

## **Tuition and Payments**

\*Please note the term "Tuition" relates specifically to the cost involved with the teachings of a student's weekly classes only. "Customers" specifically relates to the primary account holder being either a parent/guardian or Adult Student with self-managed account.

### **1. Yearly Tuition Fee's & Payment Structure**

#### **1.1 Membership Types**

**All Star Membership** – All students enrolled into any competitive team or program. Elite Cheer Levels 1-6, Novice Full Season Cheer, Premier, Elite & Novice Dance, CheerStars and/or DanceStars

**Recreational Membership** – All students enrolled solely into any non-competitive program. Tumbling Classes, Semi Privates, Private Lessons, TumbleTots, TinyTumble, PlayZone etc.

#### **1.2 Tuition Payment Option 1 – Monthly Billing (direct debit)**

Only All Star Memberships are eligible for Monthly Billing. Instalments are worked out by taking each families total tuition costs after all applicable discounts and splitting into 10 instalments with instalment One (1) due on February 1st, 2023, and instalment 10 on November 1st, 2023. Each monthly instalment is billed and paid in advance e.g., payment for February tuition is due 1st February and billing for March tuition will occur during the next week with March tuition due 1st March giving customers time in advance make payment on each proceeding instalment. Customers electing to pay their tuition via monthly billing are required to complete and sign the 2023 FEA Tuition agreement in person prior to undertaking any trainings covered by the agreement. All accounts electing to pay tuition by monthly billing will be automatically debited on the 1st of each month as each instalment is due. If a debit date falls on a public holiday or weekend, the debit will be processed on the next business day. Automatic payments only cover the tuition instalment as agreed upon in the 2023 FEA Tuition Agreement as signed by the customer. No other debt or item on a customer's account will be deducted via the automatic payment system. Customers have the option to pay their tuition monthly instalment manually either in full or partially prior to the debit date via their customer portal or via FEA reception with EFTPOS. In case of partial payment of any instalment, any remaining balance off tuition only will be debited via the automatic direct debit system. If monthly tuition has been paid in full manually prior to automatic debit, then NO debit will occur. Customers will not be able to pay tuition manually until it's posted their account. Monthly Billing is eligible for Sibling Discount see 3.2 for more details.

#### **1.3 Tuition Option 2 - Payment in Full (All Star Memberships)**

Customers have the option to pay for their tuition in full and avoid monthly direct debit. Payment in full must be made at the time of an athlete joining FEA and cannot be made in instalment payments or deferred to a later date. Payment can be made via EFTPOS with Visa or Mastercard in person, online via the customer portal (fees apply see 1.5 below) or via Invoice for Direct Deposit Bank Transfer (by request

only). Payments in Full are eligible for Sibling and other Discounts, see 3.1 & 3.2 for more details.

Please seriously consider if Payment in Full is the right option for you as. Refer to our Refunds Policy section 4.3 to learn more.

#### **1.4 Methods of billing**

All billable items will be billed through JackRabbit and will be available on the customer's account. Each customer will be able to access their own personal account online via JackRabbit's parent portal. All payments will be recorded through this online system where customers can view, make payments and re-print receipts. Items approved to be invoiced for direct deposit payment will still be recorded on a customer's JackRabbit account.

#### **1.5 Payment Methods**

Payments for tuition can be made in person at any FEA reception with EFTPOS only. We also accept EFTPOS payment over the phone to reception on (08) 8164 3972. Manual payments can be made via Jackrabbit customer portal with credit/debit card only. **Direct Debit Payments** & manual payments with Credit or Debit Cards via Jackrabbit portal will incur a transaction fee plus handling fee as follows. *Visa & MasterCard (2.20% Plus \$0.66), AMEX (4.40% Plus \$0.66). Example: a \$100 payment via Visa will total \$102.86 (\$2.20 Transaction Fee + \$0.66 Handling Fee).* Any billable item on a customer's account can be paid for at FEA reception via EFTPOS or Cash with NO additional fees. EFTPOS only accepts Visa & MasterCard payments.

#### **1.6 Declined Automatic Debit**

If a customer has either full or partial amount remaining on their monthly tuition instalment and automatic payment on the 1st of the month is declined FEA will contact the customer regarding their account. Customers will have until 5pm the next day to bring their account up to date, this includes Saturdays if the debit is initiated on a Friday. Customers will be given the opportunity to pay their account over the phone with the FEA representative during the initial contact. Customers who fail to bring account up to do date by 5pm the following day will be subject to late fees and possible suspension of services. See section 6 "Late Fees & Suspension of services" for more details.

### **2. Other Costs**

#### **2.1 Additional Costs of All Star Cheer and Dance**

Other than tuition fee's there are other costs that should be taken into consideration when joining a competitive cheerleading or dance team including CheerStars & DanceStars. Items such as registration fees, cheer team uniforms, competition entry costs, dance team costumes, additional routine fee's (for athletes that compete in multiple teams) and any additional classes are not considered Tuition and are billed on top of each student's yearly tuition costs. Costing for all additional items needed to engage in competitive Cheerleading or Dance can be found in the [2023 Registration Pack](#).

## 2.2 Important Due Dates

- Registration Costs – Due at the time of joining FEA. Must be completed prior to undertaking any classes at FEA (other than free trial sessions)
- Yearly Tuition Payment in Full – Follows same conditions as Registration Costs
- Uniform (if applicable) – 1st April 2023
- Music Costs (if applicable) – 16th April 2023
- Competition Bundle – 21st May 2023

## 2.3 Competition Bundle

Each Competition Bundle includes the entry fee for each student's main team, a \$10 admin fee for local competitions, \$20 admin fee for Interstate competitions, \$22 flat fee for choreography & GST. Only one (1) Competition Bundle is payable per student. If students are enrolled into multiple teams an additional routine entry price will be applicable per competition see 2.4 below for more details. No additional choreography fee is applicable for students in multiple teams.

- Full costs breakdown of Competition Bundle Per team can be found in the [2023 Registration Pack](#).

## 2.4 Additional Routine Entry Costs

For any athlete entered into more than One (1) routine will be required to pay an additional routine entry cost for each additional routine at every competition. Additional routine costs for the 2023 season are as per the [2023 Registration Pack](#). Each cost includes a \$3 admin fee and GST. Additional routine entry costs are billed 8-10weeks from competition date and due 4-6weeks prior.

## 2.5 Registration Costs & Merchandise Packs

A registration cost is applicable to every student who trains with FEA. Registration costs are paid yearly and need to be renewed each season. Students with unpaid registration fees will not be allowed to enter any FEA training areas or participate in any activities. Registration fees include student accidental & personal injury cover and competition injury cover. Only one registration fee needs be paid per student regardless of how many classes/programs they enrol into.

All **NEW** students enrolling into an Elite Cheer or Dance team for the 2023 season will be required to purchase a 2023 Merchandise Pack. One (1) Merchandise Pack is required per child based on their highest level of team.

- Registration Costs | **\$80**
  - Includes 2023 Club T-Shirt
- 2023 Merchandise Pack | **\$120**
  - Includes Choice of Crop or Singlet & Shorts, Males get additional T-Shirts

The Crop & Shorts design from 2022 will be kept for the 2023 Season. Returning athletes will not need to re-purchase these items unless they choose to.

New customers can purchase second hand items if available but will need to let FEA know at Registration Week.

## **2.6 Additional Tumbling, Private Lessons & Other Classes**

Students enrolled into All Star Cheer or Dance are welcome to book additional classes outside what their Cheer or Dance tuition covers to help with their development and skills progression. Any additional class will be billed separately per student and cannot be added to a customer's monthly billing. Additional classes outside a student's All Star Tuition are not eligible for Sibling or any other Discount. All additional classes will follow the same billing method as Recreational classes and be charged per class/per term as required.

