

TERMS AND CONDITIONS

*Real Madrid Foundation Clinic Iceland 2026
Participant Terms for Parents and Legal Guardians*

Last updated	16 May 2026
Organiser	SIA WH Latvija, trading as Hill Sports Agency
Registration number	40203045683
VAT number	LV40203045683
Registered address	Robežu iela 1-46, Ulbroka, Ropažu novads, LV-2130, Latvia
Email	info@hillsportsagency.com
Website	www.rmfcclinicsiceland.com

1. Scope and acceptance

1.1. These Terms and Conditions (Terms) apply to the registration for, payment for, and participation in the Real Madrid Foundation Clinic Iceland 2026 (Clinic), organised by SIA WH Latvija, trading as Hill Sports Agency (Organiser, we, us).

1.2. The person accepting these Terms during the registration process must be the parent or legal guardian of the child participant, or another adult who is legally authorised to register the child and make all declarations, consents and payments in relation to the child (Parent, you).

1.3. By completing the online registration, ticking the acceptance box, and making payment, you confirm that you have read, understood and accepted these Terms, the Privacy Policy, and any specific information displayed during the registration process.

1.4. If there is any conflict between these Terms and any marketing text on the Website, these Terms prevail.

1.5. These Terms are intended to apply to consumers. Nothing in these Terms excludes or limits any mandatory consumer rights that cannot be excluded under Icelandic law or other mandatory law applicable to you.

2. Important status of Real Madrid Foundation

2.1. The Clinic is organised by the Organiser under the relevant authorisation and cooperation arrangements relating to Fundación Real Madrid / Real Madrid Foundation (RMF).

2.2. RMF and Real Madrid C.F. are not parties to the contract between you and the Organiser. Your contractual rights and obligations in relation to registration, payment, cancellation, attendance, complaints and refunds are with the Organiser, unless mandatory law provides otherwise.

2.3. All RMF names, logos, trademarks, methodology, training materials and related intellectual property are owned by RMF or its licensors. You and the Participant receive no

right to use those marks or materials except as reasonably necessary to attend the Clinic and as expressly permitted by us or RMF.

2.4. The Clinic is not a trial, scouting event, selection programme, academy admission process, employment opportunity, scholarship process or guarantee of future football development. No statement made by any person should be understood as a promise that the Participant will be selected by, scouted by, or invited to join RMF, Real Madrid C.F., any academy or any club.

3. Key definitions

3.1. Business Day means any day other than Saturday, Sunday or an official public holiday in Iceland.

3.2. Clinic means the day football clinic described in these Terms and on the Website, currently scheduled to take place in Iceland, from 17 August 2026 to 21 August 2026.

3.3. Confirmed Participant means a child whose registration has been accepted by us and whose participation fee has been received in full and not reversed, charged back or refunded.

3.4. Participant means the child registered to attend the Clinic.

3.5. Venue means Lambhagavöllur, Ulfarsbraut 126, 113 Reykjavík, Iceland, or any substitute venue notified by us in accordance with these Terms.

3.6. Website means www.rmfclicinicsiceland.com and any related registration page or payment page controlled by or used by the Organiser for the Clinic.

4. Clinic details

4.1. The Clinic is currently scheduled for 17 August 2026 to 21 August 2026 at Lambhagavöllur, Ulfarsbraut 126, 113 Reykjavík, Iceland.

4.2. The Clinic is a day clinic. It does not include overnight accommodation or supervision outside the signed-in Clinic hours.

4.3. The Clinic is intended for children aged 5 to 17 years, subject to safe group allocation, capacity, any age-specific operational rules, and our right to refuse or cancel a registration where participation would not be safe or appropriate.

4.4. The exact daily timetable, arrival windows, collection windows, training groups and operational instructions will be communicated before the Clinic. We may adjust the timetable and group allocation for safety, weather, venue, staffing, age, skill level, capacity or RMF methodology reasons.

