

**ALL 2021 CHAPARRAL ICE MEMBERSHIPS ARE SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS AND SUBJECT TO CHANGE WITHOUT NOTICE.**

## **2021 CHAPARRAL ICE MEMBERSHIP TERMS AND CONDITIONS**

### **1. Purchase of Membership**

Upon submitting a successful Membership application and valid payment information, you will receive payment confirmation.

Chaparral Ice reserves the right to reject any Membership application or cancel any Membership, at any time, in its sole and absolute discretion.

### **2. Term of Membership**

Subject to the following terms and conditions, your prepaid Chaparral Ice Membership will entitle you to the benefits of Membership for a one year period. Your annual Membership will automatically be renewed at the conclusion of each enrollment period until you inform us via email or in person that you would like to cancel your Membership in accordance with section 4.7, below.

Pricing is subject to change at the sole discretion of Chaparral Ice. Existing Members will be notified of any Membership increases via email.

Payments will be automatically withdrawn on the same day that you commence a Chaparral Ice Membership, and monthly payment plan options will be automatically withdrawn in accordance with Section 4.3, below.

### **3. Membership categories:**

#### **3.1. BRONZE\*:** \$285\*\*\* per year Founder/\$342\*\*\* per year Regular (\$25Monthly/\$30 Monthly)

- Exclusive member flash sales
- 10% off admission or registration on all Chaparral run leagues, programming and entertainment
- Exclusive member only events (1 per quarter)
- Exclusive member only party (1 per year)
- Exclusive member content (sponsor promotions)
- Member only Ice time
- Member pack (over \$50 value)
- 2 free public skating passes monthly
- Free skate rentals

- Dedicated Membership Concierge for one-on-one registration requests or issues (available at [members@chaparralice.com](mailto:members@chaparralice.com) or by calling 512-252-8500, selecting location, and asking front desk for assistance)

**3.2. SILVER\*:** \$570\*\*\* per year Founder/\$684\*\*\*per year Regular (\$50 Monthly/\$60 monthly)

- All Bronze Membership Benefits, plus
- Shooting lane membership add on

**3.3. GOLD\*:** \$2,041\*\*\* per year Founder/\$2,269\*\*\* per year Regular (\$179 monthly/\$199 monthly)

- All Bronze and Shooting Lane benefits, plus
- 25 Chap Café passes per month (Rounds up to whole dollar for every purchase. No partial passes available.)
- 10% off on retail and concessions (after credit exhausted)
- Free admission or registration on all Chaparral Ice run leagues, programming and entertainment. \*\*\*\*
- 10% off private one-time use full field or ice rental (excludes recurring booking)
- 10% off Chaparral run summer camps
- Dedicated Membership Concierge for one-on-one registration requests or issues (available at [members@chaparralice.com](mailto:members@chaparralice.com) or by calling 512-252-8500, selecting location, and asking front desk for assistance)
- Membership honorarium prominently displayed at Chaparral Ice Crossover location
- Member only unique Jacket (comes in member pack)
- Upgraded member pack (over \$350 value)
- Family discounts on additional membership purchases apply at 10% off for 2 or more people residing in the same household (request by email to [members@chaparralice.com](mailto:members@chaparralice.com), must be purchased at the same time)

**3.4. SHOOTING LANE MEMBERSHIP \*** \$342\*\*\* per year Founder/\$456\*\*\* per year Regular (\$30 monthly/ \$40 monthly)

- One time daily 30 minutes of Shooting Lane or Knee Hockey Rink time during Chap Shop hours
- One free skate sharpening per month
- 10% off Puck University

- 5% off hockey sticks and tape
- One free guest pass per month
- Dedicated Membership Concierge for one-on-one registration requests or issues (available at [members@chaparralice.com](mailto:members@chaparralice.com) or by calling 512-252-8500, selecting location, and asking front desk for assistance)

\*Membership benefits are for the membership holder only unless otherwise stated. Any unused monthly benefits do not roll over. Monthly benefits expire on the last day of each month and begin on the first day of each month. Membership benefits do not apply to Camps, AMHA, Puck University, Chaparral Academy or other third-party programs unless specifically stated. Chaparral Ice is not responsible for lost physical benefits including but not limited to: passes and member packs. Coaches are still required to pay commissions. Membership packs will vary based on availability and age.

\*\* A 5% discount is automatically applied to your membership fee when you pay for a full year up front. (listed price includes the discount) Monthly payment plans are available.

\*\*\*\$10 one-time initiation fee will be charged on Bronze, Silver, and Shooting Lane Membership and a \$50 one-time initiation fee will be charged on Gold Membership after July 1, 2021.

\*\*\*\* Discount applicable to first League of a traditional season C2-AA. Mixed league is a separate league and first enrollment would be also eligible over and above 1 traditional league. Additional league registrations are 10% off league fees. Split leagues are only available between players of equal membership status.

