



**POLICY HAND BOOK**

## **About Great Goals**

Great Goals offers structured football, basketball and multi-sport programs that are fun and safe for children and accountable to parents. In addition to technical skills, children learn problem- solving, teamwork, leadership, respect and perseverance. Our mission is to develop players who are competitive, compassionate, disciplined, adaptable, driven and respectful.

### **Our VISION**

To engage,inspire and empower young boys and girls through sport

Great Goals started it's football program in January 2013 and presently, offers programs for Football, Basketball and Multisport. Our sport specific programs focus on individual skills and teamwork. We offer rigorous, age appropriate, ability based training that allows every player to reach their highest potential. Our programs and locations can vary slightly from term to term. For the updated program offerings, please visit our website at [www.greatgoalschennai.com](http://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 given your acceptance on the policies / Terms and Conditions at the time of online registration.

## **POLICIES**

### **1. Registration and Re-registration**

Great Goals classes normally run in sessions/terms which are typically for 3 months. Re-registration is required for every new term.

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. Returning players re-register on the Great Goals website using the registration number.

Great Goals normally 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 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. Great Goals will approve a child to play across locations based on availability.

*We aim to develop technically excellent players with the skills and attributes to excel in international football and basketball.*

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 or 3 months. The summer term is usually shorter. Players pay the fee for each term. The fee is paid at the beginning of the term and we communicate this at the time of registration or enquiry. This term fee is subject to change.

In addition to term fees, Great Goals charges:

- One Time Registration Fee for new registrants
- Uniform fee (all Great Goals players need to wear a Great Goals uniform for every session).
- Miscellaneous costs for purchase of socks and other merchandise.

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

## 3. Payment:

Payment has to be made within **FIFTEEN (15)** 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**'
- NEFT/ IMPS - details are provided on the invoice
- Googlepay

Please write your child's name and playing location on the back of the cheque/ draft or in the remarks of the NEFT payment. We

receive many NEFT payments and cheques. This will enable accurate attribution of the payment to your child.

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

#### **4. Late Payment:**

Any payment received after **15 days**, is considered a LATE PAYMENT. Great Goals will send reminder emails and messages for late fee payments.

As much as you dislike getting our fee payment calls, we dislike making them. Late payments will be charged an extra Rs. 250 per week, so please include this amount in the cheque payment if the cheque is late.

A Rs. 250 charge is added for any returned cheques.

#### **5. Refunds and Fee Credit**

There will be no refund of fees once the session begins, even if a child discontinues during the season. There will also be no refund of fees for class cancellations due to severe external conditions such as weather, pandemics or other events of citywide, nationwide, international importance.

In the event of government mandated lockdowns and shutdowns that cause the cessation of sporting activities for 15 days or longer, Great Goals will offer on-line classes in lieu of field classes. If you do not choose to avail the on-line session, Great Goals will hold only 50% of the fee amount in credit. When on-field classes resume the fee credit will have to be used up within the time frame stipulated by Great Goals.

## 6. Punctuality and Regularity

We work hard to inculcate the values of responsibility and respect as sportspersons and we see punctuality is a key aspect of this. **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. A player's regularity is a key consideration when coaches choose a team.

Great Goals understands that sometimes a player may have to come late, or be absent for a class. If you know beforehand that your child will be late or absent please inform us.

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.

*We aim to develop future players who possess outstanding social across the following areas:*  
*Behaviour*  
*Reflection*  
*Teamwork*  
*Relationships*  
*Accountability*  
*Responsibility*  
*Independence*

## 7. Make Up policy for Missed Classes

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

- Great Goals offers each player a maximum of 5 (FIVE) makeup classes in one session/term.
- Make up 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, in which case please email Great Goals along with a copy of the medical certificate.

## 8. SAFETY POLICIES

**Drop off** – When 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 the player ID card, at pick up. A school ID is sufficient, or Great Goals can also issue a player ID Card. If Great Goals ID card is needed, please provide a passport photo of the player.

## 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 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. Most often they are discouraging of parental sports or exercise activities. 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. Please ensure your staff and drivers also respect these rules.

## **10. Holidays**

A calendar that includes scheduled holidays is issued at the beginning of every term. On all other days, Great Goals classes will run as per schedule, unless due to conditions/ circumstances mentioned under cancellation.

## **11. Cancellation**

Great Goals will whatsapp /message/ email with updates about class cancellations or change in timings. Class will also be cancelled or suspended under the following conditions:

- ◆ The premises are required by the landlord.
- ◆ Adverse weather makes outdoor surfaces unplayable or unsafe for players.
- ◆ Several external conditions such as pandemics or other events of citywide, nationwide or international importance.
- ◆ Any other conditions that may compromise the field of play or the safety of players and coaches.

