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Dartmouth Whalers Minor Hockey Association (DWMHA) Team Manager's Guide (2026–2027)

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1. Introduction & Role of the Team Manager

The Team Manager plays a **crucial administrative and logistical role** in supporting the coach and ensuring the season runs smoothly. The Manager is the first point of contact for parents and is responsible for organizing and communicating team activities. Key responsibilities include:

- Coordinating communication between coaches, parents, and players.
- Recruiting volunteers (treasurer, fundraising lead, jersey caretaker, etc.).
- Handling permits, scheduling, and financial management (with treasurer).
- Ensuring team adherence to Association and Hockey Nova Scotia (HNS) policies.
- Supporting player safety, documentation, and compliance requirements.

The Manager works closely with the coach but is primarily responsible for **organization and communication**. Parents should direct concerns to the Manager first (except in urgent player safety situations).

Team Managers, Coaches and/or Treasurers should not be in the same home.

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2. Getting Started – Manager's Task List

At the beginning of each season, the Manager (or delegate) should complete the following:

- **Create a Team Email Account:** This will be linked to your team bank account for EMT's.
- **Bank Account**: Treasurer and Manager to fill out the attached bank letter. Email to secretary@whalers.org for signature. Bank accounts must be opened through Scotiabank. See details under financial management section.
- **Medical Forms:** Have parents complete and return the 2026 Hockey Canada Player Medical Form. Notify coaches of any allergies/medical needs.
  https://cdn.hockeycanada.ca/hockey-canada/Hockey-Programs/Safety/Safety-Program/Downloads/player_med_info_e.pdf
- **GrayJay Setup**: This will be your team's main form of communication. Request for admin access from registrar@whalers.org (Erin Madden). Specify which team you are managing and need to be linked to.
  - Erin will upload your team roster. You can edit/assign jersey numbers
  - Once you have access, send a welcome message to parents notifying them the app is now setup
  - Practices & Exhibition Games need to be added to schedule
  - League Games will be added by League

  - You will have the ability to add other parents/coaches as admins to the team account
- **Create Spordle Account:** This is your Hockey Canada Registry account. Request to be linked to your team by **registrar@whalers.org.** Here is where you will apply for travel and exhibition game permits. See details under Exhibition and Travel Permit Process.
- **Recruit Volunteers**:
  - Treasurer
  - Fundraising Coordinators
  - Jersey Caretakers
  - Safety Rep
  - Ensure two deep in dressing room at all times (two adults with certification)
- **Collect Seed Money** from families. There are max seed money limits per division.
- **Order Team Apparel**: Name bars, practice jerseys, tracksuits, etc (varies by team). Pro Hockey Life (PHL) is the provider of official Whalers apparel.
  Name Bars – Navy with Sport Gold font (Home and Away) - send list in ALL CAPS phl2031mgr@prohockeylife.ca
  Practice Jerseys – Danny.Northland@gmail.com
- **Track Ice Time**: All teams should be tracking their hours of ice to avoid a surprise ice bill at the end of the season.
- **PHL and Dominos coupons**: The Pro Hockey Life Cards should be treated like cash as they cannot be replaced. Please track distribution to ensure that each player receives one (for younger kids, these should go to parents). The Dominos coupons should also be distributed.
- **Fundraising Plan**: Review Whalers Policy #20.
- **Team Banner**: If using a team banner for sponsors, it must include required Whalers corporate logos and the QR code for the Whalers Rafflebox draw. See additional details below.
- **Establish Team Rules and Expectations**
- **Parent Kickoff Meeting** (see agenda below).
- **Tournament Registration** and travel permits. Hotels are often hard to find, and a room block should be booked early if possible.
- **Budget Development**: Use Whalers template; share with parents, submit to Treasurer@whalers.org for approval.
- **Dryland Training**: Team dependent.
- **Team Photo** scheduling (team dependent)
- **Jersey Letters (team dependent):** Coach names captain(s), add “C” or “A” to jerseys. Can be purchased in store at PHL
- **Certifications**: Ensure all bench staff are compliant with HNS requirements.

- **Emergency Preparedness**: Ensure trainer has First Aid kit and emergency contacts.
- **Mary Beth Chaulk Fund**: Managers may wish to proactively send out information about the Mary Beth Chaulk Fund to all families so that those in need are aware of its existence. (https://whalers.org/l/42/DWMHA/pages/4148/REGISTRATION---Mary-Beth-Chaulk-Fund-Financial-Assistance/)
- **U9 Teams**: There are specific rules for U9 regarding timing and number of full ice games. Please familiarize yourself with these.