4.5. Unless expressly stated otherwise on the registration page, the participation package includes structured football sessions, RMF-related training content, a participant kit, lunch on Clinic days, games or workshops, and a certificate of participation. The scope of included items may be adjusted if required for safety, legal, RMF, venue or force majeure reasons, provided that the overall service is not materially reduced without an appropriate remedy under these Terms or mandatory law.

4.6. Transport to and from the Venue, travel costs, accommodation, visas, personal insurance, personal equipment not expressly included, additional food or drinks, and any costs incurred by parents or accompanying persons are not included in the participation fee.

4.7. Places are subject to capacity and are allocated only after payment and confirmation. Submission of a registration form alone does not guarantee a place.

5. Registration and contract formation

5.1. To register a Participant, you must complete the online registration form, provide accurate and complete information, accept these Terms and the Privacy Policy, and pay the participation fee by the payment method made available by us.

5.2. A contract is formed when we confirm the registration by email or other durable medium after successful payment, unless we expressly state that additional checks or information are required before confirmation.

5.3. We may request additional information where reasonably necessary to confirm the Participant's eligibility, health and safety requirements, parent/legal guardian authority, payment validity, fraud prevention, safeguarding or compliance with law.

5.4. We may reject, suspend or cancel a registration if the information provided is incomplete, incorrect, misleading or unsafe, if the payment is not completed or is reversed, if the Participant is outside the permitted age range, if participation would create a health or safeguarding risk, if capacity is reached, or if we reasonably consider that we cannot provide the service safely or lawfully.

5.5. You must promptly notify us of any change in the information provided during registration, including emergency contact details, authorised collection persons, allergies, medical conditions, medication, injuries, dietary restrictions or other matters relevant to the Participant's safety and wellbeing.

6. Parent authority and declarations

6.1. By registering the Participant, you represent and warrant that you are the Participant's parent or legal guardian, or that you have full legal authority from the parent or legal guardian to register the Participant, accept these Terms, provide personal data and health-related information, make payments, make consents and receive communications on behalf of the Participant.

6.2. Where parental authority is shared, you are responsible for ensuring that registration and any consents given do not conflict with the rights of another parent or legal guardian. We may require evidence of authority where reasonably necessary.

6.3. You confirm that the Participant is able to take part in football training and related physical activity, taking into account the Participant's age, health, fitness, injuries, allergies, medical conditions and any medical advice received.

6.4. You must not register a Participant if a doctor or other competent medical professional has advised that the Participant should not take part in football, sport, intensive physical activity or similar group activities.

6.5. You are responsible for ensuring that the Participant has appropriate clothing, footwear and personal items required for safe participation, unless a specific item is expressly included in the participation package.

7. Fees, payment and invoices

- 7.1. The participation fee for the Clinic is EUR 449.- per Participant, unless a different price is clearly displayed during registration and confirmed by us before payment.
- 7.2. All prices displayed to consumers are final consumer prices, inclusive of applicable taxes where required by law, unless the Website clearly and lawfully states otherwise before payment.
- 7.3. Payments are processed through *Abler* or another payment service provider made available by us. We do not store full card details on our own systems.
- 7.4. Your bank, card issuer or payment provider may apply separate currency conversion fees, card fees or bank charges. Such third-party charges are not included in the participation fee and are not controlled by us.
- 7.5. A registration may be cancelled or treated as unpaid if the payment is declined, reversed, charged back, reported as fraudulent, or not received in full.
- 7.6. If you require a receipt or invoice, you must request it by contacting us at the email address stated in these Terms and provide the information required for issuing the receipt or invoice.