## **3. Discounts**

### **3.1 All Star Yearly Tuition Payment in Full**

If a customer elects to pay their tuition in full they are eligible for a \$100 discount for All Star teams & \$50 for Novice teams where Sibling Discount is not applicable. Customers eligible for Sibling Discount will not be able to also use the \$100 Pay in Full discount.

### **3.2 Sibling Discount**

Customers with Two (2) or more students enrolled into any All Star Cheer or Dance program will be eligible for a 10% Sibling Discount off Tuition Only. Sibling Discount can be redeemed on Monthly Billing or Payment in Full accounts.

### **3.3 Multi-Team Discount (Cheer)**

For 2022 athletes will be able to compete in Three (3) Cheerleading teams with the following discounted tuition costs:

- 1st team - Full Price as set in 2022 Registration Pack
- 2nd team - \$100/month flat fee
- 3rd team - \$50/month flat fee

**Important Please Read\*** 1st team in regards to billing will be determined by each student's highest level team (this may be different to an athlete's first team as per team selections). The flat fee for 2nd & 3rd team will apply thereafter.

### **3.4 South Australian School Sports Vouchers**

FEA is an eligible provider & will accept School Sports vouchers in 2023 for eligible customers with primary school aged children. To know if your eligible go to <https://www.sportsvouchers.sa.gov.au/>

## **4. Refunds Policy**

### **4.1 Cooling Off Period**

Customers who enrol into any competitive Cheer or Dance team will have a 2 week cooling off period. Cooling off period will only apply once all enrolment forms, contract, participation waiver and tuition agreement have been completed and returned to FEA admin. Cooling off period will begin at the students first class and will run for 14 days, within this time if the customer decided that FEA is not the right fit they can cancel their membership without any cancellation fees.

#### **4.2 Refunds General**

Customers may be eligible for full or partial refunds on Tuition and Competition Bundle in certain situations depending on date of cancellation and reason for cancellation.

#### **4.3 Refunds to Tuition & Registration Payments when paying Year in Full**

- Customer accepts team placement & registers in January 2023 and cancels membership prior to classes beginning Term 1 on February 6th 2023 – Full refund on Tuition & Merchandise Pack. No Refund on Registration if paid.
- Customer Joins any time of the year and cancels membership within their cooling off period – Partial refund of 90% of tuition, Full Refund of Merchandise Pack. No Refund on Registration.
- Customer joins any time of the year and cancels membership after cooling off period – No Refund given on any Tuition, Merchandise Pack or Registration.

#### **4.4 Refunds to Tuition & Registration Payments when paying via Monthly Instalments**

- Customer joins any time of the year and cancels membership during cooling off period – No cancellation fee, if full monthly instalment has already been taken in advance than partial refund will be given misusing the classes already taken by the student/s. Full Refund on Merchandise Pack. No refund on Registration costs. If monthly instalment is not yet debited, then automatic payments will be cancelled and customer will be billed manually for classes already completed by student/s.
- Customer joins any time of the year and cancels membership after cooling off period – Cancellation fee added to account as per cancellation policy; see section 5. No refund on registration costs, No Refund on Merchandise Pack, no refund to any previous instalments (if any). If a customer cancels membership mid-month then customer forfeits any unused credit from that instalment. In this instance, monthly instalments will still continue until the customer has paid full amount of cancellation fee applicable as per Section 5.

#### **4.5 Refunds on Competition Bundle and/or Uniform costs**

- Customers Pays Competition Bundle and/or Uniform in full and then cancels membership or Uniform order before the payment due date - Full refund minus amounts taken for cancellation fees as per cancellation policy see Section 5.
- Customers Pays Competition Bundle and/or uniform in full on or before the payment due date then cancel membership or uniform order after the payment due date
  - Uniforms - If uniform has not been ordered from manufacturer, then refund will be given, if uniform has been ordered manufacturer then no

refund can be given and customer will receive the uniform but can elect to on sell to another family at own discretion.

- Competition Bundle – If a customer cancels membership on or before Competition Bundle due date of 21st May 2023, then full refund will be issued minus any applicable cancellation fee. If a customer cancels membership after 21st May but before August 1st 2023 a 50% refund will be issued minus any applicable cancellation fee. If a customer cancels membership on or after August 2nd 2023 then no refund will be given and cancellation fees will be applied to customer account as per cancellation policy see section 5.

#### **4.6 Refunds as a result of Injury and/or sickness**

If a student sustains a major injury either whilst training or competing with FEA or outside of FEA, or becomes extremely sick, either physically or mentally during the course of their enrolment with FEA then the customer may be entitled to partial refunds. In order to qualify for refund the customer must prove that the sickness or injury of the student will in fact prevent them from completing their enrolment with FEA for the entirety of the remaining season. Customers must produce a valid doctors certificate/letter from an approved Sports Physician in case of injury or an approved Specialist Physician in case of major sickness or trauma, FEA will not accept certificates from General Practitioners (GPs). If the athlete is deemed by a medical professional to be unfit for their enrolment for the remainder of the season, then the following refunds can apply:

- Pay in full customers – Refund of the remainder of the years tuition. No cancellation fee applied.
- Monthly Billing Customers – No cancellation fee applied, all future instalments cancelled. No cancellation fee applied.
- Registration Costs – 50% refund if injury/sickness occurs in cooling off period. Otherwise No refund can be given for Registration Costs.
- No Refund on Merchandise Pack - Student can still receive and keep items
- Competition Bundle – Refund back the portion of entries the student has not been entered into, note students are usually entered and paid for 6 weeks prior to a competition if injury or sickness occurs in this time before the event then no refund can be given for that entry despite the student not able to participate. This includes additional routine entry costs. This policy also applies to students who become injured or sick during the season and may not be able to compete at 1 or more competitions but can return to training later in the season and attend later competitions – if injury occurs within 6 weeks of a competition the customer must still pay for additional entries (if applicable). No Refund on choreography costs if student is unable to continue for the season
- Uniforms – If injury or sickness occurs before the uniform is ordered and not yet paid for at the supplier than a full refund can be given, if the order has already been paid for or the student has already received their uniform then the customer must keep the item, they can choose to on sell the uniform or keep it for next time the student can return to the sport
- Music & Choreography – If before payment due date and no payment is yet made then these items will be deleted from account and no longer payable. If after the due date then no refund can be made on routine Music & Choreography.

Refunds only applicable if customer has already paid in full for above items and satisfy the listed requirements. If the student sustains an injury or sickness that will **not** prevent the student from completing their 2023 enrolment can apply for a suspension of services, see Section 6 to learn more.

#### **4.7 Refunds for customers who are removed by FEA Management**

Customers that are found in breach FEA policy resulting disciplinary action and subsequent termination of membership by FEA Management forfeit any right to refund of any kind. Cancellation fee's as per cancellation policy will apply.

#### **4.8 Account Credit**

For additional classes, holiday programs or events outside of a student's All Star tuition, refunds will be given in the form of account credits in situations where classes are paid for in advance but cancelled for any reason by FEA or the customer themselves (provided the customer gives the proper notice prior to cancelling their booking for that day). Account credits cannot be redeemed for cash.

#### **4.9 Pro Shop**

No cash refunds can be offered on pro shop items. Returns are accepted if an item sold by an FEA Pro Shop is deemed faulty, not fit for purpose, does not match description, sizing is wrong or change of mind. Pro Shop items must be exchanged or returned with FEA reception; a customer may exchange an item for a different size or style of item. The item must be returned with valid receipt (all pro shop sales will email or print (by request) receipts for customers, items cannot be worn, items cannot be washed. If the customer chooses to exchange for a different item, the customer must cover any discrepancies in price between the two items if the new item cost is higher. If the new item cost is lower in price than the returned item, then the remaining balance will be added to the customers FEA account and applied to the next relevant fee or remain on the account as credit. Customers can elect to return the item and receive the cost of the item back onto their account as credit.