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3. Kick-Off Parent Meeting

A season-opening meeting with parents and the coaching staff is typically expected. A sample agenda includes:

1. **Introductions**
2. **Coaching Philosophy**
3. **Team Rules & Expectations**:
    - Dress code
    - Arrival times for practices and games
    - Use of social media
    - Absence notification process
4. **Fair Play Principles**
5. **Discipline Policy**
6. **Expectations of Parents**:
    - Positive support
    - Respect 24-hour rule
    - Address concerns through Manager
7. **Volunteer Roles**
8. **Tournaments**
9. **Budget Review & Approval**
10. **Fundraising**
11. **Dryland Training (team dependent)**
12. **Team-Building Events (team dependent)**

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4. Financial Management

Bank Accounts

- Teams must use **Scotiabank** accounts.

- Request a signed bank letter from Whalers secretary, Lisa Bonin (secretary@whalers.org), providing your team's name, Manager, and Treasurer. It is this signed letter that you bring to the bank to set up the account. **Allow two days for this letter to be signed by the Secretary.**
- Accounts should be opened **In Trust** or in the team name.
- Require **two adult signatories**, usually being the Manager and Treasurer.
- Keep detailed records of cheques, e-transfers, and receipts.
- Accounts must be closed at season's end.

Budgets & Reporting

- Draft budget must be **approved by 2/3 of parents** (one vote per player).
- Submit approved budget to the **Treasurer by Nov 30**.
- Submit **Interim Report by Jan 20** (for Dec 31 year-end).
- Submit **Final Report by April 20** or within 10 days of final team activity.

Budget Template

- Teams are required to use the budget template provided. There are separate budget files for Rep and Rec teams (you'll want to download or make a copy by clicking on "file"): https://drive.google.com/drive/folders/19ungvGYdz1Tnq6rE4J85_2uN5HmVuZOc?usp=sharing

Fundraising Guidelines

- Team fundraising is for **team expenses only**, not personal items.
- To exceed budget caps, request Board approval with updated budget.
- Surplus funds must be **refunded to parents or donated** to the Mary Beth Chaulk Assistance Fund.
- **Sponsor name bars are not permitted** on jerseys.
- Please read policy 20 in the Whalers policy document It explains how much seed money can be refunded. It also explains in detail how certain items (ie team clothing) can only be purchased using parental contributions, not fundraising money. Please familiarize yourself with this policy.
- Note that corporate support is a third category of funds. While it can't exceed the budget cap for each team, there is more flexibility with how it can be spent.

Banner

- If you use a banner for fundraising, you are required to include the Whalers corporate sponsor logos as well. Usually these are found at the bottom of your banner, below your actual team sponsors. You can find these logos here: https://drive.google.com/drive/folders/167_YyspEoYxib-rOcFsWWwncSRe7r7h0

- The QR Code for the Whalers 50/50 should also include the following text: "Scan here for your chance to enter the Whalers 50/50 draw."

Seed Money

- Teams may collect a limited amount of seed money:

DIVISION	BUDGET CAP	FUNDRAISING CAP	SEED MONEY PER PLAYER
U9	$12,400	$9,000	$200
U11-U13	$25,000	$20,000	$300
U15	$35,000	$30,000	$300
U18	NONE	$15,000	OPEN

Invoices from Club

- Managers will receive an invoice from the Club by email for costs incurred to date in December/January. This will include jersey deposits, the cost of socks, etc.

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5. Games & Scheduling

League Games

- Schedules are posted on Whalers.org and GrayJay.
- Teams are expected to meet all scheduled games.
- Coaches may call up affiliate players if needed.

Game Rescheduling ("To Be Rescheduled", TBRs)

- Use the **Ice Conflict TBR Form** when unable to play a scheduled game https://docs.google.com/forms/d/e/1FAIpQLSda8ipgQlJuo3mSJPL9dxZNjtBzMAQo7epELF-DDfDAlmLQLA/viewform

- Confirmation will be emailed when marked as "TBR."
- Teams will be notified once a new date is set.
- Legitimate reasons: exams, tournaments, insufficient players (with affiliates unavailable).
- Poor reasons: exhibition games, coach absence, single player absence.
- Teams needing to reschedule should follow the process and NOT reach out to the other team to give them a heads up.

