



## Canberra Chill Hockey ACT

National Hockey Centre  
196 Mouat St, Lyneham ACT 2602  
(02) 6189 0570

# Canberra Chill Members Code of Conduct

Canberra Chill are committed to creating and maintaining a safe, enjoyable and family-friendly game-day environment for all club members and spectators. Accordingly, we have adopted the following code of conduct/behaviour for the benefit of members, spectators and the wider hockey community.

Canberra Chill work with Hockey One, Hockey ACT, contracted security services and other external agencies to identify offenders, record incidents and take any potential action against offenders, members or spectators who threaten to disrupt, disrespect or otherwise breach this Code of Conduct.

Canberra Chill and Hockey ACT reserve the right to suspend or cancel memberships, hospitalities, agreements or any tickets without compensation should a member or ticketholder breach this Code of Conduct. Suspensions and cancellations are at the sole discretion of the Canberra Chill and Hockey ACT Management. Should the offender be a guest of a member or utilising a member's card, the Canberra Chill and Hockey ACT reserve the right to take action against the member in relation to their membership.

The below Code applies to anyone that attends any Canberra Chill games, official club functions and other non-game day events held, supported or endorsed by the Canberra Chill.

### To abide by the Code of Conduct everyone must:

1. When attending Canberra Chill Events:
  - a. conduct themselves towards any other person in ways that are respectful to all, lawful and in the spirit of hockey specifically not to:
    - i) use bad language;
    - ii) harass or ridicule players, coaches, officials or other spectators;
    - iii) engage in or endorse any form of threatening conduct, or vilification or abuse on the basis of race, gender, religion, disability or sexuality; and
    - iv) have any acts of violence, disruptive behaviour or use of offensive or abusive language or gestures.
  - b. not do anything or act in a manner which would distract, disrupt or hinder the natural flow the event;
  - c. comply with the terms of entry to the event;



- d. conduct themselves in a manner that does not damage (or have the potential to damage) the reputation of the Canberra Chill, Hockey ACT, its staff, members or supporters;
  - e. comply with requests from venue staff regarding the operations and emergency procedures of the venue; and
  - f. sit in their allocated ticketed seat or area and present their tickets and entitlements when requested by Canberra Chill or Hockey ACT staff, venue staff or volunteers;
  - g. any merchandise, paraphernalia and/or memorabilia provided by the Club to you are for you to keep, use and enjoy during the event. However, you must ensure that in using the Memorabilia you do not interfere, disrupt, prohibit or injury any other person's enjoyment of the event. You are also responsible for any loss or damage suffered by any other person as a result of you using the Memorabilia; and
2. Not promote, communicate, incite, initiate, and/or respond to any form of conversation, messages or posts that are aimed to:
- a. attack or be critical of anyone within the Canberra Chill including players, coaches, personnel and members;
  - b. attack, critical or tarnish the name, brand or goodwill of the Canberra Chill and/or Hockey ACT and/or Hockey One and/or Hockey Australia; and
  - c. bring the game into disrepute.

### **Consequences of breaching the Code of Conduct**

The Canberra Chill and Hockey ACT reserve the right, at its absolute discretion, to restrict, prohibit, block, ban anyone from participating in:

1. Any social media controlled by the Canberra Chill and Hockey ACT and/or Hockey One league; and
2. Any Canberra Chill and Hockey ACT events, should they be determined to have breached this Code of Conduct. In serious, continual or frequent breach of this Code of Conduct, Canberra Chill and Hockey ACT may also terminate a person's membership (without refund or compensation) or refuse to sell to a person Canberra Chill membership.

### **Reporting Offensive Behaviour**

The Canberra Chill and Hockey ACT encourage its members and spectators to report any illegal or anti-social behaviour through the following channels:

- Alerting venue, security or Canberra Chill/Hockey ACT on game day of any issues.
- If after a match, please phone the Hockey ACT on (02) 6189 0570 to notify Canberra Chill and Hockey ACT. Alternatively email [admin@hockeyact.org.au](mailto:admin@hockeyact.org.au)
- If at a club events – inform Canberra Chill/Hockey ACT officials at the event.