

# Real Madrid Foundation (RMF) Football Program Malaysia

## Terms and Conditions

*The RMF Football Program is available only for participants who agree with all the terms and conditions outlined in this document. If there are any points you do not agree with, we kindly suggest considering whether this program is the right fit for you.*

## General Terms

1. All passes are personal, non-transferable, and non-refundable.
2. All unused sessions or no-shows will be automatically and strictly forfeited, and will not be refunded, replaced or carried forward.
3. All listed fees exclude applicable taxes, which will be charged accordingly.

## Eligibility

1. The Football Program is open to all boys and girls aged 5 to 17 years including non-ISKL students.
2. In compliance with applicable regulations, the RMF Football Program in Malaysia cannot accept players who are 18 years or older.
3. Participants who will turn 18 during the subscription should contact the management team for further guidance.

## Training Passes

There are 3 Training Passes available to interested players:

1. Free Trial Pass
2. Monthly Pass - Once-a-week training
3. Monthly Pass - Twice-a-week training
4. 6 Months Pass - Once-a-week / Twice-a-week

### 1. Free Trial Pass

- a. Available to new participants only.
- b. Allows one single trial session in the appropriate age group.
- c. Registration and pre-booking is mandatory. Walk-ins are strictly not permitted.**
- d. The official RMF jersey kit is not available for purchase.
- e. Participants are not covered by RMF insurance. Parents/guardians are responsible for any injuries or damages during the session.

### 2. Monthly Pass - Once-a-week Training

- a. This pass allows the player to participate in **one (1) training session per week**.
- b. All Monthly Pass holders must purchase the official RMF jersey kit. The jersey kit is sold separately; details are available on the website.
- c. Participants must select one PTD and commit to attending on those days.

- d. Changes to the PTD may be considered only in the case of injury (with Medical Certificate) or compassionate reasons, subject to management approval.
- e. If player chooses to miss a class, there will be no replacements unless the class is specifically cancelled by management.
- f. Unused sessions / no shows are automatically forfeited and will not be carried forward.
- g. Monthly automated recurring payments are required via valid debit/credit cards.

### 3. Monthly Pass - Twice-a-week Training

- a. This pass allows the player to participate in **two (2) training sessions per week**.
- b. All Pass holders must purchase the official RMF jersey kit. The jersey kit is sold separately; details are available on the website.
- c. Participants must select two PTDs and commit to attending on those days.
- d. Changes to the PTD may be considered only in the case of injury or compassionate reasons, subject to management approval.
- e. If player chooses to miss a class, there will be no replacements unless the class is specifically cancelled by management.
- f. Unused sessions / no shows are automatically forfeited and will not be carried forward.
- g. Monthly automated recurring payments are required via valid debit/credit cards.

### 4. 6 Months Pass - Once-a-week / Twice-a-week

- a. Paid 6 months upfront
- b. Follows the terms of the respective monthly passes.
- c. Payment must be made via **cash or bank transfer only**.
- d. A one-month fee penalty applies for cancellations.

## Cancellations

To cancel your subscription, you must provide **a minimum one (1) month's advance notice** before the next scheduled payment. **Strictly no refunds will be issued.**

*Example:*

*Date for credit card deduction: 30<sup>th</sup> of April 2025 as advance payment for May 2025.*

*Latest date to inform management on intention to cancel: 1<sup>st</sup> of April 2025*

## Preferred Training Day (PTD)

1. Upon purchase of a Monthly Pass, players must select a PTD from the provided Training Calendar.
2. Players are expected to attend sessions on their chosen PTD regularly throughout the term to facilitate class allocation and training preparations.
3. Changes to the PTD are limited and subject to availability. For permanent or one-time changes, please contact management or the coaches.
4. Attending a class outside of your assigned PTD is not permitted.

## Changes to Preferred Training Day (PTD)

To request a reasonable once-off change, please contact management or the coaches. Changes will only be made if slots are available.

## Bad Weather Policy

- Football is an outdoor sport, and sessions may be affected by bad weather.
  - If the lightning siren is activated, all sessions will be halted immediately. Training will resume indoors, and players must change to approved indoor shoes.
  - If it rains before training begins, sessions will continue either outdoors or indoors, depending on the severity of the weather at the coach's discretion.
  - In case of rain during training:
    - Light rain: Training continues outdoors.
    - Heavy rain: Training continues outdoors or moves indoors at the coach's discretion.
  - In cases where indoor courts are unavailable:
    - If the session prior to the halt has lasted less than 35 minutes, a Rain Check card for a replacement class will be issued, valid for 30 days.
    - If the session lasted more than 35 minutes, no replacements will be provided.

