



ORYX Sports Track
Sports business tools, simplified.

Client Terms, Coaching & Participation Rules

Public-facing client policy

Suite-wide terms for coaching, bookings, packages, payments, health, junior participation, shared activities, events and AttendTrack records. The policy explains the rules; registration collects the required information and acceptance.

PROPER. FAIR. HUMAN.

Clear enough to rely on. Calm enough to send to real clients.

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How this policy works

Key rules at a glance and the provider responsible for the service.

These terms are designed to keep bookings dependable, participation safer and records accurate without making normal coaching relationships unnecessarily formal. A provider- or event-specific rule may apply where it was clearly disclosed before the relevant booking, purchase or registration.

Key rules at a glance

Cancellation notice	At least 12 hours before the scheduled start, unless a different rule was clearly disclosed in advance.
Late cancellation	A private session cancelled inside the notice period normally counts in full or deducts the applicable credit.
No-show	Failure to attend without valid notice normally counts in full. The private late-reschedule allowance does not automatically apply to a no-show.
Private flexibility	One client-requested late reschedule for each package of 10 eligible private sessions, unless the package clearly states otherwise.
Groups and fixed programmes	A missed group, camp, course, social or fixed programme normally counts as used, even when advance notice is given.
Provider cancellation	The client does not lose the session or package credit when the provider cannot deliver the service.
Package validity	The provider must disclose either a validity period or a no-fixed-expiry position before purchase.
Package pause	An approved temporary pause preserves the balance and is separate from renewal, expiry, payment or booking locks.
Records	AttendTrack may preserve attendance, package effects, notifications, reports, acceptance evidence and auditable corrections.

Provider identity and contact

Legal or trading name	ORYX SportsTrack, operated by Olav de Jong
Operating location or address	Dubai, United Arab Emirates
General contact	signup@oryxsportstrack.com +971 50 115 5674
Questions and complaints	signup@oryxsportstrack.com

01

Bookings, cancellations and schedule changes

Clear categories for sufficient notice, late cancellation, no-show and shared activities.

Purpose, scope and key roles

These terms apply to coaching sessions, classes, camps, clinics, social sessions, programmes, competitions and related sports services booked, recorded, invoiced or managed through ORYX SportsTrack. The provider is the coach, club, academy, organiser or sports-service business delivering the service. The client is the person booking, purchasing or paying, including a parent or guardian. The participant is the person taking part.

Booking confirmation and arrival

A requested time or place is not guaranteed until the provider confirms the date, time, location, participant and service type and, where required, verifies payment or an available package credit. Participants should arrive ready to begin at the confirmed start. Late arrival does not normally extend the finish time; the provider may deliver the remaining portion and record the booking as completed. For juniors, the parent, guardian or authorised adult remains responsible before and after the confirmed supervision window.

Client cancellation categories

Category	Meaning	Normal treatment
Sufficient notice	The provider receives cancellation at least 12 hours before the scheduled start, or within a longer disclosed notice period.	An eligible private-session credit normally returns to the active package or the booking may move to another available time.
Late cancellation	The provider receives cancellation inside the applicable notice period.	A private session normally counts in full or deducts the applicable credit. One late reschedule per 10 eligible private sessions may be used where available.
No-show	The participant does not attend and valid cancellation notice was not received.	The session normally counts in full or deducts the applicable credit. A no-show is not automatically converted into the private late-reschedule allowance.
Private session	A one-to-one or other eligible private booking reserved for the named participant.	Sufficient notice normally protects the credit; late cancellation and no-show normally use the credit, subject to the stated allowance and provider discretion.
Group or fixed programme	A group, squad, camp, course, social or other place reserved around shared capacity and a fixed schedule.	Absence normally counts as used even with advance notice. No automatic make-up, transfer, extension, credit or refund arises unless the programme states otherwise.

HUMAN EXCEPTION

The provider may waive or adjust a charge for a genuine emergency, sudden illness or another exceptional circumstance. A compassionate decision on one occasion does not create an automatic future entitlement.

Provider cancellation, weather and disruption

If the provider cancels, the client will not lose the session or package credit. The provider will normally offer a replacement, restore the credit, transfer the payment or provide an appropriate refund where no reasonable alternative is available. Weather, heat, air quality, court conditions, venue closure, maintenance or emergency restrictions may require a change. Clients should wait for an official update rather than assume cancellation. Where a meaningful portion has already been delivered, a proportionate completion, replacement or credit may be applied.

