SKILL UP

Program Policies, Participant Waiver & Release of Liability

Skill Up Training provides structured, development-focused training in a safe, respectful, and supportive environment.

By registering a participant, the Parent/Guardian confirms that they have read, understood, and agreed to this document and the separate **Skill Up Training Refund and Deferral Policy** provided during registration.

For this document, “Parent/Guardian” means the parent, legal guardian, or other person legally authorized to register and provide consent on behalf of the participant.

PART I — PARTICIPANT WAIVER & RELEASE OF LIABILITY

1. Voluntary Participation & Inherent Risks

Participation in Skill Up Training programs is voluntary and involves physical activity, sport-specific training, soccer and futsal activities, exercise, and interaction with coaches, staff, other participants, equipment, and facilities.

The Parent/Guardian understands and acknowledges that these activities involve inherent and foreseeable risks, including but not limited to:

- Falls, slips, trips, collisions, and accidental contact with other participants;
- Being struck by a ball or contacting goals, walls, rebounders, or other equipment;
- Sprains, strains, bruises, cuts, fractures, concussions, and other injuries;
- Aggravation of pre-existing conditions, physical exertion, fatigue, dehydration, and heat-related illness;
- Risks associated with differences in participants’ ages, sizes, abilities, and skill levels;
- Failure to follow instructions or safety procedures;
- Risks associated with indoor or outdoor facilities; and
- Other injuries, illnesses, incidents, or risks associated with participation and travel to or from training.

The Parent/Guardian understands that not all risks can be eliminated without affecting the nature of the activities.

The Parent/Guardian is responsible for determining whether the participant is physically able to participate and for seeking appropriate medical advice when necessary.

2. Assumption of Risk

The Parent/Guardian voluntarily assumes, on behalf of themselves and, to the fullest extent permitted by applicable law, the participant, the inherent and reasonably foreseeable risks associated with participation in Skill Up Training programs.

The Parent/Guardian understands that reasonable precautions, coaching, and supervision cannot eliminate every risk associated with physical activity and group training.

3. Release of Liability

To the fullest extent permitted by applicable law, the Parent/Guardian, on behalf of themselves and, to the extent legally permitted, the participant, releases and agrees not to hold liable Skill Up Training, its owners, directors, coaches, staff, contractors, representatives, volunteers, facility partners, and their respective agents or representatives for claims, demands, losses, damages, costs, or expenses arising from or relating to participation in Skill Up Training activities, including injury, illness, death, property loss, or property damage, except to the extent such liability cannot legally be excluded or limited.

This release applies to training sessions, camps, clinics, events, and related program activities.

4. Emergency Medical Assistance

If an emergency involving the participant occurs, the Parent/Guardian authorizes Skill Up Training staff to take reasonable steps to obtain emergency medical assistance when necessary, including when the Parent/Guardian or emergency contact cannot reasonably be reached.

The Parent/Guardian understands that Skill Up Training staff are not medical professionals and that emergency medical decisions may need to be made by qualified medical personnel.

The Parent/Guardian remains responsible for medical, ambulance, hospital, and related costs not covered by applicable insurance or public health coverage.

5. Medical Conditions & Health Information

The Parent/Guardian is responsible for providing accurate, current information about any medical condition, allergy, medication, physical limitation, or other health-related circumstance that may affect the participant’s ability to participate safely.

The Parent/Guardian must promptly notify Skill Up Training of any material change in the participant’s health or ability to participate.

Skill Up Training may restrict or refuse participation when staff reasonably believe that participation may pose a safety risk to the participant or others. Providing health information

does not obligate Skill Up Training to provide medical treatment or specialized medical supervision.

6. Supervision & Participant Responsibility

Skill Up Training provides reasonable coaching, instruction, and supervision during the participant's registered training session only.

Skill Up Training is not responsible for supervising participants before the designated supervision period begins or after it ends. Parents/Guardians are responsible for ensuring that participants arrive and are collected on time and are appropriately supervised outside the designated training period.

Participants must follow coach instructions, facility rules, safety procedures, and program expectations. Parents/Guardians acknowledge that group training does not provide continuous one-to-one supervision.

PART II — PROGRAM POLICIES

7. Registration & Eligibility

Registration is completed through the designated Skill Up Training registration system. Parents/Guardians are responsible for reviewing the program description, age and birth-year eligibility, schedule, location, fees, and other registration requirements before registering.

Participants must meet the applicable program requirements. Skill Up Training may correct a registration made for an inappropriate age group or program and, where appropriate, discuss an alternative option with the Parent/Guardian.

Registration does not guarantee acceptance if eligibility requirements are not met or the program is full. Registration is confirmed upon successful payment and completion of required registration information and agreements.