Ice Conflicts & Swaps

- There is no Google Form to fill out for practice ice conflicts.
- If unable to use assigned ice:
    1. Offer to Scheduler for repurpose (allow 5 days).
    2. If not used, offer on Whalers Ice Email chain (24 hrs).
    3. If still unused, post to external groups (e.g., HRM Ice Swap Facebook).
- Teams are billed for unused ice unless properly returned.
- Ice can only be sold to other non-profit organizations because of the special pricing we receive as a Club.

Ice Allocation

- Each team's registration includes 39 hours of ice time. This is usually split into 21 hours of practice ice and 18 hours of game ice, though the exact breakdown may vary. Rep teams receive an additional ice time, which is covered through their incremental rep fees.
- For rep teams that play 90-minute games, you'll need to budget for the additional 30 minutes of ice time per game. This is not included in registration.
- ⚠ **Important: Teams are responsible for tracking ice usage. The Club does not monitor how much ice teams are assigned so it's possible that your team could be assigned more than your allocation. Your team will be billed for any extra ice at the end of the season. This cannot be stressed enough. Every year there's a team (or more) who is surprised by their ice bill. Just because you managed last year and didn't get a bill then doesn't mean you won't get one this year. Just because you're a rec/u9 team doesn't mean you won't get an ice bill. Ice bills don't discriminate. TRACK YOUR ICE TIME!!!!!!!!!** ⚠

Ice Costs Per Hour

PRIME RATES (PER HOUR / HST INC)					
RBC	ECV	ZATZMAN	CHP	SHEARWATER	SACKVILLE ARENA

$241.82	$266.76	$245.62	$250	$241.68	$245
6:30 AM RATES (PER HOUR / HST INC)					
$120.84	$142.50	$175	$125	$178.98	$145

Blackout Dates

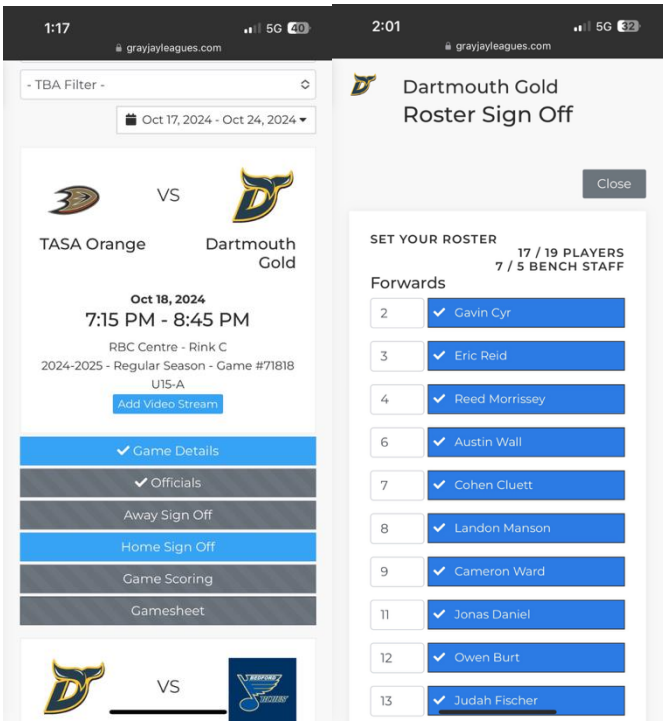
- During tournaments or other special events at the facilities we use, we may lose ice time. These will be captured in the Blackout Dates section of the Whalers website, found under "Info and Links"
    - November 6th – All pads
    - November 26-29th – All pads
    - December 5-6th – Rink D
    - December 21-22nd – All pads
    - January 8-10th – All pads
    - January 21-24th – All pads
    - February 1-7th – Rinks A/B/C
    - February 25-28th – All Pads
    - March 6-14th – A/B/C
    - March 18-21st – All Pads
    - March 27-April 3rd – All pads

Game Sheets

- All regular season games use **electronic game sheets** (via GrayJay).
- Exhibition games not in system require **paper game sheets**.
- Contact Manager Coordinator for paper game sheets if needed (do this in advance).

