

# **TECHNICAL SOCCER TUITION**

## **Full terms and Conditions**

Participation in TST means you have read the T&Cs and agree to them

### **Attendance and Catch up sessions**

The first thing to understand is that by committing to the TST technical Development program, players are paying to reserve a spot in a TST session and not for the session itself. Players then choose to attend a session (or not) and also choose to either read and accept the catch up conditions below or if the notes below are too complicated, accept that no catch ups will be offered under any circumstances.

All the answers to all the questions about missed sessions are details below. If you ask a question for which the answer is below, you will be directed back to this document to read.

It is expected that players endeavor to get to all sessions in a term. [These sessions are for players who are committed to improving after all]. Do not get involved if you are not committed to the development process. Or lock in a spot and accept that sometimes you can't get to a session but the program is still good value even if you don't get to all the sessions in a term.

The ideal TST player gets to every session during the term, and then also does every holiday session too (using the special deal). In a 10 week term (+ the holidays) that becomes 27 hours of development time. The holiday sessions are a critical part of the TST development process, and are almost the same amount of development time as a complete term, at a very low additional cost. (Note ; This additional cost is necessary to cover fixed costs of the program).

### **Catching up Missed sessions:**

#### **Simple version:**

An issue at the end of term for some parents missed session credits.

This is the most important bit about missed sessions. When players commit to TST, they are locking in a spot in a session. Whether they use this spot then becomes their choice. Please do not get offended when missed sessions which you have chosen to miss are not carried forward into future terms.

A huge portion of a players fees just covers the fixed costs of the program - which need to be paid whether a player turns up or not. Opportunities to catch up missed session are offered, but if these methods do not suit you then unfortunately any missed sessions will not be credited to future terms. A few exceptions apply and a form (at the bottom of the T&Cs) has to be submitted to claim these.

The full T&Cs are attached (It is a very complicated explanation of the above (and necessary for the viability of the program) - so if you really want to understand the catch up policy in full you may have to sit down and work the brain - sorry).

#### **Full T&Cs version:**

Normal Missed sessions are sessions missed due to short term reasons. (That is: Short-term 'injury & illness : tournaments: club or other commitments : parties : trips away etc. That is : It was a choice to miss a session or it is possible to catch up the missed session. If too many 'normal' missed sessions occur then unless you can get to the holiday sessions, you may want to think twice about committing. You may think that just getting to 5 sessions a term is still worth it..

(Please bare in mind that most of the session fees goes towards the fixed costs of a session (Venue, coaches, coaches training, program admin, equipment, insurance. Once this is accounted for there is not that much left over. So when you miss a session, you may only see the amount you paid for there term, but please note that only a small amount of this becomes a profit to the program). Therefore there are no exceptions to our policies.

**Re: missed sessions : There are 2 ways to catch up 'normal' missed sessions.**

Method 1:

- There are a number of different sessions running over a weekend so: **Players can jump into another session** (other than the normal one they do) and use it as a catch up, **AS LONG AS**, there are spaces in the other session and the session level is at the **same level or slightly lower** than their normal session. Note: This is subject to there being a space in another group so players need to check beforehand. (Note: Significantly younger players can't join a significantly older group – more because older players do not want to do a session with a significantly younger player – no matter how good they are).

Method 2:

- **Take part in the holiday sessions.** For players, who are fully committed to the TST program and have **paid in full for the previous term and the next term**, then the **holiday session costs a flat \$60 (inc GST)\*** (but note the conditions that apply) regardless as to whether a player does 2 or more sessions. (No further discounts (family discounts etc) apply however).
- If a term session is canceled during the term (weather/coaches not available etc), or a player misses term sessions through a long-term 'injury/holiday/exceptional reason' (complete the form below), the holiday sessions (after the \$60 has been paid) will act

as a catch up for these sessions if done. However if they can't be caught up using 'normal' methods, credits will be carried forward to next term in these exceptional circumstances.