Registration is personal to the participant and cannot be transferred, assigned, sold, or given to another participant.

8. Group Change Requests

Parents/Guardians may request a change to a participant's registered group at any time, before or after the season begins.

All group changes require Skill Up Training's approval and are subject to availability, age eligibility, training category, group composition, coaching ratios, and operational

requirements. A suitable alternative may involve a different training day, time, or location, where available.

Group changes are not guaranteed, regardless of when the request is made. If an appropriate space is unavailable or the requested change is not approved, the existing registration remains unchanged.

An approved group change does not constitute a registration transfer, deferral, credit, or registration hold. A group change request does not create an entitlement to a refund, credit, deferral, or other compensation.

9. Fees, Seasonal Continuation & Withdrawal Notice

Program fees and payment obligations are those presented during registration. Applicable taxes and program-related fees are the responsibility of the registrant.

For Skill Up Training's Fall, Winter, and Spring futsal seasons, families are expected to continue into the next applicable season unless they notify Skill Up Training in writing that the participant will not return.

Written notice of non-return must be provided at least 30 days before the start of the next applicable season. Parents/Guardians are responsible for sending this notice to info@skilluptraining.ca within the required timeframe.

This notice requirement allows Skill Up Training to plan group capacity, staffing, and program operations. Any registration, renewal, and payment terms applicable to the next season will be communicated through the relevant registration process.

10. Cancellations, Refunds & Deferrals

Registration represents a commitment to the selected program and schedule.

All refund and deferral requests are governed exclusively by the separate **Skill Up Training Refund and Deferral Policy provided during registration**. That policy determines eligibility, applicable deadlines, and the conditions for any refund or deferral credit.

Except as expressly provided under that policy or required by applicable law, registrations are non-refundable and non-transferable, and no refund, credit, deferral, registration hold, or other compensation will be provided.

11. Attendance & Missed Sessions

Participants are expected to attend their scheduled sessions. Individual missed sessions are not rescheduled, and make-up sessions are not provided for individual absences.

Absences due to illness, vacations, personal commitments, appointments, transportation issues, scheduling conflicts, or other reasons do not automatically qualify for a refund, credit, deferral, transfer, or make-up session. Medical-related requests are governed exclusively by the Refund and Deferral Policy.

Participants who are sick or otherwise unable to participate safely should not attend training.

12. Weather, Facility & Unavoidable Cancellations

Skill Up Training may cancel, relocate, modify, shorten, or adjust a session due to weather, facility closures, permit restrictions, safety concerns, staffing issues, facility availability, or other circumstances beyond its reasonable control.

Skill Up Training will communicate material changes when reasonably possible.

Cancellations do not automatically entitle participants to rescheduled sessions, make-up sessions, refunds, credits, or deferrals. If Skill Up Training cannot deliver a program or a substantial portion of the registered program, any applicable remedy will be determined in accordance with the applicable policy and applicable law.

13. Uniform Policy

Participants must wear the required Skill Up Training uniform during applicable sessions. Uniforms must be purchased separately unless otherwise stated during registration. The Parent/Guardian is responsible for ordering the appropriate size.

Uniforms are final sale upon delivery and are not eligible for refund or return except where required by applicable law.

A size exchange may be permitted, subject to availability, if the complete kit is returned unused, unwashed, unworn, and with its original tags attached. An exchange does not create a right to a refund.

Players who do not have the complete required uniform may be prevented from participating in the training session until their uniform is complete.

14. Footwear Requirements

Indoor soccer/futsal programs:

- Indoor-only shoes are required.
- Indoor soccer/futsal shoes suitable for the playing surface are recommended.
- Running shoes are acceptable but may affect performance.
- Cleats and turf shoes are not permitted in the gym.
- Shin pads are optional.

Outdoor programs and camps:

- Appropriate athletic or soccer footwear suitable for the playing surface is required.
- Cleats or turf shoes are permitted where suitable for the surface.
- Shin pads are optional.

Participants may be asked not to participate if their footwear is unsafe or unsuitable for the facility or activity.

15. Arrival, Dismissal & Facility Access

Parents/Guardians must ensure participants arrive on time and are collected promptly at the end of the scheduled session.

Participants must not be left unattended before Skill Up Training staff are available to supervise the program. Families must not enter the school, facility, gym, or designated training area before the permitted access time.

Parents/Guardians and participants must follow facility-specific access, parking, entry, dismissal, security, and safety procedures. Restricted areas may only be entered with authorization.

Facility doors must not be propped open or otherwise interfered with. If facility staff close a door, they are following facility policy and must not be asked to leave it open. Violations may result in penalties or loss of the facility permit.

