

TERMS AND CONDITIONS OF ENTRY

Terms & Conditions of Entry

Raiders IHC Ltd trading as Romford Ice Hockey Club or Romford Raiders (referred to herein collectively as “Raiders IHC”, “Raiders IHC Ltd”, “Buccaneers IHC Ltd”, Romford Buccaneers”, “we” or “us”)) at Everyone Active Sapphire Ice & Leisure Romford (“the Venue”) is respectively authorised to sell tickets to events taking place at the Venue (each an “Event”). Buccaneers IHC Ltd are a subsidiary of Raiders IHC Ltd.

Raiders IHC operates as Romford Raiders under License from the respective trademark owners of trademark numbers UK00003917293 and UK00003917299 and with full permission of Romford Raiders Ltd.

1. DEFINITIONS AND INTERPRETATION

- In these Terms, certain words have specific meanings, as follows: **“Raiders IHC Ltd” / “Raiders IHC” / “we” / “us” / “our”** means any or all of the following companies: Romford Ice Hockey Club, Romford Raiders.
“Event” means an ice hockey game or associated event taking place at the Venue.
“Ticket” means a ticket, electronic ticket, wristband or any other device or mechanism which allows the bearer to attend an Event.
“Ticket Agent” means a person authorised by the Organiser(s), to sell Tickets on behalf of the Organiser(s).
“Ticket Terms” means the terms and conditions of Raiders IHC (and in some case any other authorised Organiser) which are printed on the back of hard copy Tickets or otherwise displayed in relation to Tickets.
“Venue” means Everyone Active Sapphire Ice & Leisure Romford at 24 Western Road, Romford, Essex, RM1 3JT.
“Venue Terms” means these terms and conditions.
“you” / “your” means any person seeking admission to Everyone Active Sapphire Ice & Leisure and/or to any specific Venue to attend an Event.

2. HOW THESE TERMS WORK

2.1 Your admission to and conduct at the Venue is governed by these Venue Terms. By purchasing Tickets and/or entering or attempting to enter the Venue, you will be taken to have accepted these Venue Terms and, where a Ticket has been purchased, the Ticket Terms.

3. AMENDMENTS TO THESE TERMS

3.1 These Venue Terms may be amended from time to time, to reflect changes in the rules of admission, changes in health and safety and/or security procedures,

changes to the arrangements in place between Raiders IHC and relevant Ticket Agents and/or Organisers, and/or changes in relevant laws and regulatory requirements.

3.2 Each visit to the Venue will be subject to the Venue Terms in force at the time of the visit. It is your responsibility to check the Venue Terms before entering the Venue so that you are aware of any changes.

3.3 Raiders IHC reserves the right to change its Ticket Terms from time to time, as these may vary on an Event by Event basis. It is your responsibility to check the Ticket Terms for each Event.

4. YOUR TICKET

4.1 Your Ticket may be in the form of paper, mobile/bar code, email, wristband or chip technology or such other form that becomes available over time including paperless mechanisms. Tickets cannot be cancelled or exchanged after purchase, other than in accordance with these Venue Terms and the terms of the Ticket Agent from which they are purchased.

4.2 Only persons holding a valid Ticket (and in some cases valid ID, pursuant to section 7.1 of these Venue Terms) will be admitted to Events. You must keep your Ticket with you at all times during an Event.

4.3 Keep your Tickets safe. Your Ticket may be invalidated if any part of it is removed, altered or defaced. Removing the Ticket stub of a physical Ticket will invalidate the Ticket. Tickets cannot be duplicated if lost or stolen and neither Raiders IHC nor any Organiser will be liable for any lost or stolen Tickets.

4.4 Ownership or possession of a Ticket does not confer any rights (by implication or otherwise) on you to use, alter, copy or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the Ticket or used in connection with the Event.

4.5 Raiders games:

If you don't have a Season Ticket, you will now need to book your own tickets online, in advance, before entry.

You can book here to choose your seats:

<https://romfordraiders.ticketco.shop>

If you arrive without a ticket, you'll be asked to book one online using your phone at the door using the QR codes provided. If you do not book in advance:

- You may be given randomly allocated seating on the night with little or no choice.
- You'll join the **non-priority queue**.
- Entry and seat choice will always go first to fans who have booked online in advance.
- If you sit in the wrong seat, you'll be asked to move.