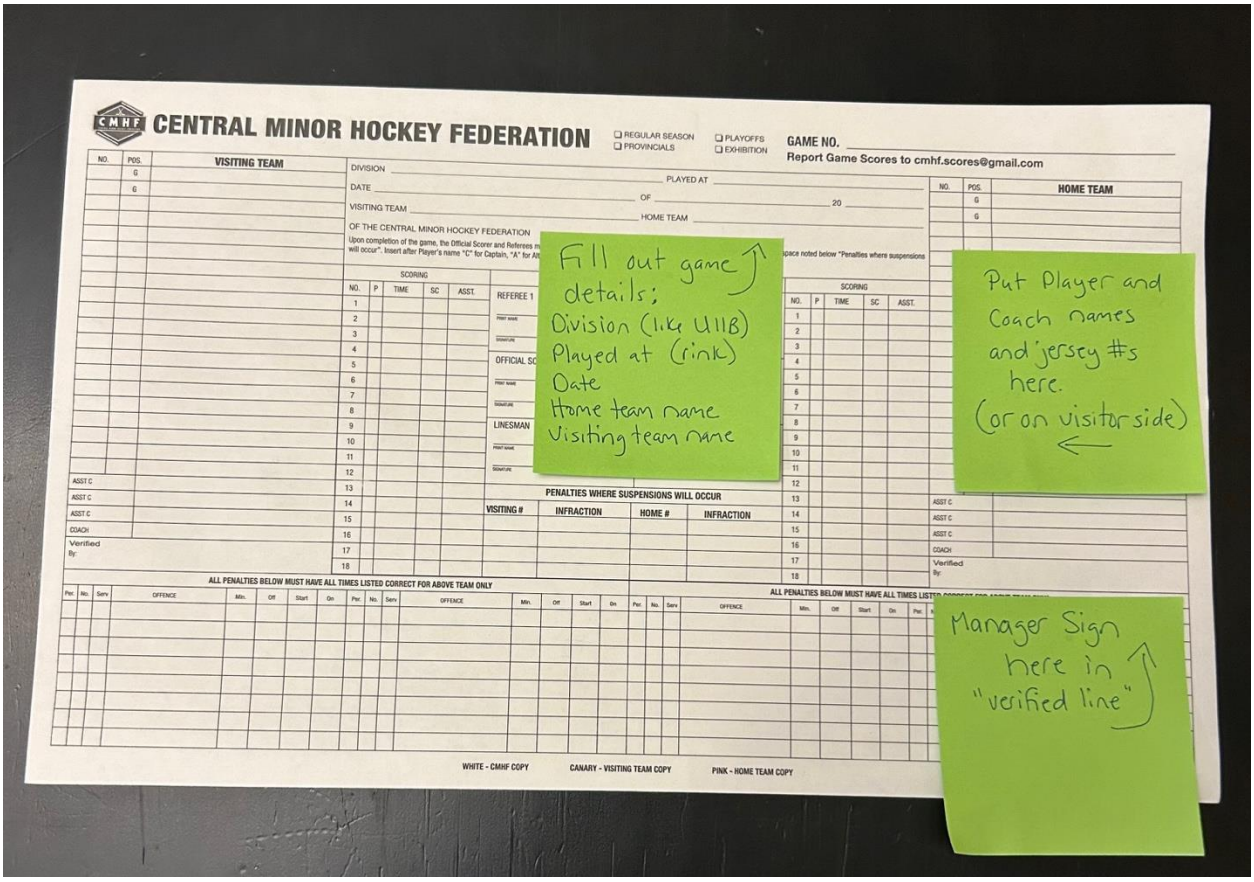
Electronic Game Sheets

- Click on "Home Sign Off" or "Away Sign Off" depending on which team you are. Check off names of coaches and players who will be on the bench.



Paper Game Sheets

- Fill out Home (right) or Visitor (left) side, along with game details in middle.



SEDMHA

- We encourage our Whalers teams to register for the SEDMHA minor tournament. SEDMHA is committed to reserving a spot for any Whalers team. On Thursday, October 29th from 7:00 PM to 9:00 PM registration will open on Grayjay for Whalers teams ONLY before the general public on October 31st.
- Although all teams need to follow the regular registration process if they want to play, U9 teams don't need to pay the registration fee. The Whalers will cover this for U9 only.