02

Packages, pauses, renewal, payments and refunds

Separate the package balance from validity, temporary pauses and account restrictions.

Package details, activation and validity

Before purchase, the package description should state the session type, quantity, duration, eligible participant or household, locations, price, cancellation and rescheduling conditions, and one of the following validity positions:

- A stated validity period or end date within which the credits should be used; or
- No fixed expiry. This does not guarantee a permanent coach, venue, recurring time or unchanged service format. If the provider permanently discontinues the relevant service and cannot offer a reasonable alternative, the remaining paid value should be addressed fairly through transfer, credit or refund as appropriate.

A package normally activates when payment is received or an approved payment arrangement begins. Where a validity period applies, purchasing late in that period does not guarantee that every remaining credit can be scheduled before expiry.

Package pause

A package pause is a temporary, recorded suspension of an active package for an approved substantial circumstance. It preserves the session balance and, where the package has a validity period, normally stops or adjusts the passage of that validity for the approved period. A pause does not add credits, renew the package or guarantee a particular recurring time.

- Substantial circumstances may include significant injury or medical restriction, pregnancy, extended travel, temporary relocation, serious family or emergency circumstances, or another substantial reason approved by the provider.
- Routine scheduling difficulty, short holidays, repeated missed bookings and ordinary inconvenience do not automatically qualify.
- The provider may request a reasonable explanation, set a start and resume date, approve manual resume, and record the reason and history. Provider discretion should be exercised consistently and respectfully.
- A no-fixed-expiry package may still be marked paused for operational clarity, but the pause does not create or extend an expiry date that did not exist.

Renewal, expiry and booking or payment lock

A renewal or booking lock is separate from a package pause. A renewal lock may apply when credits are exhausted, an expired package is not renewed, or the client declines a renewal offer. A booking or payment lock may apply where payment is overdue, required information is incomplete, or a serious account or conduct issue prevents further bookings. A lock must have a clear reason; it does not silently consume remaining credits or rewrite package history.

Prices, overdue amounts and refunds

Prices and material conditions should be clear before purchase. Payment may be required before the first session, before activation, at booking, through an instalment plan or by invoice. Overdue amounts may lead to reminders, delayed activation or paused future bookings, but a genuine billing query should be reviewed. New prices normally apply to renewals and new purchases, not to a fully paid active package unless the original terms, a lawful tax or third-party cost, or an agreed replacement arrangement permits otherwise.

A refund, credit, replacement or other remedy may be appropriate where the provider cancels without a reasonable alternative, a duplicate or incorrect payment was made, the service was materially defective, a long-term medical restriction prevents continued participation and a pause or transfer is unsuitable, or mandatory law requires another outcome. Completed sessions, valid no-shows, valid late-cancellation charges and expired credits are normally non-refundable. A partly used discounted package may be recalculated at the disclosed individual rate before an eligible balance is returned.

RIGHTS PRESERVED

Nothing in these terms removes a mandatory consumer right or permits a blanket “no refunds under any circumstances” position.

03

Medical information, participation risk and emergencies

Disclose what matters, act proportionately and keep emergency action practical.

Relevant information and updates

The participant or guardian must provide accurate information relevant to safe participation or emergency response through the approved registration flow. This may include significant conditions, allergies, medication, injuries, restrictions, accessibility needs, warning signs and practical emergency instructions. Information should be updated when health, medication, injury status, emergency contacts or junior collection arrangements materially change. Detailed medical records should not normally be requested unless genuinely necessary or legally required.

Participant and provider responsibilities

Participant or guardian	Provider
Seek medical clearance when advised; bring and manage prescribed medication or emergency devices unless another arrangement exists; explain any emergency plan; use suitable clothing, hydration and equipment; stop and tell the coach when unwell, injured or unable to continue safely.	Take reasonable account of disclosed restrictions; adapt, pause or stop unsafe participation; request clearance when information is insufficient; avoid medical diagnosis unless separately qualified; restrict sensitive information to authorised people who need it.

Ordinary participation risks

Sport and physical activity cannot be made risk-free. Ordinary risks may include slips, falls, collision, impact from balls or equipment, strain, sprain, overuse injury, fracture, aggravation of an existing condition, heat stress, dehydration, equipment failure, venue hazards and, rarely, serious injury, permanent disability or death. Participation after receiving these terms confirms voluntary participation, understanding of ordinary inherent risks and an obligation to follow reasonable safety instructions and stop when continued activity appears unsafe.