Away fans – please only book in the away block online. If that's full, the next block will be made available.

Our volunteers and door staff will help anyone needs assistance.

Where it is not possible to allow you to occupy the specific seat printed on your Ticket we reserve the right to provide alternative seats or ask you to sit in a different seat. In these circumstances, we will use reasonable endeavours to provide you with a seat of equal value to that which you purchased. Where we are unable to do so we will reimburse to you the difference in value of the seat we are able to provide and the value of the seat printed on your Ticket. We shall have no further liability to you as a result of the change in seats.

4.6 Buccaneers Games: Seats are on a first come first served basis, excluding Season ticket seats which usually have stickers on them. For Events with seated and standing arrangements, each Ticket provides you with the right to use a vacant seat (as applicable) of a value and location corresponding to that stated on your Ticket, excluding reserved Season Ticket seats or seats reserved by the management for other purposes such as school visits or sponsors. A standing Ticket allows access to the rink, but does not confer a specific standing location (except where purchased as a Season Ticket). Most Buccaneers games are free seating but busy games may require numbered seating, at the discretion of the management. Where it is not possible to allow you to occupy the specific seat printed on your Ticket we reserve the right to provide alternative seats or ask you to sit in a different seat. In these circumstances, we will use reasonable endeavours to provide you with a seat of equal value to that which you purchased. Where we are unable to do so we will reimburse to you the difference in value of the seat we are able to provide and the value of the seat printed on your Ticket. We shall have no further liability to you as a result of the change in seats.

4.7 Standing Tickets issued do not entitle you to an allocated numbered standing space. Please make your way to a space on a first come first served basis. Standing tickets issued may contain a number, but this DOES NOT correspond to a standing sticker number around the rink edge. Reserved standing Season Ticket spaces are labelled. Season Ticket holders for an allocated Standing position will always have priority over TicketCo issued standing tickets. If you are occupying an allocated Season Ticket holder standing position (as indicated by a Sticker and/or the Season

Ticket holder's ticket) you may be asked to relocate to another available standing location.

4.8. It is your responsibility to make sure your device is sufficiently charged if using the digital ticket. It is your responsibility to ensure you have printed a copy if using the paper ticket.

4.9. You may be asked to have your hand or arm stamped or wear a wristband – you must wear this at all times during the match if requested to do so. Failure to show your stamp or wristband when asked may result in ejection from the Venue.

5. TICKET PURCHASE & RESALE

5.1 Our authorised primary Ticket Agent (outside Raiders IHC) is TicketCo. If you are unsure whether a person offering Tickets for sale is an authorised ticket agent, please contact us. Please be aware that auction sites are not authorised ticket agents.

5.2 Please only purchase tickets through authorised sites such as <https://www.romfordRaiders.co.uk> or TicketCo <https://romfordRaiders.ticketco.events/uk/en/m>. If you have, or suspect you may have been a victim of fraud when purchasing tickets, please report it to Action Fraud www.actionfraud.police.uk.

5.3 We are entitled to seize and/or cancel any Ticket, without notice and without refund or other compensation, which has been resold, attempted to have been resold or which has been purchased other than via an authorised Ticket Agent, ticketing partner or Raiders IHC. We may also seize and/or cancel without refund any Ticket purchased using (or suspected to be using methods) methods generated by a script, macro, ticket bot or automated devices. Information regarding the purchase of any such Ticket and its holder may be passed on to the relevant authorities.

5.4 We are not required to accept Tickets if we know or have reasonable grounds for believing that the Tickets have been duplicated or purchased from any of the following: unauthorised agents or other unauthorised sources including, without limitation, ticket touts. We are entitled to refuse entry to any person holding such a Ticket, or to eject them from the Venue and/or the Event.

5.6 Tickets may not be used for promotions, competitions, sweepstakes or for other commercial purposes without the prior written consent of Raiders IHC.

5.7 Tickets must be valid for the category of purchase and ID may be required to validate the ticket. Entry may be refused if ID is not deemed to be acceptable or if

entry conditions have been abused to gain free or cheaper entry. The decision of the club is final.