Maximum number of games per level

From Hockey Nova Scotia, the maximum number of games to be played by division shall be as follows:

- U9 All Levels: Maximum 36 games and may include max twelve (12) full-ice scrimmages or games after February 1
- U11 Maximum 45 games
- U13 Maximum 60 games

- U15 Maximum 65 games
- U18 Maximum 65 games
- Minor Jr. Maximum 65 games
- Games noted above are defined as all exhibition, league and tournament games. A tournament would count as three games. The above cap would include all hockey games except for Conference, Day of Champions and Provincial and League Playoff games.

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6. Risk Management & Certifications

Volunteer & Staff Requirements

- All team officials must be on the **Hockey Canada roster**.
- Minimum requirements:
  - **Criminal Record Check (CRC) with Vulnerable Sector Check (VSC)** (valid 3 years).
  - **Respect in Sport (RIS) – Volunteer or Coach**.
  - **Safety Course** (expires every 3 years).
  - Coaching clinics as required (do not expire).
- **Request letter:** VSV Request letter 2025-2.pdf
- **Complete the check:** https://secure.tritoncanada.ca/v/public/landing/HalifaxPoliceService/home
- Once complete please download a copy and email it to certifications@whalers.org and info@hockeynovascotia.ca so it can be uploaded to your HCR as complete.
- For more detailed instructions go to: https://whalers.org/l/42/dwmha/pages/1926/RISK--SAFETY---Coach--Volunteer-Certification-Information/

Two-Deep Policy

- Minimum of **two certified adults** must be present in the dressing room.
- Applies before and after games/practices.

Deadlines & Ineligibility

- Certifications must be completed by **December 1**.
- Team officials without compliance are **ineligible** for participation.

Insurance Coverage

- All on-ice activity is covered by Hockey Canada insurance **if rostered**.
- **Parent vs. player games are not permitted** (not covered by insurance).
- The Club covers insurance for five team staff (coaches/managers) on your roster. You will be billed $83 per person for any additional coaches or managers on your roster.

Player Safety Manager/Liaison

- Each team is required to appoint a Player Safety Manager/Liaison. This role is an important part of maintaining a safe, respectful, and supportive environment for all players, both on and off the ice.

Primary Responsibilities:

- Player Support: Be available to assist players between the ice surface and the dressing room — particularly when a player is ejected from a game, injured, or upset. The liaison helps ensure the player is supervised, safe, and supported while separated from the team.

- Safety Oversight: Be ready in advance when a player may be leaving the ice (e.g., following a penalty or ejection) to help with a smooth and safe transition away from the bench or spectators. This includes ensuring appropriate separation from fans, opposing teams, or emotionally charged situations.

- Supervision and Conduct: The liaison may escort a player to the dressing room, but must not enter the room alone with the player. When possible, another screened adult should accompany them to maintain compliance with the 2-Deep Policy.

- Screening and Checks: While not required if the liaison will not be alone with players, it is strongly recommended that this person have all required background checks and certifications in place — ideally the same as those required for team staff under the 2-Deep Policy. This ensures consistent standards of safety and accountability across the organization.

- Communication: The liaison should communicate with the coaching staff and team manager as needed when safety or conduct issues arise. This may involve calmly de-escalating situations, documenting incidents, or connecting a player with further support if required.

- Recommended Qualities:
    - Calm and composed under pressure
    - Approachable and trusted by players and staff

- Familiar with the Code of Conduct, Discipline and Complaints Policy, and 2-Deep Policy
- Able to maintain confidentiality and discretion

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7. Equipment & Apparel

Jerseys

- Please reach out to the Whalers Equipment Manager to arrange a pickup time for jerseys (equipment@whalers.org)
- Each team pays a **refundable deposit** for jerseys ($300).
- Jerseys must be returned at the end of the season **clean, with name bars removed**.
- Volunteers often manage jersey washing and keep jerseys in between games.