### **5. Cancellations Policy**

#### **5.1 Methods of cancellation of membership**

Customers can request to cancel their membership at any time during their contracted membership. FEA management can terminate memberships for various reasons including but not limited to; breach of behaviour, abusive behaviour towards staff or other FEA members, harassment, abuse of social media, poor parent conduct, general conduct or competition behaviour policies. FEA reserve the right to terminate customer memberships at any time if they feel a customer is not positively contributing to the culture of the program, not embracing or emulating FEA's core values or impeding our ability to maintain a safe environment.

#### **5.2 Cancellation Fees – Full Cancelled Membership**

Due to the nature of competitive cheerleading and dance a well thought out and solid commitment must be maintained from all team members in order to be successful. As the season progresses, routines become more refined to the skill of the team and team members become more in sync, the later the season progresses

the more detrimental to the team removing an athlete becomes. As such cancellation fees are structured to increase in increments the later the season progresses. \*Note customers may still cancel membership or change membership type without cancellations fee's if change request is given to FEA in writing within a customer's 2 week cooling off period.

- Cancellation of Membership between February 1st - August 1st
  - Elite Cheer & Dance **\$250** – Novice Cheer/Dance \$140
- Cancellation of Membership between August 2nd - September 1st
  - Elite Cheer & Dance **\$350** – Novice Cheer/Dance \$200
- Cancellation of Membership between September 2nd –December 1st
  - Elite Cheer & Dance **\$400** – Novice Cheer/Dance \$260

**IMPORANT NOTE** - Adult 1NT follows the Novice Cheer Cancellation costing. CheerStars & DanceStars teams do not have any such cancellation fees, however we do ask all participants to consider the commitment level to their team/s prior to joining to avoid disruption to the team later in the season.

### 5.3 Cancellation Fees – Dropping teams without cancelling membership

Customers with students enrolled into multiple cheer/dance teams who choose to drop teams mid-season are also liable for cancellation fee's due to the detrimental nature of removing athletes from teams during the season. This cancellation structure is applicable for customers with siblings if one sibling cancels membership and the other continues. This structure will also be applicable for customers who change membership type from competitive to recreational membership type. \*Note customers may still drop teams or change membership type without cancellations fee's if change request is given to FEA in writing within a customer's 2 week cooling off period.

- Dropping 1 or more teams of any program or level between February 3rd - May 1st
  - **\$50** per team, per student.
- Dropping 1 or more teams of any program or level between May 2nd - October 1st
  - **\$100** per team, per student
- Dropping 1 or more teams of any program or level between October 2nd – December 1st
  - **\$150** per team, per student

### 5.4 Exemptions to Cancellation fees

In exceptional circumstances there may be exemptions allowing for reduction or removal of cancellation fees on a customer's account. Depending on the circumstances in which a customer is requesting to cancel memberships FEA Management may ask for sufficient proof to validate a customer's reasoning behind cancellation. In the case of a student unable to continue with their membership due to injury or chronic physical issues, a letter from an approved sports practitioner must be obtained and approved by FEA Management to qualify for exemption. For issues regarding student physical or mental health resulting in cancellation of membership a letter from a specialist practitioner must be obtained and approved by FEA management to qualify for exemption. FEA will not accept letters from General Practitioners (GPs). FEA will take each membership cancellation on a case by case nature and may ask for further information, if customers cannot or will not obtain



the relevant information within 14 days of cancellation then no exceptions can be made and full cancellation fee applies based on date of original cancellation application.

## 5.5 Cancellation Application

Any membership cancellations must be applied for in writing to FEA management via [accounts@forceeliteacademy.com.au](mailto:accounts@forceeliteacademy.com.au).

## 5.6 Termination of Membership

FEA has a duty of care to protect the interests of its students, staff members and customers. Students, Staff members and customers must all follow the rules & policies set forth in this document. FEA management will take appropriate steps in dealing with any breaches in policy by any group or individual. FEA will endeavour to investigate and determine the correct course of action to deal with any given situation. Major breaches in policy regarding but not limited to harassment, alcohol & drugs, unsafe behaviour, social media and or parent conduct will result in instant termination of membership. Minor breaches can result in FEA investigation, formal warnings and other disciplinary action.

## 6. Late Fees & Suspension of Services

### 6.1 Late Fees – Monthly Tuition Instalment

As described in Section 1, Paragraph 1.6, customers that decline on their direct debit will have until 5pm the following day to have their instalment up to date. If customers do not have their tuition instalment up to date by the 5pm deadline, then a **\$15 late payment fee** will be applied. The customer will then have until their next class to bring their instalment and the late fee up to date. See paragraph 6.3 for more info.

### 6.2 Late Fees – Competitions, Uniforms, Choreography & Music

In the case of Competition Entries Bundle, additional routine entries, uniforms and music /choreography fees these items will all have a set due date for payment as communicated by FEA. Due dates are also visible on the customer portal. If any of the above items are not fully paid (including partially paid) by the set due date, then a **\$10 late payment fee** will be applied per overdue item with an additional **\$5 fee added per week** thereafter until the original item plus the fees are all brought up to date. NOTE\* if additional competition entries are 1 week overdue then the student will not be entered into the competition for the team's correlating to those additional entries. This will result in the student sitting out of trainings for those teams until the competition is complete and the student can return to the routine. Please note that if the student is removed from the routine then there is no guarantee the coach will be able to place them back in the same role.

### **6.3 Suspension of service – All Star Cheer and/or Dance**

As described in paragraph 6.1, once the late payment fee has been applied the customer will then have until the next class (that the monthly instalment applies to) to make payment of the instalment plus the late fee. If the customer fails to bring payment up to date before the students next class, then FEA will not be able to provide service to the student, it is still a requirement that the student attends team practices but they will not be able to participate. This has a hugely negative effect on not only the student but the entire team and customers are urged to budget and manage their accounts accordingly to avoid this.

### **6.4 Suspension of service – Additional classes**

Customers will need to pay in advance for all additional classes. If a class/private lesson is not paid for at the time of the lesson the student will not be permitted to participate.

### **6.5 Reinstating services**

Once a customer has brought all applicable amounts up to date for monthly tuition instalment and/or additional classes then the student/s will be able to resume activities immediately. Customers are not able to reclaim miss classes due to suspended services as account credit or refund.

### **6.6 Injury or Sickness– All Star Membership**

Students who sustain an injury or become sick (either physically or mentally) resulting in the student not being able to continue their enrolment for 4 or more weeks have the opportunity to suspend their Monthly Instalments and keep their place in their team for a maximum of 2 Monthly Instalment cycles. Pay in full customers must understand that no refunds can be offered off tuition in the event of missed trainings due to injury during the season. Students that are unable to train or compete due to injury must submit a valid Doctors certificate from an approved Sports Physician indicating the type of injury, date of injury, rehabilitation plan and date of return to activities in order to receive payment suspension. Students who become sick and are unable to train must submit a valid doctors certificate from an approved Specialist Physician, stating the sickness, the treatment and the planned return to activity. FEA will not accept certificates/letters from General Practitioners (GPs). If the injury or sickness is persisting beyond the 2nd Instalment cycle and continues to keep the student from training or competing the customer can choose to do the following:

- Resume normal direct debit payments until the student is fit and cleared back to train (note athlete may not get same position back in team after being out)
- Student is removed from the team pending rehabilitation or treatment and confirmation of whether or not they can return. Payments will not be resumed but bear in mind that the coaches will be free to replace the athlete at this time and it is not guaranteed the athlete will be able to return to their team once finally cleared to return.

If a student returns before the 2nd Instalment Cycle, then a manual instalment will be billed to the customer based on the date the student resumed services.

## **6.7 Injury or Sickness – Additional Classes**

If a student is injured and cannot attend any additional classes outside their All Star team/s then account credit can be applied for any pre-paid sessions missed or costs can be removed from account for any lesson not yet attended.