8. Withdrawal rights and contractual cancellation rights

- 8.1. The Clinic is a dated leisure, sports and event-related service to be provided on specific dates. As the Clinic is provided on specific dates, the statutory 14-day withdrawal right does not apply to the extent permitted by applicable law.
- 8.2. Where, despite Clause 8.1, mandatory law gives you a statutory right of withdrawal, you may exercise it within the applicable statutory period by sending us a clear written statement by email. If we have already started providing any service at your express request during the withdrawal period, you may be required to pay a proportionate amount for the service already provided, where permitted by law.
- 8.3. In addition to any mandatory statutory rights, we grant the following contractual cancellation right: you may cancel the Participant's registration and receive a refund of 100% of the participation fee if we receive your written cancellation request no later than 23:59 Icelandic time on 1 July 2026.
- 8.4. Cancellation requests received after the deadline in Clause 8.3 are non-refundable, except where a refund is required by mandatory law, where we cancel the Clinic without offering a reasonable replacement, or where we materially fail to provide the contracted service.
- 8.5. We may, at our sole discretion and without being obliged to do so, offer a transfer of the place to another eligible child, a partial refund, a credit, or another practical solution in exceptional circumstances, including serious illness or injury. We may request reasonable evidence, such as a medical certificate. Any discretionary solution must be confirmed by us in writing.
- 8.6. Refunds will normally be made to the original payment method within 14 calendar days after we confirm that a refund is due, unless another period is required by law or the refund depends on payment-provider processing, chargeback investigation or additional verification.

- 8.7. We are not responsible for bank fees, card fees, currency conversion differences, exchange-rate losses or other third-party charges unless mandatory law provides otherwise.
- 8.8. Unauthorised chargebacks or payment disputes may result in cancellation of the Participant's registration. This does not limit your right to raise a genuine complaint or exercise statutory rights.

9. Changes, postponement and cancellation by the Organiser

- 9.1. We may make reasonable operational changes to the Clinic, including changes to the daily schedule, groups, coaches, training content, lunch arrangements, kit distribution, arrival and collection procedures, venue areas or activity order, where this is necessary or reasonable due to safety, weather, capacity, staffing, venue, legal, RMF, operational or force majeure reasons.
- 9.2. We may postpone, suspend, relocate or cancel all or part of the Clinic if required for safety, severe weather, venue unavailability, public authority instructions, public health measures, serious incident, force majeure, insufficient minimum participation, RMF-related requirements, or any circumstance beyond our reasonable control.
- 9.3. If we cancel the Clinic in full before it starts and do not offer a reasonable replacement date or materially equivalent alternative, you will be entitled to a refund of the participation fee paid for the cancelled Clinic.
- 9.4. If the Clinic is interrupted or partially cancelled after it has started due to force majeure, safety, authority instructions or circumstances beyond our reasonable control, we will assess in good faith whether a partial refund, replacement session or other remedy is appropriate, taking into account the part of the service already provided and mandatory consumer law.
- 9.5. We are not liable for travel, accommodation, time off work, childcare, visa, equipment or other external costs incurred by you or the Participant in connection with the Clinic, except where such liability cannot be excluded under mandatory law.
- 9.6. If we make a material change to the essential characteristics of the Clinic before it starts, and the change is not caused by force majeure or safety/legal necessity, we will inform you and provide the remedy required by mandatory consumer law.

10. Safety, supervision and venue rules

- 10.1. The safety and wellbeing of Participants are a priority. Participants must follow all reasonable instructions given by coaches, staff, medical personnel, venue personnel and the Organiser.
- 10.2. The Organiser and its operational partners will arrange reasonable supervision during the official signed-in Clinic hours. We are not responsible for supervision before check-in, after check-out, during unauthorised early drop-off, after late pick-up beyond the agreed procedure, or outside the Venue unless expressly agreed in writing.
- 10.3. You must bring the Participant to the correct check-in point during the designated arrival window and collect the Participant during the designated collection window. Participants will be released only to an authorised adult identified in the registration form or otherwise approved by us.

10.4. You must ensure that at least one emergency contact is reachable by telephone at all times during the Participant's attendance. If we cannot reach you or another authorised contact in an emergency, we may take reasonable steps in the Participant's best interests, including contacting emergency services.

10.5. We may refuse to allow the Participant to take part or may stop participation if the Participant appears unwell, injured, unsafe, inadequately equipped, emotionally distressed, unable to follow safety instructions, or if continuing participation would create a risk to the Participant or others.

