsoever caused to yourself or a third party that may occur whilst taking part in any RollerCoast event/session, which include venue structures, obstacles or the actions of other skaters or your own actions whilst skating.

## REFUND POLICY TERMS AND CONDITIONS ROLLERCOAST TICKETS PURCHASED ONLINE

1. Refunds can only be given when the cancellation by the ticket holder is 7 days before the event/session.
2. In the unlikely event of a Cancellation by RollerCoast, you will be notified at least 24 Hours before your booked event/session. Refunds will not be given for any RollerCoast Cancellations, we will be happy to transfer the date of your ticket for another event/session (Subject to Availability).
3. If you notify us on the day of, or after the event took place you are not eligible for a transfer or refund.
4. In the event that you are no longer able to attend, and are not eligible for a Refund or Transfer you CAN NOT give it to anyone else to use as each ticket will be allocated by ticket holders Name.

## ROLLERCOAST TICKETS PURCHASED AT THE EVENT

Tickets purchased at the event are NON REFUNDABLE. Be sure you want to skate before paying in.

## ROLLERCOAST - Carrington Ballet Academy "Outreach Program"

RollerCoast is an Outreach Program delivered by the Carrington Ballet Academy, which is a program dedicated to bringing Roller Skating activities & events/sessions in OBAN.

## TERMS AND CONDITIONS

## LESSONS TERMS & CONDITIONS

- All RollerCoast Terms & Conditions are separate from any and all Carrington Ballet Academy Terms & Conditions or operating procedures. For Carrington Ballet Academy Terms & Conditions, operating procedures, Policies please visit - [www.carringtonballetacademy.co.uk](http://www.carringtonballetacademy.co.uk)
- Carrington Ballet Academy take no responsibility whatsoever for any damage, accident and/or Injuries (Including Death), loss, howsoever caused to yourself or a third party that may occur whilst taking part in any RollerCoast event/session, which include venue structures, obstacles or the actions of other skaters or your own actions whilst skating.
- Carrington Ballet Academy take no responsibility whatsoever for any damage, accident and/or Injuries (Including Death), loss, howsoever caused to yourself or a third party that may occur at RollerCoast Venue.
- Carrington Ballet Academy & RollerCoast staff and owners are all PVG Registered.
- Carrington Ballet Academy holds a current Music license which as part of the "Outreach Program" RollerCoast, allows the use of music at it's events/sessions.
- Carrington Ballet Academy & RollerCoast staff are First Aid Trained.

## ROLLERCOAST LESSONS - TERMS & CONDITIONS

Lessons provided by RollerCoast are bookable & payable in 4 week blocks.

After the 4 week block ends you are not guaranteed a place in the next block, the lessons are run on a first come first served basis.

The only accepted method of payment is by booking online, lessons are not payable at the venue.

Receipts will only be provided upon request.

Should any skater wish to be withdrawn from the RollerCoast Lessons, refunds for any unused lessons / missed lessons will not be given.

After withdrawing if you'd like to come back to lessons you must re-book using the methods displayed on the website.

Lessons are non-refundable in cases of weather related cancellations or any situation / cancellation that is out of RollerCoast's control.

## LESSONS TERMS & CONDITIONS

Lessons are non-refundable for missed lessons.

Lessons are non-refundable in cases of illness / injuries, accident or holidays or Covid-19.

All lessons that are paid which are non-refundable in cases of illness / injuries, weather related cancellations / any situation that is out of RollerCoast's control, covid-19 / holidays will be used towards any improvements to RollerCoast which are deemed to improve the community experience.

## SECTION 2 – LESSON CONDUCT

Skaters are expected to demonstrate respectful behaviour towards their coaches and fellow skaters.

Skaters are not permitted to eat / chew gum whilst in lessons.

Skaters are responsible for their own property and bring items at their own risk.

RollerCoast does not accept liability of personal belongings.

Skaters are not permitted to use mobile phones during a lesson. Any mobile phones brought into the lesson must be placed on silent.

Skaters are not permitted to leave the hall space during a lesson without permission from the lesson coach.

Skaters are expected to attend class every week for the 4 week block. If a child is injured they should come and observe the lesson / do what they can (there are still many learning opportunities in these situations and the coach will ensure they stay involved).

If a child is very ill and contagious we ask that they stay at home

It is the Parents / Guardians responsibility to update any contact details (especially email addresses / emergency contact info) and skater medical conditions by email or via the booking system.

You should ensure that your child goes to the toilet before lessons to avoid too many disruptions to their lesson.

You must ensure that all Health questions have been completed via the booking system before your child attends their first lesson, otherwise you will be liable for any injuries and health complications that could possibly lead to minor / major injuries or death.



## LESSONS TERMS & CONDITIONS

### SECTION 4 – MISCELLANEOUS

- Lesson days, dates, times and venue are subject to change.
- A certain amount of risk is involved by taking part in any physical activity. Skaters taking part in any lessons or events run by RollerCoast do so at their own risk.
- Photographs and videos of skaters may be taken and used for promotional material or on social media by RollerCoast. You accept that this may be the case and agree to any photography or videography for promotional use or advertising.
- Skaters will be asked to leave RollerCoast lessons without notice for any serious breach of RollerCoast terms and conditions or for any other serious misconduct, if this happens no refunds will be given for any unused lessons or missed lessons.
- Lessons are subject to venue availability.