Skill Up Training's supervision responsibility is limited to the designated training period described in Section 6.

16. Parent/Guardian & Spectator Conduct

Parents/Guardians and spectators are expected to communicate respectfully and behave appropriately at all times, both in person and through any means of communication with Skill Up Training coaches, staff, representatives, other families, or participants.

Conduct that is unacceptable includes, but is not limited to:

- Coaching or shouting instructions to participants from the sidelines;
- Criticizing, undermining, disrespecting, or confronting coaches or staff in an inappropriate manner;
- Intimidating, harassing, threatening, or aggressively confronting coaches, staff, participants, or other families;
- Using abusive, discriminatory, offensive, or otherwise inappropriate language or communication;

- Engaging in behaviour that disrupts training sessions, interferes with program organization, or undermines the respectful, positive, and supportive environment Skill Up Training seeks to maintain both on and off the court; and
- Any other conduct that compromises the safety, well-being, or proper operation of the program.

Depending on the nature and severity of the conduct, Skill Up Training may issue a formal written warning by email to the Parent/Guardian. Where the same or similar inappropriate conduct is repeated following a formal written warning, Skill Up Training may cancel the participant's registration without a refund, credit, deferral, transfer, or other compensation, except where required by applicable law.

Skill Up Training reserves the right to take immediate action, including removal from the facility or cancellation of registration without a prior warning, where conduct is sufficiently serious or presents a safety concern. Any action taken will be proportionate to the circumstances and subject to applicable law.

17. Player Conduct & Expectations

Participants are expected to listen to coaches, follow instructions, treat others respectfully, use equipment appropriately, respect facilities and property, demonstrate good sportsmanship, cooperate with others, avoid bullying and harassment, and remain within designated areas.

Skill Up Training may provide verbal direction, remove a participant from an activity, contact the Parent/Guardian, or take other appropriate action when behaviour creates a safety concern or significantly disrupts the program.

Player misconduct that disrupts training, interferes with the organization of sessions, or undermines the respectful, positive, and supportive environment Skill Up Training seeks to maintain on and off the court may result in a formal written warning by email to the Parent/Guardian. If the same or similar inappropriate behaviour is repeated following the warning, Skill Up Training may cancel the participant's registration without a refund, credit, deferral, transfer, or other compensation, except where required by applicable law. Serious misconduct or behaviour presenting an immediate safety concern may result in immediate action under Section 25.

18. Health & Illness

Participants should not attend training if they have symptoms of illness that make participation unsafe or may reasonably expose others to illness.

Skill Up Training may ask a participant to leave a session if staff reasonably believe the participant is too unwell to participate safely.

Parents/Guardians are responsible for determining whether the participant is well enough to attend. An illness-related absence does not automatically qualify for a refund, credit, deferral, transfer, or make-up session. Medical-related requests are governed by the Refund and Deferral Policy.

19. Medication & Anaphylaxis — Camps Where Applicable

For camps or programs where medication or anaphylaxis procedures apply, Parents/Guardians must provide all required medical information and medication according to Skill Up Training's instructions.

Required medication, including a current epinephrine auto-injector where applicable, must be available and clearly labelled. Parents/Guardians must provide accurate emergency and medical information and notify Skill Up Training of any changes.

Staff will act within the scope of their training and applicable procedures and are not medical professionals.

20. Program & Facility Rules

Participants and Parents/Guardians must comply with Skill Up Training policies, coach instructions, facility rules, safety requirements, posted signage, and reasonable instructions from facility staff.

Participants may not use unauthorized equipment or enter areas not designated for their program. Failure to follow applicable rules may result in removal from an activity or program.

21. Communication

Skill Up Training may communicate with Parents/Guardians electronically through the email address, phone number, PlayMetrics, or other contact channels provided during registration.

Parents/Guardians must keep their contact information current and review communications in a timely manner. Communications may include schedules, changes, cancellations, facility updates, registration information, and policy notices.

22. Photography, Video & Media

Skill Up Training may photograph, film, or otherwise record participants during programs, training sessions, camps, and events for promotional, marketing, advertising, and communication purposes, including use on its website, social media channels, and promotional materials.

By completing registration, the Parent/Guardian consents to Skill Up Training capturing and using the participant's photographs, images, and video recordings for these purposes, without compensation.

Skill Up Training will not use or disclose the participant's name or other personal identifying information in connection with these photographs, videos, or recordings without additional consent from the Parent/Guardian.

Parents/Guardians with concerns about this consent or the use of images and recordings are asked to contact info@skilluptraining.ca directly.