#### The holiday deal conditions

- **The \$60-holiday session cost conditions:** This deal basically offers players potentially 9 hours of free development time (if they do all 4 holiday sessions). [This is calculated on the standard TST session rate of \$20/hour.]
- **Existing players:** To get this deal, players must be an existing and future TST player. Existing TST players must have paid in full and in advance (not PAYG or late) the previous term (That is: No discounts (EG: LTI/LTH/Exceptional/canceled session credits) were taken off the previous terms fees, And they also pay for the next term (the term following the holiday sessions) in full prior to the holiday sessions commencing)
- **Double discounts** (EG: 'LTI/LTH/Exceptional/Cancelled sessions' and 'holiday session' discounts) are not available. For example: If a player accrues 10 hours of credit from doing all 4 holiday sessions after getting to all sessions in the previous term, then this 10 hour credit will be used to catch up any outstanding past missed sessions, as well as be carried forward into future terms and used to offset any future missed sessions (including LTI/LTH/Exceptional/Cancelled sessions). In other words players cannot take advantage of the \$60 holiday deal and then also apply for other credits [LTI/LTH/Canceled sessions] whilst they have a surplus number of accrued development credits from catching up more sessions than they missed.
- **Players** who did not pay the full amount for the previous term (ie: 'LTH/LTI/EX/CLD' session credits may have been applied) will not be able to get the \$60 holiday deal. However, players can pay the shortfall equal to the amount necessary to equal the full term fees last year, and then pay \$60 for the holiday sessions, if this is less than the full cost of the holiday sessions.
- If a player pays **\$390 (Inc GST)** ( for a '10 week term plus the holiday sessions', then if a player gets to at least 17 hours worth of session time, then they have got to all the sessions they have paid for. Any more is a bonus (and may be used as a credit off future missed sessions).
- There will be no exemptions to this policy, as the admin very easily gets out of control if players are allowed to carry credits forward into future terms and it puts the viability of the program at risk. **Please do not get offended if you ask for an exemption to these rules and the answer is no.**
- New Players who join mid term and pay the full pro-rata amount will be eligible for the \$60 holiday session deal.
- **New players (who have never done TST before) who pay for the full price for the holiday sessions** and then join the term program in the following term, will get a discount in the first term, equal to the amount paid for the holiday session less \$60.

#### Some missed sessions [CLD: LTI : LTH :EX] maybe carried onto next term, however :

- **Re : Canceled sessions** ; If these are not covered by existing accrued credits, then it is hoped that these missed sessions get **caught up in future holiday sessions** or by doing double sessions in the current term or in future terms. No refunds are given to players who leave the program and cant do a catch up for the canceled session, but they will be given a credit for when they return to the program. In exceptional circumstance the first session of the next term is an option for players who have left the program, but have a cancellation credit which they are keen to use.
- **Re Long term Holidays / Long term Injuries** ; If these are not covered by existing accrued credits, is hoped that they get caught up in future terms (double sessions) or future holiday sessions.
  - However, these credits are only given to players who continue to participate in the program. **Refunds are not given.**
  - **Players also need to apply for LTI/LTH/EX credit. They are not automatically given. The form is below.**
  - And to ensure double discounts are not given, the \$60 holiday deal will not be given if this results in a double discount. This will be monitored over a 12 month period. [This stops as soon as the double discount is no longer applicable].

#### Special Intro Deal for new TST players;

- If you think a special intro deal discount should apply. You needed to have applied for the discount (using the rego form) which outlines the details of the special discount. When the discount kicks in (which might be a couple of terms later) you will also need to send a follow up email to claim the discount [Again including the details of the discount].
- TST will not keep a track of discounts due, so it is important that you apply for them in accordance with rules above.

### Payment

- Players must pay in advance at the start of term. If joining midway through the term players must pay for all the sessions that will take place during the remainder of the term to reserve a spot in a group unless agreed otherwise. **There is no PAYG unless otherwise agreed.**
- **Where PAYG is granted the fee per session will be more than the standard rate. At this point PAYG fee is \$50 per session, unless agreed otherwise.**
- If a player knows in advance that they are going to miss one or more sessions during the term, **the term still needs to be paid for in full and in advance** (as players are paying to reserve a spot in a group not for the session itself). Players then need to do double sessions or use the holiday sessions to catch up these sessions.

#### No refunds are given.

- If you commit/pay for sessions in a term but then can't make the TST sessions in the term you committed to, the best TST can offer you is the opportunity to participate in the program in future. And catch up the missed sessions in the ways described above.

#### Referral Discount /Special Deals

- As a general rule, there is no automatic referral discount. However, this will be considered on a case by case basis. New players would need to identify who referred them to the program when commencing and then the referrer would need to apply for a

referral discount. Then a referral discount (to be agreed) will be offered to the referrer after the second full term the new player is part of the program. All referral discounts kick in at the start of the next term 2

- **Family discount** only applies if the fees are **paid in full and in advance** for a term or a holiday session. There is no family discount on the special deals or the holiday deal.

