



GREAT GOALS
where skills meet fun

POLICY HANDBOOK

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About Great Goals

Great Goals is a child-friendly team sports program, which runs after-school hours and on weekends. Our mission - Where Skills Meet Fun - is to offer high quality sports training in a safe and fun environment. The program has been running since January 2013 and presently, Great Goals offers programs for Football, Basketball and Multisport.

Our programs are designed based on:

- Age appropriate learning
- What a child looks for when (s)he plays a sport
- Recreational as well as competitive play
- What a parent looks for when (s)he sends a child to any program

To learn more about our updated program offerings, please visit the website at www.greatgoalschennai.com

Great Goals Policy Handbook

The primary focus of Great Goals is the safety of your child and the quality of our program. We have put in place these policies to ensure that neither is impacted.

This handbook lays out the rules and regulations under which players are admitted into Great Goals and under which our classes operate, and are binding on all Great Goals players, their parents and caregivers. Any exceptions to these rules can only be made at the discretion of Great Goals Management.

You have signed off on these policies / Terms and Conditions at the time of online registration.

POLICIES

1. Registration and Re-registration

All Great Goals players register and/or re-register through our online registration process, which is accessible through the Great Goals website. Every registered player gets a unique registration number.

Re-registration is required for every new session. Returning players re-register on the Great Goals website using the registration number.

Great Goals has a scheduled break at the end of every session and new session dates will be announced in advance for re-registration. We have a limited period of exclusive re-registration for returning players, before it is thrown open to new registrants.

A player is registered in a particular location and class. We encourage children to play at the same location on all playing days. However, we understand that there are competing schedules. Prior approval is required for a child to play across locations.

Moving a player to a different (higher or lower) ability/ skill level class is done only at the discretion of Great Goals, in consultation with the coach.

2. Fees

Great Goals classes run in sessions/ terms which are typically 12 weeks. The summer session is shorter than a regular session. Players pay the fee for each term / session. The term/ session fee is paid at the beginning of the term/ session and we communicate this at the time of registration or enquiry. This term/ session fee is subject to change.

In addition to term fees, Great Goals charges:

- One Time Registration Fee for new registrants
- Uniform fee (if a uniform is needed). All Great Goals players need to wear a Great Goals uniform for every session; if a player has a class on successive days of the week, please ensure (s)he has enough uniforms.
- Miscellaneous costs, if you purchase socks, water bottles, other merchandise.

Once the online registration is complete, you will receive an invoice for the session/ term from Great Goals.

3. **Payment:**

Payment has to be made within **SEVEN (7)** days from the invoice date or start of the session whichever is later. We accept **ONLY** the following forms of payment:

- **Cheque / Draft** payable to ‘**Great Goals**’. Please write your child’s name and playing location on the back of the cheque/ draft.
- **NEFT/ IMPS** details are provided on the invoice. Please indicate your child’s name in the NEFT remarks for easy attribution to your account.

Payment can made on field, during designated field hours and specific dates or at the Great Goals office, by prior appointment.

4. **Late Payment:**

Any payment received after 7 days, is considered a **LATE PAYMENT**. Great Goals will send reminder emails and messages for late fee payments.

Late payments will be charged an **extra Rs. 250 per week** and this amount needs to be included in the cheque payment.

An additional Rs. 250 charge will be added for any returned cheques.

5. **Cancellation**

No cancellation requests will be entertained once the session begins. Fees will not be refunded even if a child discontinues during the season.

6. **Punctuality and Regularity**

Being punctual is integral to being a responsible and respectful sportsperson. **Great Goals** classes start on time and finish on time.

Being regular to class creates a sense of involvement and the enjoyment necessary for the player's development. Parents are expected to inform us if a player will be absent. A player's regularity will impact how a player is placed on a team.

Great Goals understands that sometimes a player may have to come late, however, parents are expected to notify Great Goals if a player will be late for class.

Players who come after the class starts, will be asked to wait outside the class. They will be allowed to enter the class or have separate drills at the Coaches and Field Staff's discretion. Parents will be notified if players are repeatedly late.

7. **DROP OFF AND PICK UP POLICY**

Drop off – Please ensure the player is on time to class. As players are dropped off, please be aware of safety of all players.

Pick Up – Please ensure that the player is picked up at the correct time at the designated pick up place. Great Goals staff will be present on field for up to 15 minutes after the end of the class with the player.

ID Card - Safety is paramount for all players. Any person who picks up the player (parent, relative, caregiver, driver, anyone) must produce an ID card, for the player, at pick up. A school ID

is sufficient, or Great Goals can also issue an ID Card. If Great Goals ID card is needed, please provide a passport photo of the player.