Emergency authority and incident handling

Where a participant appears injured, ill or at immediate risk, the provider may stop the activity, move the participant to a safer place, give basic first aid within the responder's competence, contact a guardian or emergency contact, involve venue medical staff or security, call ambulance or emergency services and share relevant identity or medical information with responders. If urgent treatment is reasonably required for a junior and the guardian cannot be reached promptly, qualified professionals may act in the junior's best interests under applicable law. The provider is not required to transport a participant in a private vehicle. Medical, ambulance, hospital and transport costs normally remain the participant's or guardian's responsibility unless law or a separate agreement requires otherwise. The provider may keep a proportionate incident record.

IMPORTANT

Coaches and sports-service staff are not medical professionals unless separately qualified. Nothing in these terms excludes liability for fraud, deliberate harm, gross negligence, mandatory health and safety duties or any right that cannot lawfully be excluded.

04

Junior participation and safeguarding

Authority, safe handover, appropriate communication and the child's best interests.

Parent or guardian authority

A junior participant must be registered or approved by a parent, legal guardian or person with documented authority. That person confirms the accuracy of the junior's information and authority to participate, provides relevant medical, behavioural, accessibility and support information, and remains reasonably contactable or nominates another responsible emergency contact. Additional verification may be required where applicable law, safeguarding practice or a specific SportsTrack service requires it.

Supervision, arrival and collection

- Provider supervision normally begins at the confirmed session or activity start and ends at the confirmed finish, unless another arrangement is expressly agreed.
- The parent, guardian or authorised adult remains responsible for safe arrival and collection outside that window.
- A junior should be released only to a parent, guardian or adult authorised through the agreed communication channel.
- The provider may refuse release where identity or authority is unclear or where the proposed arrangement appears unsafe.
- Camps or events with different handover arrangements should state the supervision and collection position in the published information.

Safeguarding and appropriate communication

The provider must place the junior's safety and best interests first. Concerns about welfare, inappropriate conduct, unsafe collection, abuse, neglect or another material risk may be escalated under the provider's safeguarding procedure and applicable law.

Communication should remain appropriate to the junior's age and the activity. Where practical, operational communication should include or remain visible to the authorised parent or guardian.

Junior emergencies, privacy and media

Emergency action for a junior follows section 03. Personal, medical and emergency information is handled under the separate ORYX SportsTrack Privacy, Data-Processing & Optional Photo/Media Policy v1.0. Optional public or promotional use of identifiable junior photos, video or audio requires the guardian's separately recorded choice. Participation must not be made conditional on optional promotional consent.

REGISTRATION RECORD

The registration system records the guardian or authorised person, junior participant, emergency contacts, relevant declarations, accepted policy versions and timestamp. The client-facing PDF does not duplicate those questions.

05

Groups, camps, events and conduct

Practical rules for shared capacity, event changes and respectful participation.

Group and fixed-programme participation

Group, squad, camp, course and social places are reserved around a fixed schedule and shared capacity. A participant's absence normally counts as used even when notice is provided, unless the specific programme states otherwise. A provider may offer a make-up as a courtesy where capacity allows, but this is not automatic.

Event information, registration and capacity

Each event listing should state the date, location, activity, age or level where relevant, price, capacity, registration and payment deadlines, expected format, withdrawal position and contact route. Registration information must be accurate. An entry may remain pending until payment, eligibility, partner details, approval or minimum numbers are confirmed. A waitlisted participant has no place until confirmation is sent.

Withdrawals, substitutions, format and schedule

A place may be released when a payment deadline passes. Withdrawals follow the terms shown at registration. Transfers or substitutes require organiser approval and must meet the requirements. The organiser may use round robin, knockout, timed, short-scoring, pool, ladder, social rotation or another disclosed format. Courts, groups, order of play or times may change because of withdrawals, delays, weather, safety, venue limits or operational need. If entries are too low, the organiser may merge categories, change format, shorten, postpone, offer an alternative or cancel and should clearly communicate the available credit, transfer or refund outcome.

Conduct, officials, results and removal

- Participants, parents and spectators must follow venue rules, reasonable instructions and normal standards of sportsmanship.
- Abuse, threats, deliberate cheating, harassment, unsafe behaviour or serious disruption may lead to removal.
- On-court or event-management disputes should be raised calmly through the stated process without obstructing the activity.
- Where removal is reasonably necessary for safety or serious misconduct, the fee or credit may be lost if the disclosed rules allow and the decision is reasonable.
- Names, draws, scores, standings and results may be displayed where reasonably necessary to run the event. Junior display must follow privacy and safeguarding settings.
- Genuine scoring, identity, draw or data-entry errors may be corrected, but legitimate results should not be changed for convenience.