23. Feedback & Testimonials

Skill Up Training may invite Parents/Guardians or participants to provide feedback about their experience. Content voluntarily submitted for promotional use, including testimonials, reviews, photographs, or videos, may be used only in accordance with the permission or consent provided. Providing feedback does not guarantee publication or use.

24. No Guarantee of Training Outcomes

Skill Up Training provides coaching and training intended to support participant development. Individual progress varies according to factors such as age, experience, attendance, effort, physical development, learning, and skill level.

Skill Up Training does not guarantee specific athletic, technical, competitive, performance, or team-selection outcomes. Participation does not guarantee selection for a team, club, representative program, academy, or other soccer opportunity.

25. Restriction or Removal from a Program

Skill Up Training may restrict, suspend, or terminate a participant's registration when reasonably necessary due to safety concerns, serious misconduct, repeated failure to follow instructions, bullying, harassment, intimidation, aggressive behaviour, significant disruption, policy or facility-rule violations, inappropriate conduct by a Parent/Guardian, or operational requirements, including maintaining appropriate group structure and coaching ratios.

Where appropriate, Skill Up Training may issue a formal written warning by email to the Parent/Guardian. Repeated inappropriate conduct following a written warning may result in cancellation of the participant's registration without a refund, credit, deferral, transfer, or other compensation, except where required by applicable law. A prior warning is not required where the seriousness of the conduct or an immediate safety concern reasonably warrants immediate action.

Skill Up Training may also decline or discontinue participation where reasonably necessary to protect the safety and well-being of participants and staff or to maintain a respectful, positive, and supportive training environment.

26. Policy Changes

Skill Up Training may update its policies when reasonably necessary to reflect changes in programs, facilities, operations, safety requirements, or applicable requirements.

The version applicable to a registration is the version provided or made available at the time of registration, subject to changes required by applicable law. Material changes will be communicated when appropriate.

Nothing in these policies is intended to exclude or limit any right or protection that cannot legally be excluded or limited under applicable law.

PART III — PARENT/GUARDIAN ACKNOWLEDGMENT

By completing registration, the Parent/Guardian confirms that they:

- Have read and understood this document and voluntarily agree to its terms;
- Understand and accept the inherent risks associated with participation, to the fullest extent permitted by applicable law;
- Provide the waiver and release of liability described in Part I, to the fullest extent permitted by applicable law;
- Confirm that the participant is able to participate or that appropriate medical advice has been obtained where necessary;
- Agree to provide accurate, current medical and emergency information;
- Understand that registration is personal and non-transferable;
- Understand that group changes are subject to approval, compatibility, and availability and are not guaranteed;
- Understand the seasonal continuation notice requirement, where applicable;
- Understand that missed sessions do not qualify for make-up sessions or compensation except as expressly provided under the applicable Refund and Deferral Policy;
- Understand that cancellations do not automatically qualify for refunds, credits, deferrals, or make-up sessions;
- Agree to comply with Skill Up Training policies, coach instructions, safety requirements, and facility rules;
- Understand that inappropriate conduct may result in removal from a program; and
- Understand that refunds and deferral credits are governed by the separate Refund and Deferral Policy provided during registration.

SKILL UP

PART IV — REQUIRED AGREEMENTS & CONSENTS

1. Participant Waiver & Release

I have read and agree to the Skill Up Training Program Policies, Participant Waiver & Release of Liability.

2. Emergency Medical Authorization

I authorize Skill Up Training staff to obtain reasonable emergency medical assistance for the participant when necessary, including when I cannot reasonably be reached.

3. Participant Information

I confirm that the participant's information, emergency contacts, and health information provided during registration are accurate and current. I agree to update Skill Up Training if relevant information changes.

4. Policy Compliance

I agree that the participant and I will comply with Skill Up Training policies, coach instructions, safety requirements, and applicable facility rules.

5. Refund and Deferral Policy

I acknowledge that I have been provided access to the separate Skill Up Training Refund and Deferral Policy and have read and agree to its terms.

6. Photography & Video Consent

By registering, I consent to Skill Up Training using my child's photographs and videos for promotional and marketing purposes, without compensation, as described in Section 22. My child's name and other personal identifying information will not be used or disclosed in connection with this media without additional consent. For concerns, please contact info@skilluptraining.ca.

ACKNOWLEDGMENT

By completing registration and selecting the required acknowledgments in PlayMetrics, the Parent/Guardian confirms that they have had the opportunity to read and understand these

policies and agreements and voluntarily agree to them on behalf of themselves and, to the fullest extent permitted by applicable law, the participant.

The electronic acknowledgments recorded through PlayMetrics form part of the participant's registration.