Socks

- Socks have been purchased by the Whalers and will be billed to each team. For 2026-27, the cost per pair is $27 (taxes and shipping included).
- Teams are to purchase home and away socks for each player. Teams are not required to purchase for goalies
- Place your team sock order with our Equipment Manager (equipment@whalers.org). Whalers will send you an invoice

Name Bars

- To order name bars, reach out to Pro Hockey Life at phl2031mgr@prohockeylife.ca and use the email title "*Team name* – NAME BARS" (ie "Whalers U9 Gold – NAME BARS"). In the body of your email, provide the list of last names in all caps (double check spelling). Name bars are $10 each (plus tax). ***Please consider reusing name bars from previous seasons to cut down on costs.***
- Suggested stitching for name bars: **zigzag** (easier to remove). Sometimes parents volunteer to sew on name bars. Other options:
  - Whalers dad Christian Hiriart is also sewing on name bars as a fundraiser for his kids' teams: christianhiriart@gmail.com. $200 a team.
  - Whalers mom Lisa Bonin is also sewing on name bars as a fundraiser - all funds would be donated to her Ride for Cancer fundraising effort. Lisa can be reached at 902-476-5094 or lisambonin@hotmail.com.

  - We've also been contacted by a new possible option for name bars: Carna Morton (Perfectsewlutions2025@gmail.com and (902)-333-7044).
  - Atlantic Fabrics

Captain(s) and Assistant(s)

- Cs and As are available to purchase at Pro Hockey Life. They are in stock and don't need to be pre-ordered. Just show up and purchase.

Goalie Equipment

- Contact Equipment Manager (equipment@whalers.org) for goalie gear.

Apparel & Logo Use

- **Pro Hockey Life (PHL)** is the official apparel sponsor.
- All team orders must go through PHL national sales team. Our contact, Danny, can be reached at danny.northland@gmail.com (https://whalers.org/l/42/DWMHA/pages/1932/CORPORATE-SPONSORS---ProHockey-Life/)
- Board approval required for use of logos on non-PHL items.

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8. Medical & Safety

Player Consent & Medical History

- Distribute and collect **HNS Medical/Consent Forms**.
- Inform coaches of medical conditions/allergies.
- Consider notifying team of food restrictions (e.g., peanut allergies).

Injuries & Emergencies

- Trainer/Head Coach must have a **First Aid kit** at all games/practices. These are not provided by the Club but can be covered by the team budget if a kit from a previous year is unavailable or needs to be topped up.
- Hockey Canada medical forms/player medical information should also be accessible at all games/practices.
- Be aware of rink emergency procedures.
- If a player is transported to hospital:
  - And a parent/guardian is unavailable, a team official must accompany the player along with a second adult (two deep).
  - Provide the Medical Report Form for physician completion.
- **Injury Report Forms** must be submitted to Risk Manager within 24 hours of the injury event and before the player returns to play.

(https://whalers.org/uploads/dartmouthmha/source/0/sAFETY/Injured%20Player%20Form.pdf)

- An Injury Report must be completed when:
  - A player requires the assistance of a trainer due to an injury which results in the course of a hockey event (when a child cannot return to play)
  - A player is taken by ambulance to a hospital
  - If the injury will not allow the player to return to active duty based on a physician's diagnosis.
  - If the possibility exists that there could be any expenses related directly to the injury or if a possible claim/suit could result from the injury against the Hockey Canada insurance program.

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9. Communication & Conduct

Complaint Process

- Parents should apply the **24-hour rule** before raising issues.
- Concerns go first to the **Team Manager**.
- If unresolved, escalate to Divisional Coordinator, then Director.

Social Media Policy

- Positive posts encouraged.
- Harassment, criticism, or inappropriate use will trigger disciplinary action.

Expectations of Parents

- Be supportive and respectful.
- Do not coach from the stands.
- Follow 24-hour rule for complaints.

Whalers Social Media

- If you would like good news stories about your team posted on the Whalers social media sites, please share details about the who, what, when, where, why – essentially enough information for a social media caption – with the Whalers Director of Communications (communications@whalers.org) .

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10. Exhibition & Travel Permit Process (Non-League Games Only)

Step 1 – Request the Correct Permit in HCR

A. **Login to** Hockey Canada (Spordle).

- Go to your **HCR Profile** (the one with the long 8–10 digit number under your name), not your Login Profile.
- In the top menu, scroll until you see **Travel Permits**.
- On the right, click **Add** to open a pop-up form.