5.8 Occasionally Raiders IHC may decide to offer promotional discounts e.g. Kids for a Quid or free entry tickets to specific groups of people such as schools. These promotions are aimed at bringing in new fans to the club and therefore these offers may not be open all fans, away fans, existing fans or regular fans. The management reserves the right to deny entry to fans that abuse these promotional tickets or may not qualify. The management's decision is final.

6. CONCESSIONS AND CARERS

6.1 All children (5 to 15 years old) and infants (0-4 years old) must have a Ticket in order to attend an Event.

6.2 The following restrictions apply:

(a) children aged 15 years and under must be accompanied by an adult aged 18 or over

6.3 We do not recommend subjecting children to loud music over a sustained period of time. Hearing protection is advised for children and those sensitive to loud noise.

6.4 Concessions over 65 may also be asked to provide valid ID. Concession season tickets will require proof of ID and age. Please note that only the following are now eligible for a concession ticket (age on 1st September 2026).

- * Over 65s
- * Students aged 16 to 21 with valid student ID
- * Emergency services (Police, Fire, Ambulance only)
- * Armed Forces

Child season tickets are for children aged 5 to 15 (age on 1st September 2026).

Please note we are no longer accepting Blue Light Cards.

6.5 carer season tickets:

* To qualify, there must be one full-paying adult with the appropriate Nimbus scheme documentation.

* Only one carer ticket is permitted per full-paying adult.

* For children requiring a carer season ticket, the carer must pay the concession price in addition to the child's ticket with the appropriate Nimbus scheme documentation.

* Nimbus card holders should purchase the tickets they require and then send the relevant information to seasontickets@romfordraiders.co.uk along with a copy of their season tickets for verification by the club.

7. ENTRY

7.1 For an Event at our Venue you must produce:

(a) a valid Ticket; and

(b) in some cases, if you are the lead Booker for a party you must produce valid photographic proof of identity which matches the name displayed on all Tickets held by the party;

You may be asked to show your Ticket and/or ID for inspection at any time during the Event. Failure to do so may result in you being required to leave the Venue.

7.2 Searching is a condition of entry to protect your safety and that of other visitors. We may conduct security searches of clothing, bags and other items, as determined by us in our reasonable discretion, including on entry to the Venue.

7.3 Prohibited Items – We reserve the right to prohibit:

items which are illegal. Anyone found in possession of illegal or contraband goods may also be liable for prosecution;

- weapons, ammunition, explosives, horns, whistles, drums, fireworks, flagpoles, large umbrellas or any other item which in our reasonable opinion, may cause danger or disruption to any Event or to other visitors (regardless of whether or not such item is illegal or is carried for specific purposes);
- religious symbols of faith, where certain conditions for entry (policy available on request and/or as otherwise determined within our discretion), are not met;
- items which are otherwise prohibited pursuant to these Venue Terms or the Ticket Terms; or

You are not permitted to bring food and beverages into any Venue except as set out in section 10 below.

7.4 You are responsible for safeguarding your property when at the Venue. Raiders IHC will have no liability for property that is lost, stolen or damaged when at the Venue. All items left with stewards before entry into a Venue are left at your own risk.

7.5 Animals, with the exception of assistance dogs, are not permitted in the Venue. Customers attending with assistance dogs are requested to contact Everyone Active Sapphire Ice & Leisure in advance of booking tickets for further information.

7.6 You may be ejected from or not permitted to enter the Venue and required to surrender any Tickets you hold, without refund, if you refuse:

to leave a Prohibited Item (see section 7.3) with our stewards; to be searched; and/or in our reasonable opinion, you or your behaviour, or any item you are carrying might:

- (a) pose a health and safety risk;
- (b) affect the enjoyment of other visitors;
- (c) affect the running of the Event;
- (d) cause damage to or interfere with the property of Raiders IHC or the Organisers;
- (e) be in breach of these Venue Terms or the Ticket Terms;
- (f) be illegal;
- (g) lead to a breach of any licensing conditions applicable at the Venue; or
- (h) be in breach of any rules and regulations exhibited on notices at the Venue, such as (without limitation):

entering any players or officials changing rooms without consent;
backstage or prohibited areas;
standing on seats or in walkways;
climbing on the building structure;
throwing any objects or substances onto the stage or into the crowd or at another visitor; or
smoking, including e-cigarettes;
using foul language or insulting language that could incite violence;

7.7 In order to ensure the security, safety and comfort of all visitors, we reserve the right at our reasonable discretion to refuse your admission to, or to eject you from, the relevant Venue without compensation or refund.