10.6. You must comply with all Venue rules communicated by us or displayed at the Venue, including rules on access areas, spectators, parking, changing rooms, toilets, emergency routes, prohibited items, photography, behaviour and hygiene.

11. Health, medical information and emergencies

11.1. Football and sports activities involve inherent risks, including slips, falls, collisions, sprains, strains, fatigue, heat-related issues and other injuries. While reasonable precautions will be taken, these risks cannot be eliminated completely.

11.2. You must provide accurate information about any allergies, medication, dietary restrictions, asthma, diabetes, epilepsy, heart conditions, injuries, disability, special needs, behavioural needs, mental health considerations or other matters that may affect the Participant's safe attendance.

11.3. You must provide any medication or medical devices required by the Participant, together with clear written instructions. We may refuse to administer medication unless the arrangements are safe, lawful and agreed in advance.

11.4. In the event of illness, injury or suspected medical emergency, you authorise us and our operational partners to provide basic first aid, contact emergency services, contact you or the emergency contact, and take reasonable steps necessary to protect the Participant's life, health and safety.

11.5. You acknowledge that on-site first-aid or medical support is not a substitute for the Participant's own doctor, specialist medical advice, or emergency medical services.

11.6. You must not bring the Participant to the Clinic if the Participant has symptoms of a contagious illness, fever, vomiting, diarrhoea, serious injury, or any condition that may endanger the Participant or others.

12. Behaviour, safeguarding and exclusion

12.1. Participants must behave respectfully towards other children, coaches, staff, parents, spectators and venue personnel. Bullying, harassment, discrimination, violence, threats, unsafe conduct, theft, damage to property, repeated disruption or refusal to follow safety instructions is not permitted.

12.2. Parents and accompanying persons must also behave respectfully and must not interfere with sessions, enter restricted areas, intimidate staff or children, film children without permission, or act in a way that disrupts the Clinic or creates a safety or safeguarding risk.

12.3. We may remove or exclude a Participant, parent or accompanying person from the Clinic or Venue if we reasonably consider that their conduct creates a safety, safeguarding, legal, reputational or operational risk, or materially breaches these Terms.

12.4. If a Participant is excluded due to a material breach of these Terms or serious misconduct by the Participant, parent or accompanying person, no refund is due for the unused part of the Clinic.

12.5. Any concern relating to safeguarding, inappropriate conduct, abuse, harassment, missing child, serious injury or other serious incident should be reported immediately to the on-site manager or to us by email or telephone.

13. Kit, equipment, food and personal belongings

13.1. Where a kit or uniform is included, size selection depends on the information provided during registration and availability. We will use reasonable efforts to provide suitable sizes but cannot guarantee exact fit in every case.

13.2. Participants must bring appropriate footwear, weather-appropriate clothing, water bottle, sun protection and any other items communicated before the Clinic.

13.3. Lunch is included if expressly stated on the registration page. You must inform us of allergies, intolerances and dietary restrictions during registration and update us immediately if anything changes. We will take reasonable steps to accommodate notified requirements but cannot guarantee an allergen-free environment unless expressly confirmed in writing.

13.4. Participants should not bring valuable items to the Clinic. To the maximum extent permitted by law, we are not responsible for loss, theft or damage to personal belongings, except where caused by our intentional misconduct, gross negligence or liability that cannot be excluded by law.

13.5. You are responsible for any damage caused by the Participant or accompanying persons to the Venue, equipment, property of others, or Organiser/RMF materials, to the extent permitted by law.

14. Photography, video and media

14.1. We may ask for separate consent to take and use photographs, videos, audio recordings or other images of the Participant for marketing, social media, website, press, RMF reporting or promotional purposes. Such media consent should be obtained separately from acceptance of these Terms, unless the law permits another clear lawful basis.

14.2. Participation in the Clinic is not conditional on giving optional marketing media consent. Refusing or withdrawing optional media consent will not prevent the Participant from attending the Clinic.