B. **Fill in the Permit Details (screen shots below):**

- **Team:** Select your team from the dropdown.
- **Title:** Use the following format:
  - **TRAVEL PERMIT – Exhibition AWAY Game vs Chebucto**
  - **TRAVEL PERMIT – Tournament Dec 2–4 Moncton**
  - **EXHIBITION GAME PERMIT – HOME Game vs Cole Harbour**
- **Event Type:** Home or Away
- **Travel Type:** Tournament or Exhibition Game
- **Host Team:** Enter the host association/team
- **Number of Games:** For exhibition games, always "1" (each game needs its own permit). For tournaments, enter the guaranteed number of games (usually 3).
- **Host Division & Class:** Example: U11 AA
- **Province:** Enter host province
- **City/MHA/Arena:** Fill in host city, association, and rink

C. **Finalize the Permit:**

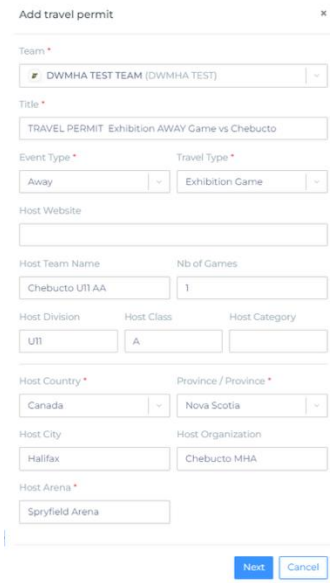
- Click **Next**
- Enter start and end date (same day for single games)
- Add any notes if needed (if U9, specify whether it's a full ice or half ice game every time)
- Click **Add**

Please allow at least 72 hours for your permit to be processed.

⚠ **Which type do I pick?**

- **Exhibition Permit** → Hosting at home (non-league games).

- **Travel Permit** → Visiting another association for an exhibition game **or** going to a tournament. *Note: "Travel" includes across town, not just out of town trips.*



Step 2 – Add the Game in GrayJay

- Once your permit is requested, the **home team** must add the game in GrayJay as an **Exhibition Game**.
- Then email the following people to let them know the exhibition game has been added (include the game date and time):
  - Pete Boutin – referee-in-chief@whalers.org
  - Referee Assignor – assignor@whalers.org

⚠ **Important:** Requests to add the game and assign referees must be made **at least 5 days before the game**.

Step 3 – Officials & Timekeepers

- The Referee-in-Chief and Assignor will assign officials and a timekeeper.
- You can confirm assignments in GrayJay – a check mark will appear once officials have accepted.

Step 4 – Paying Officials

- In past seasons, officials and the timekeeper for exhibition games were paid in cash at the rink. That process has changed — referee costs for exhibition games will now be billed directly to each team by the Whalers. You will no longer need to pay officials on game day.

- Current officiating rates are posted here: Whalers Officiating Fees

Step 5 – Entering Tournament Games

- Do **not** enter non-league games under "Regular Season" in GrayJay.
- For tournament games with teams not in the system:
  - Go to **Team Events** → **Add Event** → select **Tournament Game**.
  - These games will require a **paper game sheet**.

Note – for tournaments, only the guaranteed number of games (usually three) goes towards your game count.

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11. How to use Grayjay App for Communications

Grayjay has a user guide: https://docs.google.com/document/d/1y9nD_PRx-jtXjO3CRxWD6P_bXc4LhtdA_IMPHwmxhVI/edit?usp=drivesdk

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12. Resources & Quick Links

- **Whalers Website**: whalers.org
- **Hockey Nova Scotia** Resources: hockeynovascotia.ca; all teams should review Regulations (particularly U9 teams – see page 70)
- **Medical Form**: https://cdn.hockeycanada.ca/hockey-canada/Hockey-Programs/Safety/Safety-Program/Downloads/player_med_info_e.pdf
- **Injury Report Form**: https://whalers.org/uploads/dartmouthmha/source/0/sAFETY/Injured%20Player%20Form.pdf
- **Game Conflict TBR Form**: https://docs.google.com/forms/d/e/1FAIpQLSda8ipgQlJuo3mSJPL9dxZNjtBzMAQo7epELF-DDfDAlmLQLA/viewform
- **Referee Assignor Email**: assignor@whalers.org
- **Referee-in-Chief Email**: referee-in-chief@whalers.org
- **Certifications Contact**: certifications@whalers.org
- **HNS Volunteer Screening**: https://hockeynovascotia.ca/safe-sport/volunteer-screening/
- **Respect in Sport Login**: https://hns.respectgroupinc.com
- **Hockey Canada Registry (HCR)**: https://myaccount.spordle.com

- **Link to Club Banner logos**: https://drive.google.com/drive/folders/167_YyspEoYxib-rOcFsWWwncSRe7r7h0