## **6.8 Minor Injury or sickness**

Students who sustain minor injuries or sickness that require them to miss less than 4 weeks of training are not able eligible for payment suspension or any refunds. Students are required to attend and observe training sessions for their All Star Cheer or Dance team but not required to observe tumbling, flyers or dance tech classes. Athletes who are have cold, flu symptoms, awaiting a COVID test result or being diagnosed with COVID-19 **MUST** remain at home. Students with very minor injury such as general soreness, bruises etc. are still required to attend trainings, activities can be modified for the student. Athletes with recent concussion injury must follow Health Professional advice on proper recovery time before returning to classes.

## **7. Additional Classes**

### **7.1 Basic information**

Additional classes are all other class types that are not All Star Cheer or Dance competitive teams including Tumbling Classes, Semi Privates, Dance Technique, Flyers Classes and Flexibility classes. Tumbling classes are classes are mandatory for all students in Levels 1-6 and included in the tuition costs, tumbling classes are optional for Novice full season and CheerStars half season teams and is not included in the tuition costs. Dance Technique classes are mandatory for all, All Star dancers and is included in the tuition costs. Flyers classes are mandatory for all students who are required to fly in any Cheer Team Levels 1-6, this is not included in the tuition costs and is billed per term. All other classes are optional for customers to enrol into and are billed per term. See paragraph 7.2 for more details regarding tumbling, dance or flyers privates.

### **7.2 Private Lessons**

Customers enrolling into Private Tumbling, Dance or Flyers lessons must pay for their session prior to commencing activities with their coach. Customers have up to 2 hours prior to the scheduled start time to cancel a tumbling, flyers or dance private session. Customers can reschedule the missed session for free provided they contact FEA reception 2 hours prior. If the customer contacts FEA reception or contacts FEA after 2 hours prior but before the start time of the lesson, then 50% price of private will be charged to customers account. If customer is a no-show and does not contact FEA at all then full price of the lesson will still be payable. Customers who have pre-paid for their lesson still need to follow the 2 hour prior rule. Customers can re-schedule or receive account credit if they contact FEA 2 or more hours prior, beyond 2 hours prior customers can reschedule but cannot get an

account credit, if customer is a no-show then they will forfeit their payment for that lesson.

### **7.3 Cancelling class & re-scheduling**

If a student cannot make it to any of their additional classes, then they have the option to re-schedule to another time during the week or at another FEA location. Not applicable for All Star Cheer or Dance team practices. The customer must contact FEA reception via phone or email at least 1 hour prior to the scheduled class start time to inform of the student's absence, FEA reception will be able to assist with re-scheduling the student to a new class time for a once off make up session. The student can attend another class of the same level or a lower level to make up but cannot attend a higher level unless approved by FEA management. FEA will endeavour to find a suitable make up session however if the customer does not want to attend the offered session/s then they will have to forfeit their make up for that week. If a customer does not contact FEA prior to 1 hour before a classes scheduled start time, then no make up session can be offered.

### **7.4 Private Tumbling, Flyers or Dance**

Customers enrolling into Private tumbling, Dance or flyers sessions must pay for their session prior to commencing activities with their coach. Customers have up to 2 hours prior to the scheduled start time to cancel a tumbling, flyers or dance private session. Customers can reschedule the missed session for free provided they contact FEA reception 2 hours prior. If the customer does not contact FEA reception or contacts FEA after 2 hours prior, then full price of private will be charged to customers account, if customer has already pre-purchased their private session then no refund can be offered. In the result of no-show or late alert customers can book another private session but at the additional cost of a new booking.

### **7.5 Tumbling Private Packs**

Tumbling privates are usually \$50 each per 45min session but are also offered in 5pack for \$220 an 10pck for \$400. Customers electing to purchase a 5 or 10 pack of Tumbling Privates can book each individual private via the online portal but must contact FEA reception to have the packaged price fixed on the account. Customers must pay for the entire 5 or 10 pack in full before the date of the first private in the pack in order to receive the discounted rate. If the customer cannot pay the full amount of the package before the first session, then they can pay for the private sessions individually at \$50/session.

## **8. Payments Miscellaneous**

### **8.1 Overdue accounts**

Accounts, including all applicable late fees that are overdue by 2 weeks or greater with no arrangement or communication from the customer with FEA will result in further collection actions being initiated. The customer will also be liable for any additional fee's during the collections process.

### **8.2 Communication**

FEA Management implore each and every customer to communicate with them regarding account issues. Customers who consistently ignore phone calls and emails from FEA regarding their account will not be able to effectively manage their account and risk suspension of services or possibly termination of membership if effective communication lines are not established and accounts are unacceptably in arrears.

### **8.3 Payment Arrangements**

Customers requesting a payment arrangement must do so in writing to FEA management only via email to [accounts@forceeliteacademy.com.au](mailto:accounts@forceeliteacademy.com.au). FEA will not offer extensions and will take payment arrangements on a case by case basis. Arrangements must be clearly requested for a specific payment or item with a set due date and must be requested at least 2 weeks prior to the due date. Arrangements requested within 2 weeks of a due date may not be approved, if an arrangement request is declined the reasons will be given to the customer and all applicable late fees will apply if the item payment becomes overdue. Customers who lapse in payment on an approved arrangement will be contacted by FEA immediately and will have 24hrs to rectify the payment. If the customer cannot make the payment as per the arrangement, then the arrangement will be void and the customer liable for full cost of the item in question and applicable late fees if overdue.

### **8.4 Financial Hardship**

Customers experiencing financial hardship must book a meeting in person with FEA management only. Customers can discuss with FEA their situation in privacy and possible solutions and/or timeframe to when the hardship will be over. FEA will assess each customer on a case by case basis and determine the correct course of action for each individual family.

### **8.5 Customers with bad credit or poor payment history**

FEA reserves the right to terminate membership to any customer/s consistently declining in Monthly Instalments, consistently overdue on additional class, competition entries and all other items and consistently building up late fee's that can't be paid back.

## **9. Safety General**

### **9.1 Facility**

All FEA facilities and equipment are checked monthly for wear and tear. When necessary FEA will perform any maintenance needed to ensure all equipment is fit for use.

### **9.2 Coaches**

All FEA coaches are placed through extensive training and credentialing process for cheer and tumbling. All junior, adult and senior coaches possess International All Star Federation (IASF) credentialing for cheer and tumbling to the level they are teaching. All trainee coaches are under strict supervision of a senior coach at all times. All coaches over the age of 14 are required to possess a valid Department of Human Services (DHS) working with children's check as per the new laws. Every senior coach is required to hold a valid Senior First Aid certificate and complete yearly refresher courses.

### **9.3 Entrance to Training Area**

Only Coaching Staff are allowed to freely enter any FEA training facility area. Students are not to enter the training area unless invited to do so by their coach. Parents are not permitted to enter the training areas of any of our facilities unless invited to do so by the senior coach on duty.

### **9.4 Acceptable Training Attire**

Acceptable training attire are as follows:

- Any FEA Training Uniform
- Any FEA Club T-Shirt
- Generic Sports bike Shorts or Leggings
- Generic sports cropped tops, singlets & shirts
- FEA Activewear Apparel
- Leotard with stockings/leggings underneath (dance classes)
- Cheerleading Shoes
- Toe socks & jazz slippers (dance classes)

### **9.5 Unacceptable Training Attire**

Unacceptable training attire are as follows:

- Baggy Clothing
- Denim
- Large jumpers, hoodies or jackets
- Track pants
- Clothing with obscene or offensive graphics
- Clothing that is overly exposing and not appropriate as to promote an athletic and professional image

## **9.6 Hair, Nails & Jewellery**

Hair must be tied back into a high ponytail at all times whilst participating in cheer, dance or tumbling activities. Nails must be cut short, acrylics and fake nails are strictly not allowed, athletes with long nails will need to cut them before commencing activities. Piercings must be removed where practical, if a piercing is deemed a safety risk for other students it must be removed at the coach's request. Athletes with nose/lip piercings train at their own risk and FEA is not liable for any injury should a facial piercing be caught during the course of normal training activities. No jewellery can be worn on the hands, wrists or neck on athlete whilst at training, this included heart rate trackers, FitBit & Apple/Samsung watches.