## Cancellation / Rearrangement of Sessions

- Sessions may be canceled due to **Extreme Weather**.
  - **Heat.** If the BOM predicted temp\* is **32° degrees or over** for over half the session then the session will be canceled. This will be done in advance, based on the predicted temp available (using BOM.gov.au) on the morning before the session. \* Note the artificial surface adds another 2 or 3 degrees to temp, so 32° can quickly feel like 34° or 35°
  - **Rain;** Light persistent rain is not a problem for the players but it may be for the coaches who are working all day. Sessions may be canceled if it is felt the weather prevents coaches coaching for prolonged periods.
  - **Heavy rain and storms.** We will use the radar images to regularly check the severity of any predicted storms and check whether they pass over the venue. Sporadic storms, or quick downpours are ok. We can get under cover and let them pass. Heavy prolonged storms, especially with thunder/lightening, may cause sessions to be canceled. If a session gets abandoned during the session, then there will be no catch up credit given (as coaches and venue expenses still need to be covered). Sessions that are canceled before they start will fall under the cancelled session policy. Parents are also expected to check the radar regularly, especially if they travel a fair distance to get to TST, and make their own decision about attending the session. [Tennis courts only :Note, if the venue gets flooded we may need to cancel the sessions for the rest of the day. So later sessions may be canceled despite there being good weather, if the facilities are still flooded or the coaches are no longer available.]
- Catch up credits will be carried into next term if a session is canceled (before it's begun) unless caught up during the holidays. It is hoped that they are caught up using the holiday sessions (in the next 12 months) or in another way.
- Sessions may be canceled if a coach(es) is (are) unable to get to the session. Catch up credits will be carried into next term if a session is canceled unless they are caught up using the holidays/double session (in the next 12 months). No refunds are given.
- Many TST coaches play senior NPL or coach teams, and so have games on some Saturdays. On Saturdays when we do not have a full coaching team available, group sizes may be slightly bigger than usual. Catch up credits will not be offered if this occurs.

### Special Exemption (Exceptional) Session Credit

- If a TST session gets cancelled due to the predicted weather, but then this decision gets reversed (the session is on again due to a change in predicted temps) then if you can no longer make the session due to making other arrangements then to get a session credit for this session you need to complete and return the special exemption session credit form (Below).

## Group Sizes

- The aim is to keep group sizes low
  - Approx 4-8 max for the very young players U8s and younger (for players still doing game based/fun general technical sessions) {Players this age do not need small numbers – just loads of interactions with the ball and each other}.
  - 4-6 max for U9-U12 (who require more feedback from coaches)
  - 6-8 max for advanced U11-U14 (who require less feedback and more intensity and action)
  - 12 for players in the advanced Intelligence sessions (who need bigger numbers to play intelligence based games)
- Occasionally the above is not possible, so group sizes may vary from the ideal size to accommodate catch ups, coaching shortages (merged groups) or to temporarily accommodate new players.
- No prior notification will be given regarding any changes to group size, and session credits are not given if the group is bigger than expected

## Player's/ Parent's Responsibility

- It is the player's/parent's responsibility to ensure players have plenty of **water, sunscreen and a hat** on hot days, and a rain/warm jacket available if required.
- **Shin guards** must be brought to all sessions. This is the parents/ players responsibility. Players should wear shin guards in games that involve tackling. Soccer is a contact sport. Players risk of injury during sessions is a calculated risk (with or without shin guards) and TST cannot be held responsible for any injuries that occur during these sessions. This is the parents/players responsibility to bring and wear them where necessary
- Players are expected to act responsibly during the sessions and be **100% focused** at the sessions. Any child not taking this approach will be asked to not participate
- **If a parent does leave their child unattended during a session**, TST coaches will not be responsible for a child who is not able to do the session (injury/sickness/toilet needs). **Parents need to stay in attendance just in case their child needs the toilet, is sick or gets injured.** Do not leave a child unattended if they are not able to look after themselves in this regard.
- **Players are not to wander off** during/after sessions unless they can see their parents waiting for them. If a player leaves the group it will be assumed they have done so because their parents/guardian are here to collect them. No responsibility can be taken for players who wander off when this is not the case. Parents must communicate this to their child
- Sessions are sometimes in public areas (although not very often) where dogs and bees (etc) roam free. TST cannot be held responsible for anything that happens which we cannot control. If this is a concern then please do not get involved in the sessions.
- Sometimes the coach will do demonstrations or have to join in a drill to make up the numbers. In the natural course of a drill, if an incident occurs (as part of the natural process of the drill) which involves the coach and a player (Eg; an accidental collision ) then the coach cannot and will not be held responsible for any injury sustained by a player for such an accident.
- 2.5kg weights are used to weigh down the goals. Players are not allowed to pick these up. It is the parent's responsibility to let players know about this rule. TST will not be responsible if a player drops or throws one of these weights and an injury results (to themselves or others) from this action.