8. **Make Up policy for Missed Classes**

Great Goals classes run full. We do understand that sometimes a player will miss a class, however, make-up classes have to be approved based on the following terms:

- If a player has missed a class and would like to make it up, parents must request a make up by sending an email. Make Up classes are ONLY by prior approval.
- The make-up class location is at the discretion of Great Goals. While we will try to make it convenient, the decision is based on class strength at various locations.
- Great Goals offers each player a maximum of 3 (THREE) make up classes in one session/term.
- Classes can be made up only within a session. They CANNOT be carried over into other sessions/ terms.

Sometimes, a player cannot play or make-up classes, due to a major illness or injury, please email Great Goals along with a copy of the medical certificate.

9. **Use of Parking spaces/Venues**

- **Parking** – Great Goals are tenants at various venues and have to strictly follow their parking and other rules. Please ensure that cars/ vehicles are parked in the designated areas ONLY. Please drive in a way that ensures all the players safety at all times.
- **Use of other facilities** Please note that Great Goals Terms of Use, as tenants, only cover children's sport within the Great Goals class. Walking and adult exercise is not permitted on all fields/ in the school premises. Dogs/ Other Pets, even under complete control, are not permitted on any field. Use of school playgrounds by waiting siblings and other children is also not permitted.

10. **Holidays/ Cancellation/ Rain policy**

Great Goals will issue a calendar at the beginning of every session, where the scheduled holidays are communicated. On all other days, including public holidays, Great Goals classes will run as per schedule, unless due to conditions/ circumstances mentioned under Class Cancellation and Rain Policy

11. **Class Cancellation**

Great Goals will whatsapp /message/ email with updates about class cancellations or change in timings

Class may be cancelled under the following conditions:

- Weather conditions which make the outdoor playing area un-playable or unsafe for the players.
- The premises are required by the owners for their purposes
- Any conditions that may compromise the safety of players and coaches such as but not limited to strikes and protests.

Great Goals reserves the right to cancel a program at a particular venue if there are not enough children registered in it. In such cases, we will offer other options, or offer a refund.

12. **Rain Policy**

As an outdoor sport, we are subject to the vagaries of weather and court/ field conditions.

- Players will continue to play in a light drizzle.
- If the field or court is flooded, or if the rain intensifies, we will make all attempts to continue class in a covered area.
- Play will stop in stormy conditions.
- If it continues to rain/ storm, class will be cancelled and the child handed over to the accompany caregiver. We will ensure that players are in a safe place until class ends.

13. **Uniform, Kit, Jewellery, Food and Drink, Restroom**

Great Goals players are expected to come to every class in **Great Goals uniform** - Great Goals t-shirts and shorts with appropriate sports shoes.

- A child not in uniform, will be allowed to play at the discretion of the coach/ field staff.
- Players will not be allowed to play in any footwear deemed inappropriate by the coaches - including but not limited to sandals, slippers, crocs.
- **Football Players** in the U-7 program and above (i.e. U-7, U-10, U-12, U-16 and Just for Girls) have to wear shin guards, long socks and appropriate shoes.
- **Basketball players** with long nails will be asked to cut their nails on field during playing time.
- Players are not allowed to play with jewellery of any kind.
- Players are expected to bring their own water bottles onto field/ turfs/ court. Players are not permitted to bring juice/ energy drinks on the play field. Snacks and other food can be enjoyed AFTER the child leaves the field.

Great Goals field staff have responsibility for all players on field. They are unable to take individual children on restroom breaks. Please ensure that player uses the restroom before the class as they will otherwise need to go on their own.

14. **Birthday Policy**

Great Goals players wishing to celebrate their birthdays on field can share some chocolates/ wrapped sweets - please ensure that there is enough for every player and that it is pre-packaged and can go home with the player. Please contact Great Goals two days prior to this, to inform us and for any clarifications. Great Goals does not encourage children celebrating birthdays on field by sharing cake or other food on field.

15. **On Field Behaviour**

All players are expected to maintain good behaviour and show respect to fellow players, coaches and staff. Great Goals has a zero tolerance policy towards bullying. Any player found guilty of such behaviour will invite disciplinary action as deemed fit by Great Goals. Parents will be informed and brought in as needed.

