



Code of Conduct

By participating in an ice sports program or activity at O'Brien Icehouse, I agree to abide by the following standards of behaviour and conduct in relation to the activity and understand that activities are operated for the benefit of all participants regardless of age, gender, race, religion, ethnic background, or special ability/disability.

I will at all times:

- Conduct myself according to a high standard of behaviour and integrity when interacting with fellow skaters, coaches, parents, other guests, and O'Brien Icehouse employees;
- Respect the rights, dignity, and worth of others;
- Be fair, considerate, and honest in all dealings with others;
- Abide by all governing policies and procedures, including those of O'Brien Icehouse, and be professional in, and accept responsibility for, my actions;
- Demonstrate a high degree of individual responsibility, especially when dealing with persons under 18 years of age, as my words and actions serve as examples;
- Conduct myself in a professional manner relating to language, temper, and punctuality;
- Abide by the rules and respect the decisions of designated supervisors, making all appeals through the formal process and respecting the final decision;
- Understand that I am responsible for any breach or if I become aware of any breaches of this Code of Conduct;
- Refrain from any form of abuse towards others, including while at the venue or in the use of digital, social, or other media;
- Refrain from any form of harassment towards or discrimination of others;
- Show concern and caution towards others who may be ill or injured; and
- Be a positive role model at all times.

I also understand that if I breach this Code of Conduct:

- O'Brien Icehouse may take disciplinary action against me, which may result in temporary or permanent suspension from participating in ice sports activities at, or being refused entry to, the venue.
- I understand that O'Brien Icehouse is required to implement a complaint handling procedure in accordance with the principles of natural justice, in the event of an allegation against me.



O'BRIEN ICEHOUSE