

### **FREQUENTLY ASKED QUESTIONS**

#### WHAT ARE THE BASIC TIMINGS FOR EACH DAY AT THE CLINIC?

Our Perth Glory Holiday Programs run from 9.00am to 3.00pm.

8:45am -9:00am – Registration

9:00am -9:05am: Induction, Rules & Expectations

#### 9:05am -10:30am: Football Session

10:30am -11:00am: Morning Tea

11:00am -12:30pm: Football Session

12:30pm -1:30pm: Lunch

1:30pm -3:00pm: Football Session

2:45pm – 3:00pm: Parent Sign-Out

#### DO I NEED TO SIGN MY CHILD IN/OUT EACH DAY?

On the first morning, parents will be required to sign their child into the program. For the second day, coaches will take roll call of their group at 9.00am each morning. At the end of each day, you will need to collect your child from their coach.

If you would like your child to make their own way home, written approval is required by way of letter or email to <u>community@perthglory.com.au</u> prior to the clinic commencing.

#### WHAT DOES MY CHILD NEED TO BRING WITH THEM EACH DAY?

- ✓ Football boots or Trainers
- ✓ Shin pads (optional)
- ✓ Winter Hat/Cap
- ✓ Sunblock (we provide additional sunblock on site)
- ✓ Morning tea and lunch (Please note that Perth Glory clinics are nut free)
- ✓ Water bottle (we provide additional water on site)
- ✓ Individual medical supplies

Any clothing can be worn throughout the clinic, in winter months, please provide a towel and rain jacket for your child.



#### **ARE LUNCH OR SNACKS PROVIDED?**

No, Participants will need to bring their own lunch and snacks in a clearly marked lunch box or bag as per a normal school day. We request that you do not bring any foods containing nuts or nut products. We will provide access to water but please bring your own drink bottle each day.

#### CAN THE PARENTS STAY THROUGHOUT THE DAY?

Parents are welcome to stay and watch. All children will be supervised for the whole day so there is no need for you to stay if you have other commitments.

#### WHAT IS THE PROCESS AROUND ALLOCATING CHILDREN INTO GROUPS?

Each child will be put into a group with other children of same/similar age. On the first day, the coaches will assess the skill level of the group to ensure the children are in the appropriate group, and changes can be made at that point depending on individual ability.

#### PLAYER APPEARANCES

Perth Glory Player Appearances are subject to fixtures, training schedule, match day & injury availability.

#### **INFLATABLE NOVELTY ITEMS**

Perth Glory Inflatable Soccer Pitch, Dartboard & Target zone are subject to availability and weather permitting. Perth Glory senior coaches will decide if weather allows inflatables to be inflated.

#### **GIVEAWAYS**

Perth Glory will provide each participant with 1 x Junior ticket for a Perth Glory home match at HBF Park. If tickets are unavailable, then an E-Ticket will be emailed out.



### WHAT DO I NEED TO DO IF MY CHILD HAS A MEDICAL CONDITION OR ANY ALLERGIES?

During the online registration process, parents will be asked if their child suffers from any medical condition, has any allergies or requires any medication. This information will allow us to ensure that the required care is given to your child if need be.

Any medication that requires assistance when being administered should be declared and signed in and out by an authorised adult each day. Medication should be in its original packaging and clearly labelled with the participant's name and clear instructions on use.

If a child suffers from learning or behavioural difficulties, the parent should flag their specific needs with relevant coaching staff to ensure successful inclusion in the clinic.

### WHAT HAPPENS IF MY CHILD GETS SICK SO IS UNABLE TO ATTEND THE CLINIC?

A credit of equivalent amount will be provided to be used at the next school holiday clinic. I.e. if they miss out on two days, they can come to two days of another clinic. Please note that refunds are not available.

All absences must be emailed to community@perthglory.com.au for record and administration purposes. All illness/absences need to be communicated to Perth Glory 7 days after the clinic has concluded.

#### WHAT HAPPENS IF A CHILD GETS INJURED AT THE CLINIC?

Where required, first aid will be administered for minor injuries to the child and ensure that they are fit to return to play. If the child is not fit to return to play, the child will be supervised until they recover or until an authorised adult arrives to collect the child. In the event that the issue is serious, Emergency attention will be sought immediately, and the parent/guardian will be informed as soon as possible.

Where First Aid is administered, an Incident/Accident form will be completed and signed by the attending staff member. The parent/guardian will need to sign this form when they collect the child to ensure they have acknowledged the incident has occurred.



#### **DOES WEATHER AFFECT IF THE CLINICS RUN OR NOT?**

All parents will be notified by 8am via text message if there is a need to cancel a clinic for the day due to extreme weather.

If during the day we are unable to work around any weather issues that come in suddenly, then parents are sent a text message requesting pickup of their children from the venue, but we try to avoid this as best we can. Perth Glory coaches are trained to run indoor clinics to ensure children are being educated whilst awaiting weather to clear.

#### CAN I GET A REFUND IF THE CLINIC IS CANCELLED?

In the circumstance that the clinic is cancelled due to wet weather, fees will be credited to the next school holiday clinic only. Please note that refunds are not available, and credits not used at the next school holiday clinic are forfeited.

Credits are not pro-rated if a clinic is cancelled during the day. If there is more than one and a half hours play, no credits are applied. If there is less than one and a half hours play, a full day credit will be issued.