



THE NETBALL ACADEMY

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Terms & Conditions

The Netball Academy (TNA) is a branding under The Kids Network (TKN). Our terms and conditions are to ensure clarity of our programmes, services, payment, policies and liabilities to our customers. By enrolling your child/ward in our programme, you will agree and abide by our terms & conditions. We will strive to continuously revise our services, terms and conditions to ensure fairness to our customers.

WET WEATHER PROTOCOLS – KALLANG NETBALL CENTRE

TIME	WEATHER AT KALLANG NETBALL CENTRE	TRAINING
1 hour before training	No rain	Carry on
	Light rain	Carry on
	Heavy rain	Postponed
30 minutes before training	Light / moderate rain	Carry on
	Heavy rain	Postponed
First 30 minutes of training	Light / moderate rain	Light activities under sheltered area
	Heavy rain	Postponed
First hour of training	Light rain w/o lightning risk	Light activities under sheltered area

- Please ensure you provide a mobile number we can contact on training days to inform you of any postponement or cancellation due to the wet weather.
- For postponed training, a make-up session will be held on the reserved training date. If the reserved training has been used up, postponed training is then cancelled. The session's fee will be rolled over to the next term fees.
- If the reserved training date is not utilized at the end of the term, it will be considered as our holiday thus there will be no training.
- In the event of any unforeseen circumstances e.g. Unavailability of ActiveSg / SCGS Netball Courts due to netball events, polling day, terrorist attacks, unhealthy PSI air conditions and spreading of contagious diseases such as SARS, HFMD, Zika, Covid-19 etc. Training will be cancelled without any make-up session and there will be no refund.



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1. The Management

- 1.1. TKN reserves all rights to amend their terms & conditions from time to time without giving prior notice.
- 1.2. TKN reserves all rights to refuse or terminate the enrolment of any player if players and/or parents do not respect our terms and conditions. There will be no refunds on any remaining training sessions or programmes.
- 1.3. TKN reserves all rights to dismiss any player who causes disturbance to the class or the coaches. There will be no refund.
- 1.4. TKN will endeavour to ensure the safety of your child. However, TKN accepts no responsibility or liability whatsoever for any indirect or consequential injury, damage, loss or mishap occurred during our programmes.
- 1.5. TKN will not be held responsible or liable for any damaged, stolen or lost valuables at the programme's premises.
- 1.6. TKN reserves all rights to use photos and videos taken during our programmes for all its publicity or marketing purposes. Permission will not be sought from any individual.

2. Administrative

- 2.1 TKN has to be kept informed at all times of any changes in a student's particulars, such as change in address, email address, contact numbers etc. Please send a written email to fun@thekidsnetwork.com.sg
- 2.2 It is the parent's responsibility to inform TKN of any of their child/ward's special medical conditions and allergies. However, our instructors will, under no circumstances, be obliged to ensure that the child's medical needs (if any such as medicine feeding) are met during the sessions.
- 2.3 It is the parent's responsibility to monitor the health of your child. If your child is unwell, please seek immediate medical attention and do not send them for the programmes.
- 2.4 If a child is found sick/having a fever during our programmes, TKN reserves the right to ask the child to sit out and not participate. There will be no refund.