Sporting behaviour needs to be learnt and built from a young age. Great Goals issues red and yellow cards and/or cones for off-field behaviour. A player shown a yellow card/cone is given a 5 minute time-out from the class. A player given a red card/cone is made to sit out the rest of the class. They will not be allowed to go home, in such situations, and will have to wait out the class. Parents are asked to be supportive of this policy, as the idea is to reinforce only positive behaviours.

16. Online Behaviour

Great Goals has an online presence and encourages players and families to share our online promotions and articles. However, we ask parents to be aware of the player's online activities and educate their child about online safety.

17. Photos/Videos

Great Goals will take photos on field, only for Great Goals use and sharing. Great Goals authorizes specific photographers for on-field photos.

Parents can choose whether to allow Great Goals to use their child's photos in Great Goals' promotional material. This option is available during registration and re-registration. Great Goals ASSUMES CONSENT for players, if this option is NOT CHOSEN during registration.

Parents, caregivers and other visitors are NOT allowed to take photos. This rule is in place to ensure respect of children's safety and parental consent. Please co-operate with Great Goals staff and help enforce this on field.

18. Communication

All communication from Great Goals is sent out as whatsapp and email. Great Goals uses Whatsapp Broadcast lists. You will get the message ONLY if the Great Goals number is stored in the contacts of your phone. If you wish to receive messages by any other means, please get in touch with opsgreatgoals@gmail.com to see what options are possible.

Parents have to inform Great Goals if they do not have access to Whatsapp or Email. We will assume you have it unless we receive such information.

19. Program Orientation

At the beginning of every session/ term, Great Goals will organize an orientation for parents to go over the rules, plans for the season and address parent questions/ clarifications or general concerns. The meetings will be field and class specific. Parents are expected to attend.

20. Meeting with Coaches

At times, parents may have concerns, or would like to discuss specific aspects of the player's progress. In such an event, an appointment can be requested by email to opsgreatgoals@gmail.com Great Goals actively discourages parents from engaging coaches in conversation before, during and after class. If a coach is facing any issue with child, Great Goals will bring it to the attention of the parent.

21. Injuries

We offer Basic First Aid on field for any injury. Based on the injury, Great Goals will inform the parent and request for the player to be picked up. If not, we will monitor the child on field until the class is over.

We expect the parent/ player to inform us if the player is coming on field with an existing injury or condition that can be aggravated by playing.

22. Great Goals League

Great Goals runs an in-house league for players in certain age groups. All players are expected to participate in the Great Goals league for their age group. Players who opt-out of the league, will not be able to make up the league match sessions during other times.

Players are given awards at the end of the league, in a term end ceremony. Players are expected to collect their awards in person at that time, but if that is not possible, players can collect the awards from the Great Goals office by prior appointment.

23. Tournament Participation

Great Goals organizes our annual Football tournament every year. We expect all Great Goals football players in specific age categories to participate in the tournament. Parents will be informed in advance along with specific details.

Great Goals participates in Tournaments organized by other football/ basketball clubs and organizes friendly matches. Players for such matches and tournaments will be selected by the coaches.

24. Great Goals Elite Program

Great Goals Elite football program is for 8-16 years olds **SELECTED**, from among the children registered every session, by the coaches to receive more intense coaching. This group, typically comprises children who are ready to commit more time and energy to skill training of a higher order. Players need to dedicate the time, have the aptitude and appetite for competition. Attendance is compulsory for all Elite training sessions. Children in this group train 3-4 times a week and play matches in addition to this training. Attendance and regularity have an impact on the placement of a player on a team. Elite players have to play under the Great Goals banner even if they train with other clubs at other times. Any Elite player who plays under another club's banner will be automatically removed from the Elite program. They can continue to train in the regular Great Goals program.

All Elite players are expected to be available for matches and tournaments. Coaches decide the team combination for any match/ tournament, based on the format and fixtures and their

decision is final. We try our best to accommodate this within our existing playing schedule but often Great Goals has no influence over third-party/ other academies' scheduling. Also please note, that sometimes a player may be on a team that goes to a match but might not get to play. This is also a decision that is entirely up to the coaches as they are doing the best required in that situation. Sometimes, a player is taken along to learn by watching. We do not entertain complaints/ suggestions in this matter.

25. **Role of parents**

We encourage parents to watch, support and cheer their player/ team during class, matches, tournaments. However, parents are not allowed to coach from the sidelines, give advice to players and coaches, or ask that their child be played in a specific position. We welcome your feedback, concerns, comments via email or appointment. We do not discuss specific issues on field or with players present.

Thank you for reading through to the end and for realizing that all of these are to make your child a better sportsperson. We welcome questions, clarifications, feedback at opsgreatgoals@gmail.com