***IMPORTANT NOTE: Classes will only be cancelled if specifically announced by the coaches or management. If you choose to miss a class due to the weather, when indoor facilities are available, the absence will be counted as a no-show. No replacements will be provided.***

## Attire

All players, except those coming on a Trial Pass basis, are required to purchase and wear the official Real Madrid Foundation Football Program Malaysia jersey kit during training without exception.

The purchase of the jersey kit is mandatory and not included in the training fees.

The jersey kit consists of an RMF Adidas jersey, RMF Adidas shorts, and RMF Adidas football socks.

## Shoes

All players are required to have 2 pairs of football shoes for all training sessions.

**Football boots with studs:** The pitch is an artificial turf; therefore, boots with metal studs are not allowed. Players are encouraged to use appropriate artificial turf shoes – please refer to what the coaches wear.

**Indoor court shoes / Futsal boots:** The indoor facility used during lightning alerts requires all players to wear non-marking sole shoes. Players must change into these shoes when using the indoor training facilities.

## Parental Conduct

To ensure a positive and productive learning environment for all participants, we kindly request that parents refrain from interfering with training sessions. Coaches are highly qualified professionals who have undergone extensive training in coaching methodologies, physical education, and player development.

### To maintain a harmonious training environment, please avoid:

- **Questioning coaching decisions:** Trust the expertise of the coaches in matters such as team formation, player placement, and training drills.
- **Providing on-field instructions:** Refrain from giving and shouting instructions or criticisms from the sidelines, as this can distract players and disrupt the flow of the session.
- **Interfering with training:** Avoid interfering with the coach's instructions or the players' focus during training.

### For the safety of all participants, please ensure the following:

- **Parental Supervision:** Parents of players under 12 years old must be present to pick up their children from the training field. Players are not permitted to leave the field unattended, even for a brief period.
- **ISKL School Policy:** ISKL parents are reminded to avoid leaving children unsupervised on school grounds between school hours and the start of their training session. Please arrive on time to ensure the safety of your child.

By adhering to these guidelines, we can create a supportive and focused training environment for all participants.

## Suspension and Expulsion

In the interest of everyone, we reserve the right to suspend or expel any player and/or parent causing significant disruption or discord to the harmony of the program without any refunds.

## Communications

We strive to keep all parents and players with the most updated information about training and other pertinent information. **So please ensure that you have provided contact details that you check regularly especially mobile number connected to WhatsApp as this is the fastest and most efficient way to disperse information.**

## Liability Waiver

By enrolling in this program, you acknowledge that your child / ward will be exposed to a higher degree of risk of accident or injury. We do take precautions to minimize the risk of accident or injury and provide appropriate insurance.

Supervising personnel will exercise reasonable care for the duration of the session. However, there will be times when students are unsupervised. You agree to release, indemnify, and hold harmless ISKL and Winner Takes All (WTA) Sdn Bhd's employees, owners and Boards of Directors from any suit, claim, or damage, including all monetary damages, medical expenses, attorney's fees, and any other claims arising from any injury or accident during the program, unless the injury or accident is due to the professional and gross negligence of an employee of the said parties.

In the event of an accident or injury, reasonable efforts will be made to immediately inform you. It is your responsibility to provide updated contact information when registering with the program. If you cannot be contacted, we will assume that you authorize us to provide emergency first aid/CPR treatment and/or arrange for medical or dental care if deemed necessary by us.

Our medical insurance policy is only up to RM8,000. You agree to pay all additional costs and expenses of any medical treatment and will reimburse us for all related incurred costs within two weeks following such an episode.

If your child is an ISKL student, ISKL or WTA will submit a student accident claim form for any costs incurred and reimburse you for any amounts recovered under its student accident insurance policy up to RM8,000. If your child is not an ISKL student, the WTA will do the same.

ISKL or WTA will also not be responsible for any losses or expenses incurred due an unavoidable cancellation of a session.

## Acknowledgement of ISKL's Role

The International School of Kuala Lumpur (ISKL) only provides the facilities for the football training sessions and bears no responsibility for the conduct, supervision, or safety of the players during the sessions.