## **9.7 Car Park Safety**

Both car parks at both FEA facilities are long and slender, not leaving a large amount of room for shared pedestrian & vehicle access. As a result, vehicles MUST be restricted to a maximum speed of 5km/h whilst in an FEA carpark and give way to ALL pedestrians. Students and/or customers using excessive speed in the car park areas, driving carelessly or recklessly to endanger the safety of others will receive one formal warning from FEA, a second offence will result in termination of membership.

## **9.9 Smoking Around an FEA Facility**

Parents and Students who choose to smoke must do so at least 50m from the nearest entrance/exit of an FEA facility and obey ALL non-smoking signs. This for the health and safety of all our students, parents and staff. Any person smoking within these distances must move clear and follow all instructions from FEA staff.

## **9.10 Athlete Tumble at Home**

It's very important to know that athletes place themselves at huge risk of serious injury when they attempt to self-teach skills they are not ready or conditioned for. Most of the time students are tumbling on hard surfaces or equipment not designed for tumbling, without adequate supervision. FEA recommends that students leave the progression of new skills to the gym where your coaches can assist you. Students are permitted to tumble outside of the cheer gym under strict conditions. Students may only perform tumbling skills outside the cheer gym that are signed off on their personal tumble progression card, therefore only skills you have perfected should be performed out of the gym. The current skills being worked on and new skills absolutely NOT be attempted at home. If you are unsure about what skills you can/cannot do please speak to your coach.

## **9.11 Spotting Tumbling**

Only qualified tumbling coaches with previous tumbling spotting proficiency are to spot skill of any sort. Coaching staff may only spot skills to the level of their credentialing. Students absolutely must NOT spot another student in any tumbling skill no matter the level.

## **10. Injury Management**

### **10.1 Initial Response**

In the event of an injury FEA staff will respond immediately, halting all training drills if necessary to give full attention to the injured student. Classes will continue to be paused until the injured athlete is treated and moved from the training area. FEA Staff have access to first aid supplies and ice packs etc. to treat a wide variety of minor injury that can occur in the sport.

### **10.2 Minor Injury**

Minor injuries that do not fully incapacitate the student including but not limited to; small muscle/ligament strains, sprained joints, small cuts, bruises etc. can be treated on the spot by the senior coach without any requirement for a doctor or physiotherapist check-up.

### **10.3 Major Injury**

Major injuries constitute any injury that fully incapacitate the athlete and restrict their ability to continue in and class activities. These include but not limited to; medium-major muscle/ligament damage, fractured bones and/or head injuries of any type. In the result of major injury FEA staff will halt all actives and focus on providing first aid applicable to the injury. Athletes are required to have any major injury assessed by a Doctor or Physiotherapist regardless if they go to hospital or not. Athletes will need to be cleared back to training/competing via letter by a medical professional.

### **10.4 Concussion**

Concussion is a serious risk in this sport. All FEA staff are required to complete a "Heads Up", Concussion awareness training course with yearly renewals. In the event of any suspected head injury the student will be assessed for concussion, if concussion tests are conclusive the athlete will be sat out of the session for the remainder of the training session. All concussion instances require a doctor assessment before returning to training. A post-concussion questionnaire will also need to be filled out by the student on returning to training/competing.

### **10.5 Use of Ambulance**

FEA reserves the right to call an ambulance where it feels necessary in the instance of major injury regardless of the customer's level of ambulance cover. It is the customer's responsibility to have adequate health cover including ambulance. FEA student personal accident cover does not include ambulance call out fee and is not liable for the costs associated with calling an ambulance.

### **10.6 Reporting**

In instances of injury where the athlete has to be removed from training to receive treatment and cannot return back into the training session after receiving treatment, an incident report form must be filled out and signed by the student's parent/guardian before leaving the premises. Any injury requiring an Injury Report



Form will also require a medical professional clearance to return to training/competing.

### **10.7 Communication**

Minor injuries do not require immediate communication with a student's parent or guardian, at the end of the training session the senior coach may speak in person with the student's parent/guardian depending on the severity of the injury. In the event of major injury, the student's parent or caregiver will be contacted immediately via phone, if the primary contact cannot be called within 5mins then the emergency contact will be contacted. Depending on severity of injury the parent/guardian can take the student from the premises after signing the Incident report form and take them home or to hospital.

### **10.8 Emergency Contact**

It is extremely important that the emergency contact listed on the student's account is NOT the student's primary contact. FEA staff need a separate person to contact in the event the primary contact cannot be reached in the event of an emergency.

## **11. Prevention**

### **11.1 Progression & Levelling**

Injuries are prevented best by proper skills progression, levelling and emphasis of correct technique in all skills. FEA prides itself of having the best progression & levelling system in the state. Our philosophy of practice, perfection before progression is implemented through all programs from cheer to tumbling to dance. Meaning all athletes must practice and perfect all skills in a logical order to allow for smooth and safe progression through the levels. This has been proven to be not only the safest way for students to learn, greatly reducing the chance of injury but also the fastest way to progress skills.

### **11.2 Lesson Planning**

Senior Coaching staff are required to do lesson plans by term, weekly and per lesson to ensure they are able to stick to a set target with their class/team and keep track of what the students are learning and going to learn so that sessions are well thought out ahead of time, lowering risk of unsafe situations.

### **11.3 Understanding the skills**

Our senior coaches know every minute detail of each stunt, tumble skill or dance skill they are teaching and can break down the skills multiple ways to teach the students how to effectively and safely perform the skills we do.

### **11.4 Progression Cards & Meetings**

Each athlete that attends any tumbling at FEA will have a tumbling progression card that outlines the skills progression and shows what the athlete has achieved and what they have next to work on. Progression cards are to be kept on site at all time and can parents can request to look at them at any time.

Progression meetings can be booked at anytime with a senior coach for any athlete and help parents understand where their child is at and how to best help them reach their goals. On occasion progression meeting times will be available for booking mid season and end of season.

## **12. Harassment Policy**

### **12. FEA Harassment Policy & Procedures**

#### **12.1 Definition of Harassment**

Harassment as defined by FEA is any act by an individual or group towards another individual that is offensive in nature. There are many acts that constitute harassment from common bullying/teasing of an individual to private gossiping about an individual by a group and can vary in severity depending on the circumstances and people involved.

#### **12.2 Tolerance for Harassment**

FEA as a ZERO tolerance for harassment or bullying originating from any FEA student, parent or staff member. FEA will not tolerate any sort of physical or verbal abuse of an individual towards any other FEA student, parent, FEA staff member, students, parents or staff of another club/program, event official or judging staff. FEA will not tolerate any gossip from parent or students about another student, parent, staff member or other club. Harassment of a sexual or racist nature or towards a person of disability will also not be tolerated.

#### **12.3 Formats for Harassment**

Harassment can occur almost anywhere. Formats where FEA constantly monitor and police for possible harassment include but not limited to; within all FEA facilities, at cheer & dance events or competitions and online via all forms of social media.

#### **12.4 Jurisdiction**

FEA has a duty of care to protect its students, customers and staff from instances of harassment and bullying. In instances where a case of harassment or bullying has originated within FEA or at any Cheer or Dance competitions, then FEA will have suitable motivation to intervene and if necessary act upon instances where its athletes are involved in any way. In cases where a situation has occurred outside of FEA, e.g at school, work or at home and has involved FEA students, parents or staff but doesn't not involve any incident within FEA or at competition then FEA will not be able to involve its self. In instances such as these FEA recommend seeking advice from Police.