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3. Fees and Payment

- 3.1 TKN reserves the right to change our programme fees and dates without any prior notice.
- 3.2 Term fees are collected one month before the start of every term. Only players who has made full payment will be confirmed a slot for the upcoming term.
- 3.3 Before the term commences, players shall inform us on the training dates they are not able to attend due to E.g. school activities, family travelling plans or fasting period in the month of Ramadhan etc, for term fees to be pro-rated at a flat rate of S\$35.00 per session (outdoor) / S\$45.00 per session (indoor).
- 3.4 A one-time S\$55 administration fee will be chargeable to all new players. The one-time fees includes the administrative fees, netball attire and a netball journal.
- 3.5 A S\$25 re-administration fee will be chargeable for players who wish to re-join us again after stopping for 12 months or more.
- 3.6 Fees for other programmes E.g. entry and umpiring fees for friendly matches, netball carnivals or leagues and holiday programmes or overseas trips etc. must be paid in full before a player is allowed to participate.
- 3.7 All fees paid are not refundable nor transferable. There will be no refund for partial attendance.
- 3.8 If your child is unable to attend friendly games/carnivals due to a change in timing or venue, please do not pay for that session. If you have paid and your child cannot attend the friendly game, 70% of the session fee will be rolled over to the next term fees.
- 3.9 A 10% early bird discount off term fees is applicable to all existing players who sign up for upcoming term during the early bird period.
- 3.10 A 10% sibling discount off term fees is applicable to all sibling students signing up for upcoming term. The discount is applicable every term for the term fees of the siblings.
- 3.11 A 10% referral discount off term fees is applicable to students who refer a friend to join our training programme. Any more than one referral per term, students shall still be entitled to only one time 10% discount that has to be redeemed in the next term fees. It is not refundable nor transferable.



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- 3.12 Players who have to temporarily stop training due to injury or medical reasons that require more than 4 weeks of recovery must submit documents such as medical certificate or note by a medical specialist within two weeks of the incident. Remaining sessions fees will be rolled over to future programmes but valid for only 6 months. Administrative fee of \$80 is applicable for request of refund of remaining sessions fee.
- 3.13 Players who wish to withdraw due to moving abroad/due to injury must inform TKN within two weeks of withdrawal. Administrative fee of \$80 is applicable for request of refund of remaining sessions fee.
- 3.14 Last minute commitment & MCs will not be considered for a rollover/refund.



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Code of Conduct

The Kids Network and The Netball Academy is fully committed to ensuring and safeguarding the well-being of all its players and people of the netball community. At all times, all involved in our program shall demonstrate respect and mutual understanding for all players, coaches, staff, officials and volunteers with regards to the safety and welfare of one another. Any mistreatment or misdemeanours during any of our programmes may result in disciplinary action, dismissal from the training / event ground or may potentially result in dismissal from our netball programmes.

Player's Code of Conduct

As a member of our Netball Academy, you are expected to abide with the following Player Code of Conduct during any programmes or events;

- Conduct yourself in a high standard of personal behaviour
- Refrain from bad conduct which could be regarded as a form of bully or harassment
- Ensure punctuality for all programmes such as trainings and games
- Cooperate and listen to the instructions of your coaches diligently
- Train hard for the benefit of yours and your team's development
- Be welcoming to your team mates, particularly the new members
- Be respectful to your coaches, staff, team-mates, opponents, officials and spectators
- Provide support and encouragement for your team-mates and opponents
- Play fairly by adhering to the rules and regulation of the game
- Demonstrate sportsmanship during games. Be humble in wins and be gracious in defeat
- Respect the decision of the officials. Any disagreement shall be clarified by your coach
- Be honest with your coaches should you feel ill or gotten an injury
- Show responsibility and care for the equipment and facilities provided to you



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Spectator's Code of Conduct

As a spectator of our Netball Academy programme, you are expected to abide with the following Spectator's Code of Conduct during any programmes or events;

- If your child/ward is interested in the game, encourage them to participate in the netball programmes. Otherwise, do not force her as the organised programme is ultimately for her enjoyment
- Focus and encourage your child/ward's effort and performance. Manage both your expectations and hers by assisting them in setting realistic goals related to her abilities
- Encourage your child to always play according to the rules and regulations of the game
- Teach your child that an honest effort is as equally important as victory. Teach them how to be humble in wins and learn from losses
- Never ridicule or yell at a child for making a mistake or losing a game. Support all efforts to remove verbal and physical abuse
- Children learn best from examples. Applaud good play by all players and encourage players through their mistakes
- Should you disagree with the coach or officials, raise the issue through appropriate channels rather than confronting or question their judgement in public
- Recognise and respect the value and importance of coaches, staff, officials and volunteers. They allocated their time and resources to provide recreational activities for the players and deserve your support