



Crunch
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COMMUNITY PROGRAMS

HOLIDAY PROGRAM - FREQUENTLY ASKED QUESTIONS

ABOUT

What is a Perth Glory Holiday Program?

Perth Glory Holiday Clinic is a two-day Skills & Development program designed for all boys and girls aged from 6yrs to 12yrs. The key focus of the Holiday program is to teach skills and foster development while having fun in a relaxed environment. Participants will be placed into small groups with same/similar age.

What is the timetable for the program?

The holiday clinics run over 2 consecutive days from 9am to 3pm at different venues during the School Holidays. Please refer to the website to view the upcoming clinics for 2021 school year.

Who are the coaches for this program?

- Perth Glory Community & Development Coaches.
- Perth Glory NPL Academy Coaches.
- Perth Glory National Youth Team players.
- All coaching staff have all necessary and relevant coaching qualifications.
- All coaching staff have a certified "Working with Children Check".

What is included in the Cost?

- Our very own highly skilled Community & Development Coaching Staff who are very passionate about working with participants in these age groups.
- **2-days of skills and development training.**
- **Each participant receives 1 x Junior General Admission Ticket for a pre-selected Perth Glory home game at HBF Park.** Dates to be confirmed at the Clinic. If tickets are unavailable, an E-ticket will be issued via email to the registered parent.
- **Each participant will receive Sponsor giveaways.**
- **Prizes and other giveaways throughout the clinic.**
- **Inflatable Novelty Items** eg; inflatable pitch, Dartboard and Soccer Zone (subject to availability and weather)
- **Perth Glory Player Appearance** (subject to fixtures, training schedule, match days and injury availability)

REGISTRATIONS

Who is eligible to register for the program?

The Holiday Clinics are available to all boys and girls between the ages of 6 and 12 years and of all playing abilities. Our venues are neutral allowing players to register from all local schools & sporting clubs. Our Holiday clinics are a great way to kick start your soccer career or gain additional development training.

Do you offer discount if I have more than one child attending?

Yes, we do offer a package to include a sibling discount. Please register sibling discount (All Venues) product. The price shown will be for both siblings to attend the same Holiday Clinic. You will be required to enter the name of the venue your children will be attending during the registration process.

How do I register my child to attend?

Click on our Team Store via our Website or click on the following link or enter shop.perthglory.com.au into your browser and under the clinics tab, click on the relevant program available. Once you located the product, click on "Add to Cart" and then "Checkout". You will be asked to Log-in or Sign up, (**PLEASE LOG-IN/ SIGN UP AS THE PARENT AND NOT THE CHILD**) this is required to enable you to complete the information we require to register your child/ren for the Clinic. To note: Parents who have already purchased products, Membership, Merchandise, Clinics etc. will already have a log-in.

A purchase receipt email will be sent followed by a confirmation letter with all the sessions details.

What if I have forgotten or do not know my username and password?

On the log-in page you can click on forgot details and you will be sent an email (that we already have on our database) with your username information and you will be asked to reset your password.

Can I register via email or just turn up on the day?

No, all clinic registrations must be completed online to ensure our coaching staff have all the required information available to them via our central member database. This allows for proper preparation and duty of care for all participants.

Does the Club get in contact me once I register?

Yes, as well as a purchase receipt, you will also receive our confirmation letter of your child/ren's participation letter with the clinic information emailed to the address provide. This will also include a copy of these FAQ's for your reference.

ON THE DAY, WHAT TO BRING

What time does my child arrive at the venue?

Please arrive 15 minutes before the scheduled start time on Day 1 so the staff can Register your child's attendance.

What does my child wear?

Any clothing can be worn throughout the clinic, football boots or trainers must be worn, and sunscreen applied, shin pads are optional. In winter months please provide a towel and rain jacket for your child.

What does my child need to bring?

All participants will need to bring their own lunch and snacks in a clearly marked lunch box or bag as per their normal school day. We request that you do not bring any foods containing nuts or nut products.

- Hat/Cap
- Own morning tea,
- Own Lunch
- Bottle of Water & Sunscreen (access to additional water/sunscreen on site)
- Individual medical supplies (if required)

Do I need to sign my child in/out each day?

Day 1 of the clinic, parents will be required to confirm their attendance with the Glory Coaching Staff. On Day 2, the coaches will take roll call of their group at 9am. At the end of each day, you will need to collect your child from their group Coach.

Can a Parent/Guardian stay throughout the day?

Yes, Parents are welcome to stay and watch, however, all children will be fully supervised and therefore it is not necessary for parents to stay. Parents who decide to stay, please maintain a healthy distance, and allow your child to begin their soccer journey with the Perth Glory coaching staff. Please feel free to seek a Senior Perth Glory staff member to advise of any concerns.

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 at the coaches' discretion changes can be made at that point depending on individual ability.

MEDICAL CONDITIONS

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 required.

Please note any information is kept strictly confidential.

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 in a zip lock bag with the participant's name and clear instructions on use.

INCLUSIVITY

What do I need to do if my child has learning or behavioural difficulties?

Our Holiday Clinics are inclusive for all children. We ask during the online registration process, if their child suffers from any Learning or Behavioural difficulties, so please include the specific needs of the child to ensure successful inclusion within the clinic. The parent should also advise their specific needs with relevant coaching staff on arrival and any information is kept strictly confidential.

CANCELLATIONS / REFUNDS

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.

Can I get a refund if my child cannot attend?

Unfortunately, we are unable to offer a refund however, either a credit or an option to change venues will be offered. Please refer to the below on how we best can ensure your child is able to attend another clinic.

What if my son either no longer wants to attend or our circumstances have changed, and we can no longer attend?

All absences must be emailed to community@perthglory.com.au for record and administration purposes. Please ensure you email asap prior to the clinic and the team will advise on the options to move to another time or venue.

What happens if my child gets sick and is unable to attend?

All absences must be emailed to community@perthglory.com.au with a letter from your Doctor for record and administration purposes. All illness/absences need to be communicated to Perth Glory **no later than 7 days after the clinic has concluded**. 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.

FIRST AID

What happens if my child gets injured during the program?

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. If 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.

Perth Glory FC are not responsible for the payment or reimbursement of Medical and Hospital accounts for injuries sustained whilst attending our Holiday Clinics.

LOST PROPERTY

Who do I contact in case of any lost property?

Please be aware that participants will be responsible for their own belongings. Perth Glory FC will not be held responsible for the loss of any property including electronic devices. If any belongings are left behind, our staff will ensure to arrange collection at our Perth Glory HQ. Please email community@perthglory.com.au and describe the property that is missing or has been left behind.

What if I have any further questions? Please email community@perthglory.com.au