7.8 Should you experience any problems while at the Venue please contact the nearest steward so that every reasonable effort can be made to resolve the issue prior to, or during the Event you are attending. Complaints are very difficult to resolve after the Event.

8. EVENTS

8.1 There will be no admission to the Event before the designated door opening times.

8.2 For some specific Events, and at the request of the club, latecomers may not be admitted into the Venue until a suitable break in the game. We will not refund Tickets if you miss all or part of an Event due to your late arrival.

8.3 You are required to observe and comply with all rules and regulations shown on notices at the Venue and to comply with all instructions given to you by Venue stewards and staff at the Event.

8.4 All advertised times are approximate and subject to change. It is your responsibility to make appropriate arrangements to ensure that you arrive at the Venue in sufficient time in case the Event starts early and to ensure that you are able to stay until the close of the Event, should you wish to if it overruns. If an Event does not run to the precise times advertised, refunds will not be payable on Tickets and we will not be responsible for the cost of alternative travel arrangements or for any other loss you suffer (including loss of enjoyment).

8.5 CCTV and film cameras may be present at and around the Venue. This includes filming by the police and/or security staff carried out for the purposes of providing the safety of visitors, and filming and/or photography of the Event. By purchasing a Ticket to an Event and/or attending the Venue you give your express consent to all such filming and to your actual or simulated likeness being included within any: film, photograph, audio and/or audio-visual recording ("Footage"). All rights in such Footage which will be owned by us or the relevant third party.

You also agree that any such Footage may be used by us in any and all media for any purpose at any time throughout the world, including (with the exception of CCTV or security Footage) for commercial purposes, such as merchandising or DVDs, without payment or compensation to you.

8.6 You must leave the Venue quietly in consideration for our neighbours. Any failure to do so may result in you being refused entry to, or permission to purchase Tickets to, future Events.

8.7 To avoid disruption to other viewers, you may not be permitted to take your seat until there is a suitable break in play.

9. HEALTH AND SAFETY

9.1 In case of emergency please follow instructions and directions from stewards, staff and/or other officials.

9.2 No smoking or vaping is permitted in any part of the Venue. Electronic cigarettes may only be used OUTSIDE the rink and but must not be used in the Venue or prohibited areas.

9.3 **WARNING** – prolonged exposure to loud noise may cause damage to your hearing. Flashing lights may be used during a performance.

9.4 If you have any specific access requirements, please contact us before purchasing Tickets, to ensure that we can accommodate your requirements. Accessible seating may not be available unless it is arranged in advance.

9.5. Ice Hockey can be a dangerous sport – please keep your eye on the puck at all times.

10. FOOD AND BEVERAGE

10.1 No food or drink may be brought into any Venue (except in limited circumstances on proven medical grounds) unless otherwise notified at our discretion. A variety of food and/or beverages will be available for purchase within our Venue.

10.2 Sealed bottles of water may be brought into the Venue only with permission from the management, or a suitable, empty drinking container may be used which may be filled with water when inside the venue.

10.3 When purchasing alcohol, if you appear to be under the age of 25, you may be asked for proof of age. We reserve the right to refuse to serve you alcohol if you do not have valid photographic ID.

10.4 We reserve the right to refuse to serve you alcohol if, in our reasonable opinion, we believe that you are intoxicated or likely to become intoxicated if we serve you further alcoholic beverages.

10.5 Door staff reserve the right to confiscate items (eg Food, Drink or prohibited items) upon entry which will be made available for collection after the match or disposed of if not collected. The management takes no responsibility for confiscated items.

10.6 Whilst musical instruments are not banned, we ask you to respect the enjoyment of other viewers around you. If you are deliberately found to be using an instrument to cause distress to other viewers we may ask you to refrain from doing so or we may decide to confiscate an item if it is being used to antagonise others.

11. MERCHANDISE

11.1 Official merchandise is only available from specified outlets within the Venue. Please be wary of unofficial traders offering inferior goods for which we accept no responsibility.

11.2 You are not permitted to sell or offer for sale or distribute any items whilst at or in the surroundings of the Venue including, without limitation, merchandise, Tickets, food, beverages, cigarettes, vapes or smoking materials, newspapers or magazines.