Discounts cannot be combined with other offers unless otherwise stated.

#### **Payment:**

Payment of your Chaparral Ice Membership fee may be made in one of two ways:

##### **4.1 Full Payment:**

Your Membership fee can be paid in full via any one of the following methods: VISA, MasterCard or American Express. Membership fees paid in full are eligible for a 5% discount.

##### **4.2 Payment Plan:**

Your Membership fee can be paid on a monthly basis via a payment plan as follows:

##### **4.3.**

Payments will be deducted in 12 equal installments on the day of initial registration, beginning on the date of purchase and recurring each month thereafter.

**4.4.**

2021 Payment Plans will be deducted on the initial membership purchase date by VISA, MasterCard, Discover, or American Express only.

**4.5.**

By signing up for the Chaparral Ice Membership and paying with a credit card, you authorize Chaparral Ice to arrange a debit of funds from your nominated card. Failure to pay or failure to update any changes to the payment type within a reasonable timeframe may result in a suspension of your Membership and all Membership Benefits without preventing Chaparral Ice from collecting any past due amount subscribed for under these terms.

**4.6.**

All Memberships are automatically renewed at the conclusion of each enrollment period, facilitating automatic rollover of your Membership from year to year.

**4.7.**

Members may opt out provided they give at least 30 day notice in writing prior to their annual renewal date.

**4.8.**

If your payment is returned or dishonored by your financial institution, a notification will be sent requesting immediate payment. Any fees levied to you by your financial institution as a result of such attempted withdrawal will be payable by you.

**4.9.**

Chaparral Ice may suspend or cancel your membership if, on two consecutive occasions, your payment is dishonored by your financial institution. We will notify you if we suspend or cancel your pay arrangement.

**4.10.**

It is your responsibility to ensure that: (a) the account details you have provided are correct, including notification should the expiry date change within the 12-month program; (b) you have sufficient funds available in the nominated account on the scheduled drawing date

**4.11** If your Membership is suspended or cancelled, you will not be eligible for any continued Membership Benefits.

**4.12.** If you believe that a withdrawal has been initiated incorrectly, please contact the Chaparral Ice Membership Support Team at [members@chaparralice.com](mailto:members@chaparralice.com).

## **5. Refund Policy**

As a general policy, Chaparral Ice Memberships are non-refundable. Requests for refunds may be made in writing at the sole discretion of Chaparral Ice.

## **6. Cancellation Policy**

Chaparral Ice reserves its right to cancel a Member's Chaparral Ice Membership without a refund where that Member is deemed by Chaparral Ice to have breached these terms and conditions (including where that Member attempts to transfer or sell their Chaparral Ice Membership and/or associated benefits).

Register for and no-showing events, programs, or entertainment options with limited participation caps will have a 3-strike policy. Should Members register for and not show, the following treatment will apply: (1<sup>st</sup> Time) good faith mistake will be assumed (2<sup>nd</sup> Time) a warning will be given (3<sup>rd</sup> Time) disciplinary action up to and including Membership Benefits being stripped without a refund. All registrations are subject to standard program cancellation policies. Unless, in Chaparral Ice's sole discretion, it becomes a frequent occurrence and prohibits other customers from utilizing services.

## **7. Chaparral Ice Member Code of Conduct**

While supporting your team and supporters is a vital part of the game, offensive or aggressive behavior (including yelling and swearing when dealing with Chaparral Ice staff, agents or other event staff) will not be tolerated. Chaparral Ice Members who consume alcohol on the premises are to do so responsibly. Drunken and/or disorderly conduct will not be tolerated. Chaparral Ice Members who breach the behavior code of conduct may face penalties including cancellation of Membership without refund.

## **8. Variation to Membership Terms and Conditions**

Chaparral Ice may from time to time where reasonably necessary vary the terms and conditions of Chaparral Ice's Membership. Chaparral Ice will communicate any change to its membership terms and conditions via the Chaparral Ice website or email. Members will have no claim against Chaparral Ice by reason of any change made to the terms and conditions of Chaparral Ice Membership.

## **9. Members' Privacy**

All personal information will be used, and may be disclosed, by Chaparral Ice (including for promotional and marketing purposes) in accordance with the Privacy Policy. By providing your personal information you agree to such use and disclosure by the Chaparral Ice and confirm you have read and agree to be bound by Chaparral Ice's Privacy Policy.

## **10. Telephone and Internet Renewals**

Members without a renewable form of payment on file may renew their Chaparral Ice Membership over the telephone or online. By renewing over the telephone or online via the Dash Platform, you accept these terms and conditions of Chaparral Ice Membership (as amended from time to time by the Chaparral Ice).

## **11. Further Information**

If you require further information in relation to these terms and conditions, please visit <http://www.chaparralice.com/memberships>