

Parent Information

For Camps & Weekly Classes



We're glad you're here!

Thanks for registering for our program, we hope you and your child have a great experience. This information booklet should answer most of the questions you may have about this program, if not, don't hesitate to contact us. USA Sport Group is not a seasonal business, we have a full time office staff team ready to answer your questions via phone or online live chat.



**OFFICIAL NIKE
PARTNER CAMP**

Important: Are you FOLLOWING this program?

To receive weather alerts, cancellations and make-up info you must be "FOLLOWING" this program. Whether or not you're currently following this program depends upon how you initially registered.

- 1. If you registered for this program via our website at: www.USAsportGroup.com**
You're all set. You are automatically following this program and will receive all notifications.

- 2. If you registered through your Recreation Department or other 3rd party organization.**
You need to click the "FOLLOW THIS PROGRAM" button on your program's Program Details Page. To locate this button, follow these steps:
 - a) Go to: www.USAsportGroup.com/Today
 - b) Ensure the date in the yellow box is a date your program runs on; if it's not, change it.
 - c) Use the "Filter by Program Details" box to narrow the results & find your program.
 - d) Click on your program Code/SKU (*It will look something like: QMS56047*).
 - e) You are now at the Program Details Page for your program.
 - f) Click on the blue "FOLLOW THIS PROGRAM" button (*You may be prompted to sign-in or create an account*).
 - g) That's it. You will now receive all important program notifications.

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Where to get important information:

1. Make sure you're FOLLOWING your program.

If there's a time sensitive change to your class (like a cancellation at short notice) we'll email and text you. For non time sensitive info such as make-up information we'll only email you. Details of how to follow a program are on the cover of this brochure.

If you are not FOLLOWING your program, you WILL NOT receive any communications about your program.

2. Bookmark your Program Details Page on our website.

This page displays the most up-to-date information with regards to weather issues, cancellations, make-ups and your program's entire schedule. Find your program via the search feature on our website or by following steps a) to e) in the "Are you following this program" section on the cover of this brochure.

Once on the Program Details Page, pay particular attention to the 'Session Dates, Times & Status' tab. This is where you can view live information about your program.

Weather Issues

We try not to cancel programs, but sometimes Mother Nature just gets in our way.

Please DO NOT call our office for weather updates. Due to the large geographic area in which we operate, our office staff will not have the most up-to-date information. Instead, check your program's "Program Details Page" on our website where we post the most up-to-date information regarding rain outs, snow or heat advisory cancellations.

Make-Up Information

If your camp or class was cancelled or cut short, we will endeavor to make up lost time by extending the program length, or adding on extra time. Check your program's "Program Details Page" (under the Session Dates, Times & Status tab) on our website for make-up information.

Feedback

Please let us know how we're doing. If you're not happy with something about your program please let us know as soon as possible; we'll try and put it right immediately. If we only hear from you at the conclusion of the program we don't get a chance to rectify an issue until it's too late.

Please leave feedback at: www.USAsportGroup.com/parents/feedback

Important Class & Camp Program Information

Are parents required to stay at the program?

That depends upon the age of your child and the length of the program. Parents/guardians are required to remain throughout the entire program if BOTH of the following criteria are true:

1. Your child is 6 or under.
2. The program is 1 hour or less in duration (per day).

Parents required to stay at the program should be located immediately next to the playing area and be able to supervise their children for water breaks, bathroom breaks or if their child leaves the coach's playing area at any time.

Signing In and Out

- You will need to sign-in and sign-out your child at the start and end of every session, every day.
- The sign-in and sign-out should occur in the "Safety Zone" (a coned area set up by the coach).
- If a different person is collecting your child at the end of the program you must have informed the coach of this at the sign-in, and the sign-out individual must bring ID which matches the name given at sign-in.
- If you are allowing your child to walk home from a program unaccompanied, we require a signed letter indicating this and specifying the exact dates this is permitted.
- You may not stay in your car to drop or pick up a child; you must sign-in/out in the designated Safety Zone.
- On the first day of your program, ensure the coach has the correct contact details for you and the medical information for your child is correct.

What to expect from your coach:

Your experience at our programs should be consistent from season to season, and from sport to sport. To achieve this, we ask our coaches to follow set guidelines to ensure you receive all the information you need. You should expect the following information from your coach, please let us know if your experience differs.

- Clearly introduce themselves to you and your child, referring to themselves as "Coach (name)".
- Highlight the Safety Zone and encourage children to put their water bottles here at the start of every session.
- Emphasize the importance of using the Safety Zone as the sign-in and sign-out point for every session.
- Briefly outline the curriculum content for that day's session and the key coaching points involved.
- Explain that a "We love sports!" cheer will take place in the Safety Zone to signify the end of each session.
- Inform you of the weather policy and ask you to "FOLLOW" the class online so you'll receive class updates.

Why USA Sport Group?

Unrivaled service, quality & sports options



- Superior Coaches: Trained and motivated coaches with a passion for teaching.
- Safety First: All staff background checked.
- Support Team: Full-time office team offering complete customer service.
- Unrivaled Experience: 25+ years of experience in sports camp and class provision.
- Progressive Curricula: Constantly updated curricula & learning objectives.
- Development Pathway: Structured progressive programs for all ability levels.
- Unmatched Options: Over 100 different class types offered.
- State Certified: All programs comply with the Department of Health regulations.

Want to pay less for your sports programs?

You and your friends can all pay less for camps and classes by enrolling in our Community Parent program. To find out more, check out the Community Parent page at: www.USAsportGroup.com in the 'Parents' menu.

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*Some exclusions apply.
See store associates for details.