#### **12.5 Reporting Process**

Those who are affected by harassment are encouraged to speak in confidence to their coach or FEA management where advice and counselling can be offered to help remedy the situation. First point of contact is your senior coach if an incident occurs within an FEA facility. Either the student or parent can approach the coach in person (not during training times) or via email to discuss minor incidents or potential problems. Your coach is trained to assess the situation and risk of potential bullying

and will guide you through the situation. If the situation or incident is of a serious nature in which needs more in-depth investigation your coach will pass the incident to FEA management. If an incident occurs online FEA management must be notified via email. From there FEA management will take the necessary course of action to the situation.

## **12.6 Investigation Process**

When presented with any claim on harassment, bullying, gossip whether in person or online, FEA will take steps to talk to all parties involved where possible in person to find the truth and cause of any incident. A formal meeting with FEA Management may be required and will be requested if necessary.

## **12.7 Consequences**

In the case where any FEA Student/s or Parent/s are found to be guilty of harassment, gossip, bullying (either in person or online) or physical/verbal assault, FEA management will determine the appropriate outcome. FEA may choose to give formal warnings, ban individuals from FEA facilities for a certain timeframe, remove or separate students from teams and if necessary terminate a customer's membership.

# **13. Behaviour Policy**

## **13 General Behaviour**

### **13.1 Applications**

This behaviour policy applies to every single member of FEA, including students, parents staff members, contractors and management.

### **13.2 FEA's core values**

Force Elite pride ourselves on creating an environment and a culture that can help girls and boys of all ages flourish in the sport they love. We believe in creating positive connections and bonds between coach to student so that students can not only learn new skills but also build and learn life lessons to guide them beyond the cheer or dance floor. As a business FEA are always striving for better customer relationship, offering constant and open communication and respect to customers and expecting the same in return to create positive customer experience.

### **13.3 Positive Environment**

It is FEAs goal to continually maintain a positive environment throughout all FEA facilities. It is up to all FEA members, students, parents, staff and management to work together to achieve this goal. To achieve this goal mutual respect between students, coaches and parents is expected at all times.

### **13.4 Unacceptable Behaviour**

Unacceptable behaviour applies to all FEA members, students, parents, staff, management, contractors and visitors. FEA will not tolerate any the following behaviour; swearing of any kind, foul or derogative language, conversations of sexually explicit nature, sexual body language or gestures, gossiping about any FEA student, parent or staff member or another club, arguing loudly between parents, yelling loudly at FEA staff, using threatening or intimidating body language towards an individual, physical assault of another. Other behaviours not listed here deemed not in accordance to FEA's goal of creating and maintaining a positive environment will also constitute in unacceptable behaviour. These behaviours can be observed within an FEA facility and at competitions.

### **13.5 Loitering**

Parents and students are required to leave and FEA facility within 15mins of the student's final class for the day. Parents are encouraged to leave the FEA facility whilst their children are attending classes and return within the final 5mins of class. Parents or students who remain on site during/between classes must not loiter in groups in any FEA reception, kitchen, exits or carparks.

### **13.6 Drugs & Alcohol**

Absolutely NO student, parent or staff member may attend FEA under the influence of alcohol or drugs. This included attending competitions and anytime an individual is traveling with FEA interstate or internationally for Cheer or Dance event.

### **13.7 Damage to Property**

Individuals who deliberately or accidentally damage any part of an FEA facility, structure or equipment (if damage caused to equipment was not through its intended use) will be liable for the costs associated with repairs.

### **13.8 Breaches in Policy**

Any student or parent who breaches this behaviour policy will face disciplinary actions from FEA. Minor breaches may result in a warning or removal of the individual from the facility for the day, other instances may require an individual be banned from entering a FEA facility for a set time or termination of membership outright. FEA will take each scenario on a case by case nature. But note that breaches to behaviour policies will not be taken lightly by FEA.

## **14. Social Media Policy**

### **14. Terms of Use**

#### **14.1 Definition of Social Media sites**

Social media sites include but not limited to Facebook, Messenger, YouTube, Snapchat, Instagram and TikTok

## **14.2 Posting FEA related content on Social Media**

Students and Parents are permitted to post content to their social media accounts with reference to FEA but absolutely must reflect the culture and values of FEA. Students and Parents cannot post videos of their full (or part of) competition routine. Students can post videos of singular skills they have achieved so long as to not show off large portions of their routine.

## **14.3 Inappropriate use of Social Media**

Students and Parents absolutely cannot post pictures or videos of themselves or others in FEA attire, apparel, uniform whilst acting not in accordance to our image, general behaviour or harassment policy. Students or parents cannot post on social media platforms any type of negative post, story or TikTok about FEA, FEA Coaches or other FEA students whether directly or indirectly, this includes the use of private story's. Students and Parents absolutely cannot post any images of themselves in FEA attire whilst consuming or affected by drugs and/or alcohol. Students absolutely cannot post images or videos of themselves or others engaging in any cheerleading, tumbling or dance skills whilst consuming alcohol or whilst intoxicated (regardless of attire).

## **14.4 Removal of Posts**

FEA management reserves the right to request removal of any social media post, not within the guidance of any of our policies, or any content they deem defamatory to FEA, its culture and the sport of Cheer, Dance and Tumble in general. Refusal to remove requested posts will result in immediate termination of membership with FEA for a period of 3 years.

## **14.5 Creation of team Instagram Accounts**

FEA will allow the creation of team Instagram pages to help promote the team and share highlights of the season under strict conditions. Students looking to create their teams account must first apply to FEA management via email to receive approval to use FEA's name and images. If approval is granted FEA will require the username and password along with all other contributors on the page. All pages must write "Athlete run page" in the account Bio. FEA reserve the right to access and remove any posts that are not in line with FEA policies, or delete the page all together. Unapproved pages with the FEA name on them will either need to be deleted or applied for approval.

## **14.6 Group Chats**

Whilst it is not against any policy to create private group/team chats via the various social media platforms, please keep these chats friendly and in line with our behaviour and harassment policies. FEA harassment policy still covers private group chats and offender risk being removed from the club if they choose to use private group chat a forum for hateful or vile speech. Teams who create private group chats must accept their coaches into the chat if they request to join, refusal to accept a coaches request to join will result in FEA management involvement and ultimately removal of the chat.

## **14.7 Posting of FEA Students to Club Accounts**

FEA will use a mixture of professional shots from competition events along with photos and videos taken by FEA staff members to help promote the club, showcase programs and grow our social media following via all formats of social media and via the website. FEA may place individual names or tag student accounts in social media posts. Parents can expressly request not to have individual photos and names/accounts tags on posts for certain children under their care for safety reasons in writing via email.

## **14.8 Communication via Social Media**

FEA will sometimes use social media as an informal method of communication. Teams of senior age and above may have an official private group via Facebook to share routine videos from competitions or trainings, communicate team specific information and other details. Parents of students under 18yrs old have the right to request access to the groups when created. FEA will also have a Facebook Group for all 2021 members that will feature monthly live videos talking about what's happening and discuss various topics. FEA also have an Items for Sale group where second hand FEA uniforms or apparel can find a new home. Asides from the team groups, FEA urges customers to avoid using social media to communication, especially via comment sections as we may not get a chance to read and respond. Customers can contact FEA via Facebook by messaging the page but do not try and contact via Instagram instant messages, or snapchat messages.

## **15. Image Policy**

### **15. Expectations**

#### **15.1 At Training**

All FEA students are expected to act in manner to continue to promote our clubs culture and values and the supportive, athletic nature of the sport. Image policy relates a student's appearance, actions and language when representing FEA, either in person or online at the gym or at competitions/events. Students must wear appropriate training apparel as per paragraph 9.4, clothing worn to training must be the correct size as not to be too big or small for the athlete. Clothing must not depict any obscene or offensive material or font. Crop tops/midriff tops are allowed for all ages whilst at training but must be tasteful in sizing and style to reflect an athletic mindset. Team coaches have the ability to remove athletes from classes for not wearing appropriate attire.