14.3. If you give media consent, the consent may cover the use of the Participant's image, voice, name, age group and general Clinic participation in photos, videos, promotional materials, social media posts, press materials, Website materials and RMF-related reports, subject to the wording of the consent actually provided.

14.4. You may withdraw optional media consent at any time by contacting us. Withdrawal does not affect lawful use made before withdrawal, but we will take reasonable steps to stop future use under our control.

14.5. We may process limited photographs or video without marketing consent where strictly necessary for safety, incident recording, legal claims, insurance, safeguarding, authority cooperation or internal operational documentation, where permitted by applicable data protection law.

14.6. Parents and spectators must not photograph, film, live-stream or publish images of other children without appropriate permission. We may restrict or prohibit photography or filming at the Venue for safeguarding, privacy, RMF, venue or operational reasons.

15. Personal data and Privacy Policy

15.1. Personal data is processed in accordance with our Privacy Policy, these Terms and applicable data protection law, including the General Data Protection Regulation (GDPR) and Icelandic data protection law.

15.2. During registration and Clinic delivery, we may process personal data relating to you and the Participant, including names, contact details, date of birth, age, height, kit sizes, attendance information, emergency contact details, payment status, communications, photographs or videos where applicable, and information about allergies, medication, dietary restrictions, health, safety or special needs where necessary.

15.3. The main purposes of processing are registration administration, payment administration, Clinic organisation, kit and group allocation, parent communications, safety, safeguarding, medical and emergency response, complaint handling, legal compliance, insurance and claims handling, fraud prevention, accounting, RMF-related reporting and, where consent is given, marketing media use.

15.4. The legal bases may include performance of the contract, compliance with legal obligations, our legitimate interests in organising and protecting the Clinic, your explicit consent where required, protection of vital interests in emergencies, and establishment, exercise or defence of legal claims.

15.5. Health-related and other special-category data will be processed only where necessary and lawful, including on the basis of explicit consent, vital interests, health and safety necessity, legal obligations or legal claims, as applicable.

15.6. We may share relevant data with RMF, RMF coaches, local coaches, venue operators, medical or first-aid personnel, IT and registration providers, payment providers, insurers, professional advisers, authorities, and other service providers where necessary for the purposes described above and subject to appropriate safeguards.

15.7. If personal data is transferred outside the European Economic Area, we will use an appropriate transfer mechanism where required by law, such as an adequacy decision or standard contractual clauses.

15.8. Personal data will be kept only for as long as reasonably necessary for the purposes described above, including attendance, safety, claims, complaints, accounting and legal retention periods, and will then be deleted or anonymised, unless longer retention is required or permitted by law.

15.9. You and, where applicable, the Participant have rights under data protection law, including access, rectification, erasure, restriction, objection, portability and the right to

withdraw consent. You also have the right to lodge a complaint with the Icelandic Data State Inspectorate or another competent supervisory authority.

15.10. Where the Participant is a minor, we may communicate primarily with the Parent or legal guardian. We will take the Participant's best interests into account when handling personal data and safeguarding matters.

16. Marketing, communications and website use

16.1. We may send you service communications relating to the registration, payment, Clinic arrangements, schedule, safety instructions, operational updates, cancellation, postponement, complaints and legal notices.

16.2. We will send direct marketing communications only where permitted by law and, where required, with appropriate consent. You may unsubscribe from marketing communications at any time.

16.3. You must not misuse the Website, attempt unauthorised access, interfere with payment or registration systems, submit malicious code, scrape content in breach of law, or use the Website or Clinic materials for unlawful or unauthorised commercial purposes.

16.4. Website content, including text, photos, videos, design, RMF-related materials and brand elements, is protected by intellectual property rights. You may use the Website only for personal registration and information purposes.

16.5. Information on the Website may be updated from time to time. We will take reasonable care to ensure that essential pre-contract information is accurate before payment, but obvious errors may be corrected.

17. Liability

17.1. Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, intentional misconduct, gross negligence, fraud, fraudulent misrepresentation, breach of mandatory consumer rights, unsafe services, or any other liability that cannot be excluded or limited under applicable law.