- Players are not allowed to 'boot the ball' or lift the ball off the ground when on the courts/pitch. If any player lifts the ball off the ground and subsequently hits another child in the face/head with a stray ball, then this becomes the liability of the parent of the child who kicked the ball.
- By participating in the program you are agreeing that basic first aid can be administered to your child if necessary, but note we do not have the resources to look after your child if they get injured. **We therefore expect parents (or their associated responsible adult) to be around to look after the player who they are responsible for.**
- By participating in the program you are agreeing to allow your child to be videoed whilst in action at TST, and agree to allow this footage to be used by TST to promote TST on social media, or as an online educational video.

[These T&Cs are valid as at and from 1/3/2019 and are valid from this date until updated T&Cs are sent out (Usually mid-way each term). By participating in TST you are agreeing to ignore any previous versions of the T&Cs, and abide by these T&Cs. [Apologies for any spelling and grammatical errors in this doc.]



## Small Group Coaching Program

### Application for Long term Injury Credits or Long term Holiday Credits

#### Long term Injury Credits

If your child has had a long term injury (3 consecutive sessions or more) this term and it is not possible to catch these up using the holiday sessions or other sessions, then it is possible to carry these sessions forward into next term.

If you are claiming LTI credits then can you please complete and return this form.

Player Name : \_\_\_\_\_

Date of first missed sessions due to injury : \_\_\_\_\_

Details of the injury : \_\_\_\_\_

Number of consecutive weeks missed due to the injury \_\_\_\_\_

\*Have you accrued Holiday session credits in the last 12 months \_\_\_\_\_ that would cover the missed session

\*If you have accrued credits in previous holiday sessions then these should be used first to offset any future LTI/LTH credits.

#### Long term Holiday Credits

If you want to keep your spot in a TST group, but are going on a Long term Holiday (3 weeks or more) during the term, then to avoid losing this spot players need to pay for the complete term, and apply for credits at the start of the term in which the holiday occurs. These credits will be carried forward into the next term (the term after your holiday) unless they are caught up during the holidays.

If you are claiming LTH credits then can you please complete and return this form.

Player Name : \_\_\_\_\_

Date of first missed sessions due to holiday : \_\_\_\_\_

Number of consecutive weeks missed due to the holiday : \_\_\_\_\_

\*Have you accrued Holiday session credits in the last 12 months \_\_\_\_\_ that would cover the missed session

\*If you have accrued credits in previous holiday sessions then these should be used first to offset any future LTI/LTH credits.

Note: If LTI/ LTH credits get carried into future terms, then players cannot also receive the \$60 Holiday session deal until it all evens out, as this deal is offered to catch up missed sessions (which includes LTH/LTI credits, cancelled sessions due to the weather etc), and getting a credit on the term fees and a discount on the holidays sessions would be getting a double discount. If you have accrued credits in previous holiday sessions then these will be used to offset any future LTI/LTH credits.

Signature of Parent/Guardian \_\_\_\_\_ Date \_\_\_\_\_



## Small Group Coaching Program

### Application for a Special Exemption Session Credit

If a session was cancelled a but then uncanceled, but your child had subsequently made other arrangements which made it impossible for them to now get to the uncanceled session, then by filling out (in full) and returning this form, you will get a special exemption session credit.

As with all missed sessions, if this gets absorbed into the Holiday sessions then no additional credit will be given.

If you are claiming a Special Exemption Session Credit then can you please complete and return this form.

Player Name : \_\_\_\_\_

Date of cancelled and then uncanceled session : \_\_\_\_\_

Can you confirm that you had every intention of getting to the session, and only made other arrangements after the session was cancelled:

Note; If you had said you would miss the session before it was cancelled (due to a tournament/party etc) then you will not be eligible for a special exemption session credit and still need to catch up the missed session in the normal way.

\*Have you accrued Holiday session credits in the last 12 months \_\_\_\_\_ that would cover this missed sessions

\* If you have accrued credits in previous holiday sessions then these should be used first to offset any current or future special exemption credits.

## Small Group Coaching Program

### Application for a Over-payment Credit

If you made an over payment and would like to use this as a credit moving forward then please complete the following details

Player Name : \_\_\_\_\_

Date the over payment : \_\_\_\_\_

Details of the over payment :

Signature of Parent/Guardian \_\_\_\_\_ Date \_\_\_\_\_