AttendTrack records and service communications

Accurate session records, visible package effects and auditable correction history.

Attendance and session outcomes

AttendTrack may record participant statuses such as Present, No Show or Cancelled and session outcomes such as Completed, Postponed, Cancelled or Rescheduled according to the provider's approved workflow. The authorised coach or provider user finalises the record after the activity or after a session-level change. The record should reflect what actually happened and must not create a package consequence that conflicts with these terms or a clearly disclosed specific rule.

Package effects and corrections

A Present or valid No Show may deduct a credit where the package terms permit. A provider cancellation or qualifying reschedule should not deduct a credit. Any automatic or manual deduction should remain visible, explainable and reversible by an authorised user where a genuine error occurred. A correction should preserve the previous value, updated value, authorised person making the change, timestamp and, where appropriate, a short reason. Records should not be silently overwritten to hide a dispute or mistake.

Notifications, acknowledgements and reports

After finalisation, the provider may notify the client or parent whether the session was completed, postponed, cancelled or rescheduled and, where relevant, the participant's attendance status and package effect.

- An acknowledgement confirms receipt or review; it does not prevent a genuine correction request. Non-acknowledgement does not automatically erase an otherwise supported record.

Reports may show attendance, no-shows, cancellations, class history and package activity for a selected period. They should

- be read with the underlying records and applicable provider terms.

Reports should be shared only with the participant, authorised parent or guardian, authorised provider staff or another person with a valid reason and permission.

Operational messages and account security

Booking confirmations, attendance updates, waitlist notices, payment reminders, schedule changes, court assignments, results and safety messages are service communications rather than optional marketing. Users must protect login details, report suspected unauthorised access and must not submit false entries, impersonate another person, manipulate attendance or results, access another organisation's information or use the platform unlawfully.

NOT AN EMERGENCY SERVICE

AttendTrack is not an emergency-monitoring service. Urgent medical or safeguarding concerns must be handled through the provider's real-world emergency procedures.

07

Records, complaints, acceptance and policy control

Fair review, reliable evidence and the correct policy version.

Operational records and discrepancies

The provider may maintain records of bookings, attendance, completed sessions, cancellations, no-shows, reschedules, package credits, event entries, payments, refunds, incidents and relevant communications under the applicable Privacy and Data-Processing Policy. A suspected error should be raised as soon as reasonably possible, preferably within seven days of receiving the relevant record. This preferred period does not remove a mandatory legal right.

Fair review and complaints

The provider should review confirmations, schedules, coach or organiser entries, communications, package terms, payment records and audit history before deciding whether a correction is appropriate. Questions or complaints should first be sent through the provider route shown on page 2 or in the relevant booking or registration. The provider should acknowledge and review the concern fairly and within a reasonable period. If the provider publishes an escalation route, regulator route or venue complaint process, that route remains available.

Electronic acceptance and evidence

The client should have a reasonable opportunity to open and read the current policy before purchase, booking or participation. Acceptance is recorded through signup, registration, an in-app confirmation or another clear affirmative action. For a junior, the parent, legal guardian or authorised person accepts. The acceptance record should preserve the policy title and version, effective version reference, date and time, accepting person, participant where relevant, acceptance method, provider or organisation and the linked account, booking, package or event. A later re-acceptance creates a new record rather than replacing the earlier history.

Provider-specific terms and policy updates

A provider may add clear rules for a venue, programme, event, pricing model or operational need. They should be shared before the relevant booking or purchase and remain consistent with mandatory law. Where a specific disclosed term and this suite-wide policy address the same issue differently, the more specific term will normally apply to that service. Every material policy revision receives a new version number and effective date. Material changes affecting active clients should be communicated and fresh acceptance requested where appropriate. Older versions remain archived and retrievable for acceptance-history purposes.

Related policy

Personal data, medical and emergency information, retention, data-subject rights, optional media choices and promotional communications are governed by the separate ORYX SportsTrack Privacy, Data-Processing & Optional Photo/Media Policy v1.0.

Document control

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Revision summary	Publication version. ORYX SportsTrack identity and provider contacts confirmed; draft status removed; related Privacy, Data-Processing & Optional Photo/Media Policy aligned to v1.0; version and effective date locked.

ACCEPTANCE DESIGN

The PDF explains the rules. Signup or registration presents the current summary and policy link. The database preserves the exact version accepted, by whom, for whom and when.