



WEEKEND PROGRAMS

THINGS TO KNOW- WHAT TO BRING

Thank you for booking your child into one of our weekend programs; please ensure you have read the information below to make sure your child gets the most out of the sessions and things run smoothly for them:

1. **Food.** We suggest they have a healthy breakfast before coming to the program, there will not be time for a snack during the session.
2. **Drink.** Please make sure your child has a drink bottle with water for the session- having children run off to a drink tap is time consuming and interrupts the flow of the program.
3. **Hat.** Please ensure your child has a hat for Terms 1 & 4- just like at school, they are compulsory for these terms. If the weather is nice, we may head outside to do some of the sessions instead of being indoors.
4. **Comfortable Clothing.** Make sure they are wearing runners and sporting attire- studs and shin pads are NOT needed for the soccer sessions; studs are slippery if not used on the correct surface, so please leave them at home.
5. **Special Instructions.** We want to see all the kids that attend the program have a fun and successful time. If your child needs to be handled differently to others, please let us know. Send an email, or bring along written tips on how your child is best handled.
6. **Parent Participation.** For our 3 & 4 year old multi-sport session, we encourage parents to interact and assist their children. Parents are not required to participate in the soccer or basketball sessions, except during the last week of term where we always have a parents v kids game to end the term. This is a lot of fun and parents are encouraged to try and beat their kids- they need to learn to lose sometimes 😊
7. **Absences.** If you know ahead of time that your child will not be attending a session, please let us know via email natasha@kellysports.com.au or via SMS Paul- 0413 080 025. Any notifications sent more than 24 hours prior to the session will receive a credit on their account for further bookings.

Please note that as per the T&Cs available when you signed up: 2.3 Kelly Sports Missed Sessions: no refund will be given where a session is missed unless Kelly Sports has been contacted and advised of a student's absence a minimum of 24 hours before the session commences.

We understand sometimes children get sick the day of a session or things happen without notice; however, we still must pay the coach/es wages and hire fees for the use of facilities, so we ask for your understanding of this policy.

8. **Cancellations.** Cancellations are not done without first trying everything we can to allow the session to run. We are still charged by schools for the hire of the facilities whether a program goes ahead or not; we also apply credits to your account for the next term, so by cancelling a session, we are losing money. So, please understand that it is not a decision we take lightly.

Just like everyone, our staff are human and do get sick; a lot of them also study and work other jobs so they are not with us full-time. If one of our staff members is ill and we cannot find a cover within our employee pool, we do try to access staff from other Kelly Sports franchises, but it is often not doable, as they are already running their own sessions elsewhere. This is another reason why we might have to cancel sessions and it may be at late notice, which we understand is frustrating for you and your children and we do apologise for this. We do our best to give you as much notice as possible, but sometimes it will be at the last minute.

If a session is cancelled by us, *as per the T&Cs available when you signed up: 2.2 Kelly Sports Cancelled Sessions: If a session has to be cancelled and a catch-up session is not available, that fee will be carried forward and credited to the next term.*

9. **Facebook.** Some days there will be images of what we did that will be posted on the “Kelly Sports Metro South East-Melbourne” Facebook page. This may include some photos/videos of your children. You will need to “like” Kelly Sports Metro South East-Melbourne page to see this in your newsfeed. Please inform us via your child’s booking if you don’t want photos of your children included on the Facebook page. We take note of this before posting photos online.

If you would like a copy of our terms and conditions as you cannot remember them, please let us know and we will forward it to you.