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 light drizzles.
- If the field or court is flooded, or if the rain intensifies, we will make reasonable attempts to continue training in a covered area.
- Play will stop in stormy conditions.
- In the event of persistent rain, thunder, lightning or flooded fields and courts, classes will be suspended.

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

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-9, U-11, U-13, 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 the 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 earlier, 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. Please understand that we need to be respectful of children's safety and parental consent. Please cooperate with Great Goals staff and help enforce this policy on field.

## **18. Communication**

All communication from Great Goals is sent out as whatsapp broadcast lists 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 via email to [admin@greatgoalschennai.com](mailto:admin@greatgoalschennai.com) to see what options are possible.

In some locations, we use other apps to communicate. These will be in addition to the whatsapp broadcast list.

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.Meeting with Coaches**

A players development is based on all stakeholders vested in his/her development working together. At times, parents may have concerns, or would like to discuss specific aspects of the player's progress. Coaches are busy before, during and after class with field-set up and class reviews, so we actively discourage parents from engaging with coaches on field. Please email [admin@greatgoalschennai.com](mailto:admin@greatgoalschennai.com) for an appointment to meet the coach. If a coach is facing any issue with child, Great Goals will bring it to the attention of the parent.

## **20.Great Goals League**

In certain terms, Great Goals runs an in-house league for players in certain age groups. All players are expected to participate in the Great Goals league according to their age group. Players who opt-out of the league, will be able to make up the league match sessions during other times by prior approval.

*We aim to develop future players who possess outstanding physical and athletic skills in the following areas:  
Agility, balance,  
coordination Speed/Speed  
endurance Flexibility  
Power  
Strength  
Nutrition and lifestyle  
Physical resilience Recovery*

## **21. 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.

## **22. 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.

## **23. Great Goals Team Program**

The Great Goals Development /Team football program is for 8-16years olds, selected on merit by the coaches to receive more intense training. This group typically comprises players who are willing to enthusiastically commit time, attitude and energy to learning skills of a higher order. Players must have the aptitude and appetite for competition. Attendance is compulsory for all Team training sessions which happen at least four times a week. Match play time is in addition to training.

Once a player is selected, Great Goals will personally discuss with the parent/guardian about the commitment involved. This

includes being irrevocably committed to play only for the Great Goals Academy at tournaments and matches anywhere, except when representing their own schools during their duration of being with Great Goals.

All Team 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.

Please also note, that sometimes a player may be on a team that goes to a match but might not get to play. Sometimes, a player is taken along to learn by watching. This is a decision that is entirely up to the coaches as they are doing the best required in that situation.

*We aim to develop players with a comprehensive knowledge, understanding and experience of football and basketball. Future players will be equipped with the skills, abilities and decision-making capability to tactically manage games.*

***Thank you for reading through to the end and for understanding that our intent is to build better, respectful and coachable sports persons.***

## **Player Code of Conduct**

I am a Great Goals player. I want to play, learn skills and have fun.

### **I am a respectful player**

- I will show respect at all times for all coaches, all referees, all players, all spectators, and all Great Goals staff.
- I will control my temper. I will not fight or use bad language or inappropriate gestures.
- I will be a team player.
- I will turn off all electronic devices (cell phones, video games, etc.) before arrival at my practice, game or team event and leave them off until I am finished.
- I will be asked to focus when I am distracted or not listening during class times, whether on or off field.

### **I am against bullying**

- I will not take part in any form of bullying, to any player in my class or outside.
- I do not tolerate bullying of me or anyone else, in any form, whether in person, electronically (any form of social media)

### **I am here to learn, be a true sportsperson and have fun**

- I know that winning isn't everything - having fun, playing fair, improving my skills, making friends and doing my best are all important.
- I will acknowledge all good play - that of my team-mates and of my opponents.

### **I will be regular and punctual**

- I recognize that all classes – whether a game or not – are all important.
- I will arrive to the class on time or at the time set by my team Coach.
- If I cannot come to a class or match, I will notify Great Goals well in advance so that arrangements for substitutes can be made.
- I realize that playing time is not always going to be equal despite my coaches attempt to equalize.

### **I know why we wear a uniform**

- I will wear my Great Goals uniform to all classes.
- As a footballer – I will wear appropriate shoes, shin guards, long stocking and bring my water bottle to all classes. If I am a goal keeper, I will wear gloves.
- As a basketballer - I will tuck-in my shirt, have my nails cut short, wear supportive shoes and bring my own water bottle to all classes.
- I will not wear jewellery or watches to class as I can hurt myself and my fellow players.

*Sport is Friendship  
Sport is Health  
Sport is Education  
Sport is Life  
Sport Brings the World Together*

*Juan Antonio Samaranch*