



AFTER SCHOOL PROGRAM **THINGS TO KNOW- WHAT TO BRING**

Thank you for booking your child into one of our after-school 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 packing a small, healthy snack for them to eat before the session starts- something that will give them some energy for the 60 minutes. We have allowed 10 minutes between the end of school and our session starting for this snack to be eaten.
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. It is suggested that you pack a separate hat for Kelly Sports as we find that a lot of children leave their school hat in their classroom, so having one in their bag just for use for Kelly Sports would be great!
4. **Comfortable Clothing.** Make sure they are wearing runners and sporting attire- a school dress is not ideal for girls as it is restrictive. If they need to change into shorts/pants and runners after school, this is fine- again, there is time to do so before the session starts.
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. **Drop Off/Pick Up.** We are always happy for parents to stay and watch, but we also don't mind having the children stay with us and participate whilst you use that extra hour to do whatever it is you need to do. We often find children participate better and are less distracted when parents/carers are not there, but of course the choice is yours.

If you are coming at the end of the session, make sure you arrive on time to collect your child. If you think you will be more than 10 minutes late, please make other arrangements for someone to collect your child and let Paul know via SMS on 0413 080 025- please do not call as he cannot answer the phone during coaching. This is especially important if the person collecting your child is not listed under your child's

booking, as we cannot let children go home with someone we do not have written permission for. Otherwise, if you will be less than 5-10 minutes late, please let Paul know via SMS as well, so we can let the coach and your child know.

Please note that as per the T&Cs available when you signed up, 1.5. Late pick-up fees will be charged at the discretion of the Program Manager: anyone picked up late, may incur late fees of \$15 per 15 minutes or part thereof (after the first 10 minutes).

7. **SMS Reminders.** We will **no longer** be sending out SMS reminders/attendance checks the morning of the programs. Due to the increasing number of children and programs, it is no longer viable to spend hundreds of dollars a term sending these messages out. Please take note of the term dates on the pamphlet available on our website: <https://kellysports.com.au/metro-south-east>

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. This is not a new policy for Kelly Sports, it is just one we have not enforced in the past, but again, it is no longer viable for us to ignore. We are a franchise not a large company.

SMS messages will still be sent out ONLY if there is a change to the program for a particular reason.

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.

Unfortunately, none of our schools allow us access to an inside space (the after-school care programs get given first preference), so if it is raining or extremely hot and we cannot access a classroom or hall, it is not safe for us to have children running around in wet or extreme conditions, so a session will have to be cancelled. If we can run a modified program in a classroom or an undercover area, like we can at Berwick Primary School, this will happen; but please note, this still counts as a session, and it will not be made up or credited as a "cancelled" session.

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.