



GTFC Holiday Clinic Policy

HEALTH SAFE Plan:

All Participants must abide by the requirements of the HEALTH SAFE Plan.

1. Check In with your allocated Coach upon arrival and check out when leaving
Sign in; All GTFC Coaches are supplied with an up-to-date roll for each program. Participants will be marked off the roll by the coach at the commencement of each day of each program.
2. Practice Social Distancing
3. Wash hands regularly - Sanitizer Stations available
4. Stay at home if you are unwell.

Empowering children:

GTFC programs are designed to be enjoyable, skill developing and all inclusive. We promote healthy, active programs that encourage all children to be involved and included. We believe all children should receive equal time on the ball and promote games and skills to emphasise this commitment.

Risk management:

All due care is taken to avoid the prospect of injury or interruption to a GTFC Program. We have a 16-1 policy that ensures coaches are not overloaded with too many participants. We also have adopted a backup coach policy, ensuring no coach is left alone to deal with any potential problems that arise during a session. All coaches are trained and hold necessary qualifications to deal with a wide range of problems.

The Holiday Clinic Shirt is a mandatory requirement for all participants to wear while attending any given day. This requirement is a safety mechanism, enabling our staff to identify and manage all children attending the Clinic.



Coaching with GTFC:

All GTFC Senior coaches hold a minimum of the following qualifications.

- Working with children check - Blue card or an Exemption.
- Football Australia certification and/or working towards it.
- Basic First Aid Qualification including providing CPR.

GTFC is committed to the continual growth of our coaches, and we constantly endeavour to up skill and invest time, effort, and money into ensuring our coaches provide the best possible activities and skills to your children, including sending coaches on recognised FA courses and workshops.

GTFC take pride in our coaches and therefore all must have a friendly, approachable demeanour, a positive disposition and, be a role model for the program participants.

Behaviour:

Any behaviour which is outside the bounds of the FA Code of Conduct Policy will be deemed unacceptable.

Participants will initially be spoken to in order to give them an opportunity to correct any issues.

A second occurrence will see participant excluded for a period from the sessions and the Parent's or Guardian advised that day.

Any further unacceptable behaviour will see the participant removed from the Clinic session and their parent or guardian contacted to collect them immediately. They will take no further part in the Clinic.

**Wet Weather:**

GTFC will endeavour to advise of any changes in circumstance due to weather as soon as possible via the Club Website, Facebook and Email. If you are unsure if a cancellation will occur and have not seen a message, please contact us. Due to this reason please ensure that all information handed over upon enrolment is correct and up to date.

Refunds will only be granted on a case-by-case basis due to inclement weather. However, in the first instance the Club will provide a credit to the same value of your child's registration in the impacted Clinic that will be honoured in one of the next/following Clinics (This is limited to a maximum of 12 months from the end of the impacted Clinic).

Cancellation policy:

Refunds for cancellations will be assessed on a case-by-case basis, however, a refund is not always guaranteed and will in the first instance be in the form of a credit for a future Holiday Clinic (This is limited to a maximum of 12 months from the end of the impacted Clinic).

Payment Policies:

Participants will have the option to pay by electronic transfer when they register for specific programs. Payment is asked in full prior to commencing the program.

The preferred method of payment is via direct debit although credit card payment can be arranged.

Account details

BSB: 034010

Account 223158

Reference: Event Surname and initial. Eg HC BloggsJ

**Sun Safety:**

Sun safety is of the utmost importance at our programs, please ensure that your child is provided with sunscreen, a hat and appropriately covering clothing. All coaches are supplied with sunscreen if extra is required.

In the event of wet weather, please ensure additional clothing is also provided.

First aid:

GTFC Academy coaches have access to a complete first aid kit. At least one Coach or Administrator will hold a valid and up to date Apply Basic First Aid including CPR qualification. Coaches will administer first aid when permitted and as deemed necessary.

Participants are required to supply GTFC with relevant, factual medical information upon registration.

Equipment:

All GTFC programs are self-equipped. All care is taken to ensure GTFC property is safe for children and of the highest quality, including our clothing and rewards.

Insurance:

GTFC currently holds public liability insurance to the value of \$20,000,000. Coaches and participants are covered under our policy and/or under our work cover policy.

**Privacy policy:**

GTFC is required to collect personal information including addresses, contact numbers and any medical information that may be relevant for the course. On no occasion will this information be shared, made public or passed to a third party unless required to assist emergency services. (With the exception being where consent is given for Grange Thistle Soccer and/or clubs to contact registrants about upcoming programs or events. Contact information will be shared with the club coordinator only)

Credit card and personal information are not stored on our website.

Communication from the Club:

Once the Enrolment Form and payment have been reconciled, an acceptance email will be issued (usually weekly).

The next communication will be an email in the week leading up to the Holiday Clinic. This will confirm details about the coming week including arrival, check-in etc.

Enrolments may be capped on Monday, one week prior to the Clinic. This is to ensure we have sufficient coaches and merchandise.

Inquiries, feedback, and complaints:

GTFC endeavours to respond swiftly to all feedback. Please email info@grangethistle.com with any questions or feedback