## Indemnification

You acknowledge and accept the inherent risks associated with football training sessions and waive any claims against ISKL and/or WTA for injuries, accidents, or incidents that may occur during the football training sessions.

## Emergency Contact Information

You agree to provide up-to-date emergency contact information, including phone numbers and medical information of your child / ward at all times.

## Photography and Media Release

You grant permission for your child / ward to be photographed or recorded during the football training sessions for promotional or educational purposes as per RMF's requirements. Additionally, you understand that WTA may use such photos or videos on various media platforms without seeking further permission.

## Appendix A

Please read and understand the Terms of Use of ISKL's Facilities listed in Appendix A. Your agreement to this is a mandatory to participation this football program.

## Disclaimer

To ensure the efficient operation and continual improvement of the program, Winner Takes All Sdn Bhd reserves the right to make reasonable amendments, additions, or rearrangements to this document as necessary, without prior notice, except for publishing the most current version on this website. It is your responsibility to stay informed of any updates by regularly reviewing the latest version.

## APPENDIX A

### TERMS OF USE OF ISKL'S FACILITIES

1. The lanyard with a security tag issued by the ISKL Security team must be worn and visible at all times for identification purposes.
2. All baggage will be inspected by ISKL's security personnel upon entering ISKL's campus / premises.
3. Parking on campus is subject to the school parking regulations.
4. Smoking / consumption or use of drugs / gambling anywhere on the ISKL's premises, including car park areas, is strictly prohibited.
5. Consumption of alcohol is strictly prohibited unless otherwise permitted in writing by ISKL.
6. Weapons or any items that pose health and safety issues are strictly prohibited on ISKL's premises.
7. Unlawful, illegal or prohibited or immoral activities/behaviours deemed offensive is strictly prohibited.
8. No loitering on ISKL's campus.
9. Student washrooms are prohibited from being used by adults.
10. There will be no tacking or nailing of any signs or other materials on walls, floors, ceiling. No part of the building can be defaced. If applicable, rectification costs for damages will apply.
11. Rubbish/waste must be segregated by "recyclable" and "non-recyclable".
12. All incidents, accidents, injuries, or any incident which has the potential to cause, but does not result in injury or damage must be promptly reported in writing to an ISKL representative within 24 hours.
13. ISKL shall not be held responsible for any damage/loss of the user's or Participants' belongings.
14. Players shall adhere to all instructions relayed by ISKL's security personnel and/or the public announcement system.
15. ISKL has emergency protocols that WTA is obliged to inform its employees and Participants. The emergency protocols are as follows:
  - a. EVACUATION – If there is an EVACUATION announcement, please proceed to the assembly point specified.
  - b. LOCKDOWN – If there is a LOCKDOWN announcement, please lock the door of the space you are in, lower or close any blind, look for a 'Safe Corner', and turn out the lights and computer monitors. If you are outdoors, make your way to the nearest building and follow the instructions above;
  - c. LIGHTNING – The audible warning (horn) will sound and yellow flashing lights will warn of impending lightning. Please proceed to an area under cover away from the open fields, until the warning lights switch off.
16. Parking charges (if any) will be borne by the organiser and its Participants.
17. Participants are permitted to only use equipment/parts/furniture that has been approved by the ISKL Facilities & Maintenance Department. Any equipment or furniture that has been moved during the Event is to be returned to their original place of storage.
18. Items may not be stored overnight without the prior written consent of the ISKL Facilities & Maintenance Department.
19. No one is allowed to cook with open fire flames unless otherwise permitted in writing by ISKL.

20. Following the sessions, the space must be left clean, and items arranged in an organised fashion, if applicable.
21. It will be necessary to comply with all applicable safety, health and security protocols, as prescribed by ISKL and / or the Malaysian authorities.
22. Participants must bring their own drinking water, food, clothing, face towels. The sharing of such personal equipment is discouraged.
23. Players and those accompanying them need to leave the activity area / school immediately after the activity.
24. Players and accompanying party shall be confined to the allotted areas times and shall not encroach into any other areas unless prior approval is given.
25. There must be adult supervision at all times when there are minor players at the training sessions.
26. Except for players engaging in sport activities, the lanyard with a security tag issued by the ISKL Security team must be worn and visible at all times for identification purposes.

*End of Terms and Conditions*