11.3 You must not bring into the Venue or display or distribute (whether for free or with a charge) at an Event any sponsorship, promotional or marketing materials nor any leaflets, signage or other materials containing religious or political messaging.

12. CANCELLATION, POSTPONEMENT AND ALTERATIONS

12.1 Raiders IHC may make alterations to Events which are not material in nature. No refunds will be available in respect of non-material alterations.

A “material” change is a change to an Event which in the reasonable opinion of Raiders IHC or the Organiser, makes the Event substantially different to the Event which purchasers of the Ticket would reasonably expect to attend. Changes to performance times, absence of specific players or entertainment acts will not be a material change.

12.2 In the event of a cancellation of, postponement of or material change to an Event you may be entitled to a refund in accordance with the terms and conditions or refund policy of the authorised Ticket Agent from whom you purchased your Ticket(s) and you must contact the Ticket Agent to request all refunds.

12.3 It is your responsibility to check the website for the Venue or Ticket Agent for news of any cancellation, postponement or alteration of the Event. Information on such matters will be made available as soon as reasonably practicable on Raiders IHC website and/or physically at the Venue. Customers are advised that the website cannot always be updated immediately and that circumstances giving rise to cancellation or alterations may arise immediately prior to an Event.

12.4 Ticket refunds will not be offered if you are no longer attending an event for which you have purchased a ticket. In this case, you may request transfer of your ticket to an alternative Romford Raiders fixture.

12.5 Abandoned games or Delays to the game shall not automatically be grounds for a refund.

12.6 In the event a fixture is rescheduled and you already have tickets, your tickets will ONLY be valid for the rescheduled running of that particular match (not any match of your choosing).

12.7 In the event of any over selling or unforeseen capacity issues, the management reserves the right to offer a refund at its sole discretion without further compensation.

12.8 In the event of a national health emergency or pandemic, the management reserves the right to substitute physical Event tickets for digital streaming vouchers at its sole discretion if local or national government rules dictate that the Venue is unable to accommodate sufficient capacity at an Event due to circumstances beyond its control.

13. LIABILITY

THIS SECTION IS IMPORTANT AS IT SETS OUT THE LIMITS OF OUR LIABILITY TO YOU. PLEASE READ IT CAREFULLY

13.1 Subject to section 13.2, if we breach our obligations to you under these Venue Terms or if we are negligent and, as a result, you suffer any loss or damage in connection with your visit to Everyone Active Sapphire Ice & Leisure:

(a) we will only be liable for your loss or damage up to an amount equal to the face value of the Ticket purchased by you for the Event you are attending (if any); and

(b) we will not be liable to you for any losses or expenses incurred in connection with your visit to the Venue, any Event, or its cancellation postponement or changes. For example we will not be liable to you for the cost of any personal travel, lost time, accommodation or hospitality arrangements made in connection with any Event or visit to Everyone Active Sapphire Ice & Leisure.

13.2 For the purposes of these Terms, “Force Majeure” means any cause beyond Raiders IHC’s reasonable control, including, without limitation, any act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, royal death, national mourning (including as a result of a royal death), theft of essential equipment, malicious damage, national health emergency, strike, lock out, weather, national defence requirements or acts or regulations of national or local governments. Neither we nor the Venue will be liable to you under these Venue Terms to the extent that any loss or failure of Raiders IHC is caused by a Force Majeure event.

13.3 Notwithstanding sections 13.1 and 13.2 above, nothing in these Venue Terms shall be construed as excluding or restricting our liability for death and/or personal injury caused by our negligence or for any other form of liability that may not be limited by law.

14. GENERAL

14.1 To the fullest extent permissible in law, we shall be entitled to assign any and all of our rights and obligations under these Venue Terms, provided that your rights are not adversely affected.

14.2 If any provision of these Venue Terms is found to be invalid or unenforceable by a court, the invalid or unenforceable provision shall be severed or amended in such a manner as to make the rest of the provision(s) and remainder of these Venue Terms valid and enforceable.

14.3 If we delay or fail to enforce any of these Venue Terms it shall not mean that we have waived our right to do so.

14.4 All of these Venue Terms are governed by English Law and any disputes arising under them are subject to the exclusive jurisdiction of the Courts of England and Wales.

LAST UPDATED 21 APRIL 2026