#### **15.2 At Competitions**

Remember students are directly representing FEA whenever they wear an FEA uniform and perform under the FEA name. All FEA students are expected to act in manner to continue to promote our clubs culture and values. FEA harassment and social media policies will be in effect at all competitions and FEA staff will be on the lookout. Athletes must follow all event providers image policies regarding midriff tops, changing and use of hairsprays etc. in confined spaces. Parents bringing their children to competition are also under the same expectation to act in a manner in

accordance to best represent FEA, all policies regarding parent behaviour and competition etiquette apply to all FEA parents attend competition events.

### **15.3 Smoking**

Absolutely NO smoking whilst in FEA uniform at competitions. If you are an athlete over the age of 18 who smokes you must NOT openly smoke in your FEA uniform. Put another item of clothing on over your uniform before smoking. Consider moving far away from the vicinity of the competition before smoking. Absolutely NO images of smoking in FEA uniform can be posed to any social media account. Parents who are in FEA apparel that are smokers must be mindful of others and move as far away from the venue as possible the health and comfort of all competition patrons.

### **15.4 Alcohol**

Absolutely NO consuming alcohol whilst in FEA uniform, past or present. Do not use old FEA uniforms as party fancy dress where alcohol will be consumed. Absolutely no images of students, parents or staff should be posted to social media whilst intoxicated, furthermore athletes should not be consuming alcohol and then performing stunt or tumbling skills, whether posted to social media or not. Absolutely NO alcohol is to be consumed within an FEA training facility during operating hours. FEA takes alcohol issues very seriously and condemns the mixture of alcohol and partying with Cheerleading & Dance.

### **15.5 Behaviour in social media posts**

Posting pictures or videos with obscene gestures, foul language (both in content and/or in caption) or hate speech whilst in reference to FEA, wearing FEA apparel or uniform will result in instant dismissal from all FEA programs.

### **15.6 Disciplinary Action**

Any individual/s in breach of image policy may face disciplinary action from FEA, depending on the severity of the breach of policy. Disciplinary action will work on a case by case basis.

## **16. Parent Code of Conduct**

### **16. Parent Polices**

#### **16.1 Drop off and Safety**

ALL parents who drop their children MUST park their car and bring their child into FEA reception before leaving the child in our care. Likewise, on pickup, students under the age of 13yrs will not be allowed to leave an FEA facility without a parent/guardian collecting them. Students must not remain on site for longer than 15mins after their last class. If you're running late and cannot arrive within 15mins of end of class, please contact FEA reception to let us know.

New for Mile End Facility. Parents must pick up students from within the confines of the gated block where our unit is. Under age students will not be permitted to walk out to London Rd after dark to be collected.

### **16.2 Drop and Go Exemptions**

We understand some parents must be there for their child under certain situations and must be accommodated including parents of children with disability or children under 5yrs of age and parents of children attending their first classes at FEA are able remain onsite. To apply for an exemption please email [dena@forceeliteacademy.com.au](mailto:dena@forceeliteacademy.com.au)

### **16.3 Parents who remain on site**

As per the drop and go policy, parents who qualify for an exemption must remain quietly in the waiting room, maintain social distancing from others and follow all other behaviour rules whilst on site. This also applies to other siblings not enrolled at FEA but coming with the parent who is exempt to remain onsite.

### **16.4 Expectations of All Parents**

Parents carry the same behaviour and image expectations that students do. Every parent is representing FEA whenever they are within an FEA training facility or at competition. Parents must remember that their actions and behaviour will have a direct impact on their child's experience at FEA and the sport in general, whether it be good or bad.

### **16.5 Parent Behaviour**

Parents must follow club policy regarding harassment, social media and general behaviour when seated in our viewing/waiting areas, in the car park, on social media and at competitions. Foul language, derogative or spiteful chat about another athlete, parent, coach or even another club is not tolerated. Parents must treat other parents, students and staff with respect at all times.

### **16.6 Parent Etiquette**

Whenever within an FEA facility or representing FEA at competition parents must act with FEA's values and goals in mind. FEA parents are expected to act with respect to each other, our students and staff and must be considerate of others when representing FEA such not to tarnish the values of FEA. Parents must not lose their temper, act irrationally or behave aggressively at any time whilst in an FEA facility or representing FEA at competition.

### **16.7 Staff Safety**

Our staff deserve the right to feel safe at work. They are generally young adults who have a lot of passion and pride in their work with your children. They do not deserve to feel intimidated, cornered or attacked by parents questioning their professionalism, choreography, uniform or music decisions for their team. If you as a parent have a concern with the way our staff are running or managing their classes, you must contact FEA management directly via email.



## **16.8 Unnecessary pressure from parents towards students and coaches**

Parents need to be a good role model for their child and help them to enjoy their sport and time with their friends. Parent placing unrealistic pressure on their child/team to win is not in line with the core values of FEA or the sport and will cause children to lose their passion for something they love. This also places unnecessary stress on the coaches who worry about not reaching the parents expectations over something they have no control over. Parents need to be mindful if they are watching their children at training to consider their body language as coaches can feel very intimidated if parents are staring at them all lesson from the viewing area.

## **16.9 Parents need to trust their coaches**

Both parents & students do not dictate what skills a student will learn or what role a student will play in their routine. Our coaches are experts in what they do and parents need to educate their child to trust their coaches and take on board their corrections fully as a dedicated student and they will see the results they want.

## **16.10 Parents attempting to coach their children**

Parents are not permitted to touch (spot) any athlete, even their own child, in tumbling or stunting at any Force Elite facility at any time, unless it is with permission and direct supervision of a senior coach.

## **16.11 Contacting FEA Staff Members**

Parents can contact and talk to the coaches of their child. If the coach is not free to talk to you after your child's class, please don't harass them to talk to you. FEA prefers that you only approach your child's coach to arrange another time to chat or send them an email. All senior coaches have their own FEA email address you can use to contact them when needing to ask questions or seek advice. Coaches may call you by arrangement from the FEA office, but coaches personal numbers will not be given to parents unless for emergencies. Parents absolutely CANNOT contact any member of FEA staff or management on their personal social media accounts or personal numbers to ask questions relating to FEA matters, these messages will be ignored or deleted. Parents must use the correct line of communication with FEA or their coaches for all FEA matters.

## **16.12 Disciplinary Actions**

Any parent who breaches this behaviour policy may face disciplinary actions from FEA. Each breach will be on a case by case basis and FEA will determine if disciplinary actions is required. Minor breaches may result in an informal or formal warning, more severe breaches may evolve parents being banned from FEA facilities and only allowed to drop off and pick up their child, major breaches of parent behaviour or etiquette may result in termination of membership.

## **17. Conduct at Competitions**

### **17. Rules and Expectations when at Cheer & Dance Events**

#### **17.1 Photography**

Absolutely NO filming of any other routines but your own clubs! This is also a rule heavily enforced by all event producers and will result in our club's disqualification if caught.

#### **17.2 Recruitment**

Absolutely NO recruitment (or talk of) to athletes or parents of another program. This rule applies to every FEA member, student, parent, staff & management. Event producers heavily police this issue and enforcement will result in disqualification.

#### **17.3 Basic Behaviour**

Athletes and parents are reminded again that they are all representing FEA at all times during competition weekends. Please be respectful to all other clubs as athletes as they train just as hard as we do. Parents, please keep an eye on your child/children and don't let them run all over the arenas as it can become a safety issue for the kids and for other in an emergency situation. All FEA students are expected act with respect all event staff, security and judges. All FEA policies on General Behaviour, Image, Social Media & Parent Behaviour all apply to competition days and disciplinary actions can still result from incidents at competitions.