17.2. Subject to Clause 17.1, you acknowledge that participation in football and sports activities carries inherent physical risks that cannot be eliminated completely, even where reasonable safety measures are taken.

17.3. Subject to Clause 17.1, we are not liable for loss or damage caused by inaccurate information provided by you, failure to disclose relevant health or safety information, failure to follow reasonable instructions, unauthorised early drop-off or late pick-up, conduct of the Participant or accompanying persons, or events outside our reasonable control.

17.4. Subject to Clause 17.1 and mandatory consumer law, our liability for ordinary direct losses arising from the contract is limited to the participation fee paid for the affected Participant.

17.5. Subject to Clause 18.1 and mandatory consumer law, we are not liable for indirect losses, loss of opportunity, loss of profit, loss of enjoyment, travel or accommodation costs, time off work, childcare costs, visa costs, or other external expenses connected with attendance or non-attendance at the Clinic.

17.6. Any limitation of liability in these Terms applies only to the extent permitted by law and will not be interpreted as reducing your statutory consumer rights.

18. Insurance

18.1. The Organiser does not provide individual accident, health, travel or other personal insurance for the Participant. The Parent is responsible for arranging and maintaining appropriate insurance for the Participant, including, where necessary, accident, health, travel or sports activity insurance. This clause does not limit any liability of the Organiser that cannot be excluded or limited under applicable law.

18.2. You must cooperate reasonably with us, insurers and relevant authorities in relation to any incident, claim, complaint or investigation.

19. Complaints and consumer dispute resolution

19.1. If you have a complaint, please contact us first by email at info@hillmedia.lv, describing the issue, the Participant's name, registration details and the remedy requested.

19.2. We will review complaints in good faith and respond within the time required by applicable Icelandic consumer law. If more time is required due to complexity, we will inform you where required by law.

19.3. If the complaint is not resolved directly, you may have the right to contact the Consumer Rights Protection Centre of Iceland or use other consumer dispute resolution mechanisms available under applicable law.

20. Force majeure

20.1. Force majeure means an event or circumstance beyond our reasonable control that prevents or materially hinders performance of the Clinic and could not reasonably have been avoided or overcome.

20.2. Force majeure may include severe weather, natural disasters, fire, flood, epidemic or pandemic measures imposed by authorities, war, terrorism, civil unrest, strikes not limited to our workforce, government acts, changes in law, mandatory restrictions, closure of airports or borders, travel bans, venue closure, utility failures, or other similar events beyond our reasonable control.

20.3. Force majeure does not include lack of funds, normal seasonal weather, predictable operational issues, or our failure to plan reasonably or comply with legal requirements.

20.4. If force majeure affects the Clinic, we will use reasonable efforts to mitigate the impact, communicate with you, and where feasible reschedule, relocate or adapt the Clinic. Refunds or other remedies will be handled in accordance with these Terms and mandatory consumer law.

21. Amendments to these Terms

21.1. The Terms applicable to your registration are the version accepted by you at the time of registration, together with any mandatory legal changes that apply irrespective of the version accepted.

21.2. We may update these Terms for future registrations. Updated Terms will not materially reduce rights already granted to you for an existing confirmed registration, unless the change is required by law, authority instruction, safety, RMF requirements, or is otherwise permitted by mandatory law.

21.3. Operational instructions, schedules, safety rules and Venue rules may be updated where reasonably necessary for safe and lawful delivery of the Clinic.

22. Governing law and jurisdiction

22.1. These Terms and the contract between you and the Organiser are governed by the laws of the Republic of Latvia.

22.2. Disputes will be subject to the competent courts of Latvia, unless mandatory consumer protection rules give you the right to bring or defend claims in another jurisdiction or apply mandatory protections of your country of habitual residence.

22.3. If any provision of these Terms is held invalid or unenforceable, the remaining provisions will remain in force to the maximum extent permitted by law, and the invalid provision will be replaced by a valid provision that reflects the original commercial and legal purpose as closely as possible.