

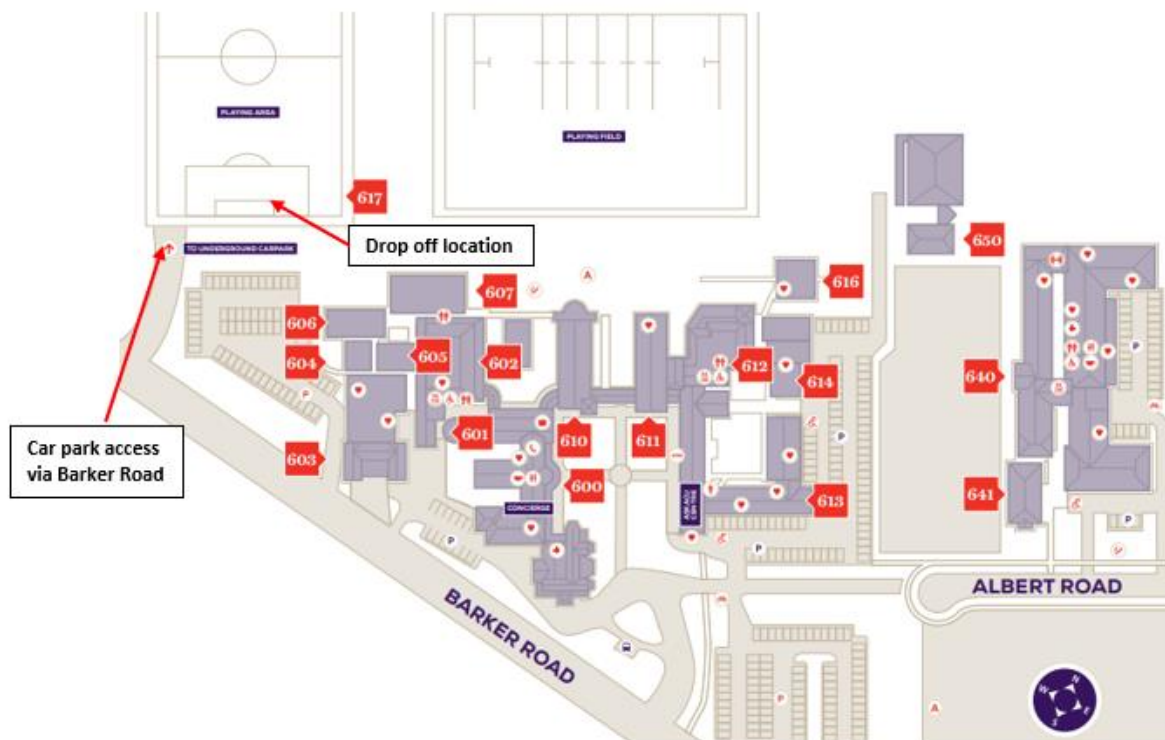
2020 ACU Football School Holiday Clinic

Frequently Asked Questions

Event information:

1. Where is the clinic?

The clinic will be held at our ACU Strathfield campus on the new FIFA synthetic football pitch. The address of the campus is 25A Barker Road, Strathfield.



2. Where can I park to drop off and check in my child?

There is parking underneath the synthetic football pitch, access is via Barker Road.

3. What if it is raining, is the clinic still on?

Yes, we have a wet weather plan in the event of poor weather.

Skills

1. My child has never played soccer before, can they still join?

Absolutely! Our school holiday clinic is about having fun, as well as learning football skills on and off field.

2. Are the activities the same for all age groups?

Our clinic is open to children aged 5 -12 years. Although the clinic will have specific sessions around skills and techniques, each session will be modified to suit the child's age or skill level.

How are the children grouped?

Children will be grouped into age categories (5-7, 8-10 and 11-12) to allow them to be with their peers. However, there may be instances where coaches combined sessions. Safety is our number one priority and we will ensure all activities do not pose any risk to your child.

What to bring

4. What should my child bring on the day?

- Morning tea/snacks, lunch and a reusable water bottle.
- A waterproof jacket (if required)
- Sunscreen
- Football boots or running shoes (open toe shoes are not permitted)

5. Will lunch/morning tea be provided?

No. Parents must provide child with morning tea and lunch. They are not to bring any food items that contain or have traces of nuts. There is a café on campus that children may also purchase lunch at that does offer nut products, however supervisors will ensure children are unable to purchase these items.

6. What will morning tea/lunchtime involve? Who supervises them?

Scheduled breaks will take place during the day for water, morning tea and lunch. Children will be supervised by ACU Sport staff, coaches and volunteers during these times.

7. What clothing and footwear do the children wear?

Children are to wear causal sporting clothing. All children must wear enclosed shoes. Sneakers or football boots are required. No metal studded boots are permitted as we will be playing on the synthetic football pitch for most activities.

8. What equipment does my child need to bring to the clinic?

No equipment necessary. The clinic will provide everything necessary.

Safety/ Illness

1. How many staff members will be supervising during the clinic?

There will be at least 1 staff member (ACU Football Coach or ACU volunteer) to every 11 children, as well as a Program Director, who will be overseeing the clinic and based onsite. All staff and volunteers are first aid trained and have a current Working with Children's Check.

2. What is the process if my child requires medication during the clinic?

Please advise via the online registration form that your child has a medical issue and requires medication during the clinic. You will need to complete the ACU medical form and this form can be downloaded from the registration page or can be sent to you by emailing acufootballclub@acu.edu.au.

The form must be provided to ACU staff during check in, as well as the medication, which is to be clearly labelled (child's name, dose and times if applicable) and provided in a sealed bag.

3. Will I be contacted if something goes wrong with my child during the clinic?

Yes of course. In the unlikely event of an incident or an emergency, you will be contacted by the Program Director.

4. Can another parent or guardian pick up my child?

Yes, however you must advise our staff during check in that this is the arrangement. Our staff will require their full name and their contact number.

5. What is the process once I have dropped my child off? And how does it work when I pick them up?

Check in commences daily from 8:30am and the clinic hours are 9:00am until 3.15pm. Parents are required to pick up their child between 3:15pm – 3:30pm. There will be a \$20.00 late fee for every 30 minutes a child is not collected.

Please notify staff prior to taking your child so that they can be signed out.

Payment/ Confirmation/ Refunds

1. How do we know if my child's place is secure?

Once you have registered and paid online, you will receive a confirmation receipt and email containing further important information. There is a cap placed on registrations, so if the day is showing as unavailable online, the clinic is at capacity.

2. What is the cost for the school holiday clinic?

A single day is \$65.00 or the full three-day clinic is \$150.00. All prices include GST.

3. What is additional care and can I add it to my booking once I have registered?

Additional care is available from 3:30pm – 5:30pm to assist parents or guardians in collecting their child after work. Additional care can be added to your registration for an additional \$20.00 per day and must be paid online at least 24 hours in advance. Additional care activities may include other sports, colouring, art etc.

4. If I have multiple children participating in the program will I receive a discount?

There is no discount if multiple siblings are taking part in the program.

5. What if my child is sick and is unable to attend the clinic? Will I get a refund?

A refund of 50% of the registration cost is granted due to medical purposes. A valid medical certificate must be provided to ACU at least 24 hours prior to the clinic commencing. If your child is unwell the morning of the clinic, we ask that you do not bring them to the clinic.

6. Can parents stay and watch throughout the day?

Parents are welcome to stay and watch however this is not necessary. There is also a café onsite if you arrive early to collect your child or would like to stay during the day.

7. I can't find the link to register my child in the program? Where can I find it?

Register via the following website - www.acu.edu.au/footballholidayclinics