#### **17.4 Athlete behaviour when collecting trophies or medals**

It is an exciting time when team place at competitions and get to go up to receive their trophy. Parents MUST educate their child on the importance of teamwork and sportsmanship, kids as young as 5 do understand these concepts. Students must understand that cheer/dance is not all about the trophy and getting to hold the trophy is not the important part about cheer. FEA coaches hate to see teams fighting with themselves because someone didn't get to hold a trophy. We ask all parents of younger children to help teach them to be gracious in defeat and humble in victory.

#### **17.5 Student/parent behaviour when interstate/overseas**

Students and parents must follow all behaviour, image, and social media policies even when interstate or overseas. Students over the age of 18 must not consume any alcohol during the time of the competition. All FEA students & parents/customers are expected to uphold high FEA behaviour standards at all times when travelling and competing Interstate or Overseas.

## **18. Attendance Policy**

### **18. General Attendance Policy**

#### **18.1 All Star Novice Cheer & Dance and CheerStars**

Students are expected to attend every training session with their team. If a student falls sick and is incapacitated the parent/guardian or a family member must contact

FEA reception staff to report absence from class. If an All Star Novice or CheerStars student is missing from their final team training before competition (whether explained or not), that student will not be competing at that competition. No refund can be offered for an athlete that is removed from a competition due to missed attendance.

### 18.2 All Star Cheer Levels 1-6 & Elite Dance

All Star Elite teams are expected to attend every training session with their team. If a student falls sick and is incapacitated then every effort must be made to notify FEA with **as much notice as possible**.

All Star Elite students have an added expectation of commitment to their team/s. students who miss more than 3 team or tumbling trainings for the term for unexplained or unacceptable reasons may be removed from their Elite team and moved to the next applicable All Star Novice team.

### 18.3 Unacceptable reasons for absence

Unacceptable reasons for missing trainings include but are not limited to soreness, tiredness, school work, home duties, work shift, social events, family event, birthday parties, injury (even if preventing from participating), appointments etc. FEA expects all athletes of both All Star Elite & Novice teams to organise their schedules accordingly to put their training commitments as priority over things that can easily be scheduled around training and competitions.

*\*Please note - In 2023, flu like symptoms, runny nose and Covid-19 **are not acceptable reasons to miss training** if the athlete is well enough to still participate in mild/light activity or observe. Any student displaying these symptoms will be provided a face mask before attending training and will be required to wear a mask at every class whilst symptoms persist.*

### 18.4 School Camps, Weddings and Other Pre Planned Absences

Customers need to give FEA **fair notice** in writing about any upcoming school events, camps and major family events such as weddings etc. Notice needs to be given the moment the customer is informed about the impending clash in commitments in order to give FEA the maximum time possible to re-schedule lessons or make other arrangements. Written notice needs to be sent to [reception@forceeliteacademy.com.au](mailto:reception@forceeliteacademy.com.au). Students who miss team practice within the week of a competition may not be able to compete at that event based on coaches discretion.

## **19. Miscellaneous**

### **19. Communication**

#### **19.1 Forms of communication from FEA**

Primary communication from FEA will be sent via email through the Jackrabbit system. All customers must ensure they are checking their nominated email address regularly and read ALL communications sent via FEA. Some emails may not be applicable to some customers, but FEA will never send marketing spam emails. Every email sent is handmade by FEA management and carries vital information. If you do not receive FEA emails you can log into your Jackrabbit portal and access all previous sent communications via "messages". FEA reception will routinely call customers for reminders regarding classes, payments and other account keeping needs, please save the FEA office number in your phone so you know it's us calling (08) 8164 3972.

#### **19.2 Acceptable forms of communication to FEA from customers**

Customers wishing to contact FEA can do so via email to your desired department or individual or via phone call to FEA reception on (08) 8164 3972. Communication via this method will be responded to within 24hrs. Customers can use Facebook to message our page, communication via this method will be responded within 48hrs.

#### **19.3 Unacceptable forms of communication to FEA from customers**

Unacceptable forms of communication mostly revolve around social media, FEA will not respond to communication in the following formats; commenting on a social media post, posting a question direct to an FEA Facebook page, messaging any FEA account on Instagram or Snapchat, using a group chat to ask a question to a member of FEA staff, messaging a staff member's personal social media account or phone. All FEA staff reserve the right to ignore any communication via the above mentioned formats.

#### **19.4 Open Door Policy**

At FEA we are always able to make time to sit down and talk with any student, parent or staff member who has a concern or problem. We want to make Force Elite the most positive and caring environment possible and are always willing to chat with you about anything, no matter how little or big it is we want all members to feel confident in approaching your coaches, reception or FEA management for advice or concerns.

## **20. Conflicts of Interest**

### **20.1 Crossing over between 2 Cheerleading Programs**

Students cannot compete for more than 1 All Star Cheerleading program. This policy exists both for FEA and all Australian Cheer & Dance Event Providers. Students can attend open gym at other clubs.

### **20.2 Crossing over between Cheerleading & Dance Programs**

Students cannot compete Cheer for FEA and Dance at another program which competes at the same All Star Cheer & Dance events. This why FEA also offers an extensive dance program with great discounts for students who enrol into Cheer & Dance. Students CAN cross between Cheer with FEA and Dance with school which does not compete in All Star.

### **20.3 Crossing Between Cheer/Dance and other Sports**

Students CAN engage in Cheer/Dance and other sports such as netball, gymnastics, football etc. Please note that we cannot change our timetable due to clashes with other sports and if students accept their place onto their team/s we expect them to be able to give 100% commitment to all trainings and competitions. Students of any Worlds Bid Cheer/Dance team CANNOT commit to any other sports outside of Cheer & Dance.

### **20.4 Crossing between competing with FEA & Employment at another Program**

Students who are selected onto an FEA All Star Cheer or Dance team in 2019 whilst also employed or planning on being employed by another All Star program MUST request approval from FEA management. Athletes which plan on competing with FEA and continue employment with another All Star program must sign and agree to an additional contract set forth by FEA management and will detail rules around each specific case per student. Each contract will need to be signed by the student and the Gym Owner of the opposing All Star program. FEA reserves the right to refuse team placement or remove students from teams if the conflict of interest between the student's commitments with FEA and their employment become not in the best interests of FEA.

### **20.5 Solicitation**

Any student, parent or staff member that leaves FEA during or at the end of a season may not elicit the recruitments of FEA students to another Cheerleading or Dance program. By contractual agreement all past FEA members must refrain from all forms of solicitation for a period of 12months after their contract ended with FEA. Those found in break of this clause will undergo further legal investigation.

### **20.6 Heat Policy**

If the weather is forecast to be 35°C or higher during the time of any classes, all classes will be cancelled for that day. The weather report will be taken at 12pm the day of via the Bureau of Meteorology website, team trainings will be rescheduled to another time to make up lost training, tumbling classes will have a dedicated, optional, make up session and semi privates/privates will have the option to rebook or receive account credit for missed session.

## **21. Privacy Policy**

### **21.1 Primary Account Holders**

FEA accounts will have ONE (1) primary account holder, with the option of ONE (1) secondary account holder by request only. All communication regarding account billing, payments, payment arrangements, card or bank details will be discussed with the Primary account holder only.

### **21.2 Discussion's with FEA Coaching or Management Staff**

Conversations with coaching staff with athletes or parents will remain confidential to all other parents, athletes & staff but may be passed on the FEA management if deemed necessary.

### **21.3 Complaints**

Complaints are handled with extreme confidentiality. Any individual/s coming forward to share feedback, concerns or problems within FEA will have their identity protected under the Privacy Policy.

### **21.4 Security Footage**

All FEA facilities have CCTV camera's set up in various locations for added security and for injury reporting purposes. Camera's record footage only and do not record audio.

### **21.5 Storage of CCTV Footage**

All CCTV footage is accumulated and stored via secure cloud storage. Footage is kept for a period of 2weeks before being destroyed.