Copyright © The Kids Network

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 programmes, 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.

1. General Policies

1.1 Please note that there will be no cancellation of classes due to wet weather. Training will continue.

1.2 Training will be cancelled without the option for a refund due to unforeseen circumstances beyond our control, including but not limited to the unavailability of venues (e.g., ActiveSG, Bedok Green Primary School, Singapore Sports School Netball Courts, St Andrew's Junior College), national events like polling day, terrorist threats, unhealthy PSI levels, or the outbreak of contagious diseases (e.g., SARS, HFMD, Zika, Covid-19). A make-up session or rollover credit will be provided.

1.3 In the event of a cancelled training session, the fee will be retained as credit, which can be applied to future payments such as Games Participation Fees, Attire Fees, or upcoming Term Fees.

1.4 Any credit from such cancelled sessions must be used within the following term; otherwise, it will be forfeited and will not be refunded.

1.5 Information regarding training cancellations due to unforeseen circumstances will be communicated via WhatsApp for current players and Trial players.

2. The Management

2.1 TKN reserves the right to modify its terms and conditions without prior notice

2.2 TKN retains the right to refuse or terminate a player's enrollment if they or their parents fail to comply with our terms and conditions. A refund will be provided for any remaining training sessions or programmes; however, subject to an administrative fee of $80.

2.3 TKN holds the right to dismiss any player who exhibits disruptive or unruly behaviour that interferes with the conduct of the class or coaching, without issuing a refund.

2.4 While TKN strives to ensure your child's safety, we do not accept liability for any indirect or consequential injuries, damages, losses, or mishaps during our training session or other programmes.

2.5 TKN is not liable for any damaged, stolen, or lost valuables on the programme's premises.

Copyright © The Kids Network

Terms & Conditions

2.6 TKN reserves the right to use photos and videos taken during our programmes for all its publicity or marketing purposes without seeking individual permission.

3. Administrative

3.1 Parents are required to keep TKN informed of any changes in their child's details, such as address, email and contact numbers. Please send written notifications to **contact@thenetballacademy.sg**

3.2 It is the responsibility of parents to inform TKN about 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 (such as administering or medication feeding) are met during the sessions.

3.3 Parents are responsible for monitoring their child's health. If a child is unwell, please seek immediate medical attention and refrain from sending them to our programmes.

3.4 If a child is found sick or has a fever during our programmes, TKN reserves the right to ask the child to refrain from participating without issuing a refund.

4. Fees and Payment

4.1 TKN reserves the right to change programmes fees and dates without prior notice.

4.2 Registration and payment for term fees begins one month before each term begins. Confirmation of a slot for the upcoming term is only guaranteed upon full payment.

4.3 Parents must inform us of any training dates their child will miss due to school activities, family travel plans, fasting during Ramadhan etc before making payment for a new term. Term fees will be prorated at a flat rate of S$48.00 per session (outdoor) / S$53.00/S$55.00 per session (indoor).

4.4 A one-time S$55 administration fee is charged to all new players, covering administrative costs, netball attire and a netball journal.

4.5 A S$25 re-administration fee applies to players rejoining after a hiatus of 12 months or more.

4.6 The early bird period allows existing players to register and secure their training slot for the upcoming term, with the added benefit of a 10% discount on term fees. To be eligible for this discount, players must have participated continuously without a break of two terms or more, except for valid reasons like injuries. Requests for discounts after a break of two terms due to other reasons will require management approval.

THE NETBALL ACADEMY

Copyright © The Kids Network

Terms & Conditions

4.7 Once the early bird period concludes, any remaining slots will be available to the public, and priority for registration will no longer be given to existing players. Therefore, it is highly recommended to take advantage of the early bird period to ensure your slot and discount.

4.8 A 10% sibling discount off term fees is applicable to all sibling players signing up for upcoming terms. The discount is applicable every term for the term fees of the siblings.

4.9 A one-time 10% referral discount off term fees is applicable to players who refer a friend to join our training programmes. Only one referral discount is allowed per term, any more shall be redeemed in the next term.

4.10 Additional fees may be required for external games participations such as entry and umpiring fees for matches, carnivals, leagues, holiday programmes or overseas trips, and must be paid in full beforehand.

4.11 For major competitions, players may be required to purchase a competition netball uniform, distinct from the regular training uniform.

4.12 All fees paid are non-refundable and non-transferable, with no refunds for partial attendance. For any approved refunds, customers who have made payment via credit card or debit card on the website must bear the transaction fees.

4.13 Players who are unable to attend training due to injury or medical conditions requiring more than two consecutive weeks of recovery must submit relevant documentation (e.g. specialist/doctor's note) within two weeks of the first missed session. A medical review will be required for any absence extending beyond the initial two weeks to assess continued eligibility for credit or refund consideration.

Remaining session fees will be retained as credit valid for six months and can be used towards future payments. Alternatively, players may request a refund for the remaining sessions, subject to an administrative fee of $80.

4.14 Players withdrawing due to relocation must inform TKN within two weeks of withdrawal. Administrative fee of $80 is applicable for request of refund of remaining sessions fee.

4.15 Session fee refund or rollover as credit will not be applicable for last minute absence or medical certificates

4.16 Make-up classes will be offered only in the case of absences due to Medical Certificate (MC), overseas travel, school-related events such as award/prize ceremonies, or other personal reasons, subject to availability. There will be no rollover of sessions into the next term.

Copyright © The Kids Network

Terms & Conditions

4.17 Make-up classes will be held in a different time slot from your child's regular session and cannot be attended during their usual training slot. A list of available make up options will be provided for you to choose from, subject to availability. All make-up classes must be completed within two terms of the missed session.

4.18 In the event that The Netball Academy (TNA) does not offer a suitable make-up class for your child's age group (e.g., currently U16 and 6-year-old classes), a rollover credit will be provided instead.

THE NETBALL ACADEMY

Copyright © The Kids Network

Terms & Conditions

Parents / Spectator's Code of Conduct

The Kids Network and The Netball Academy are fully committed to ensuring a safe and respectful environment for all players and members of our netball community. We expect everyone involved to treat all players, coaches, staff, officials and volunteers with kindness and respect at all times, prioritising the safety and wellbeing of one another. Any mistreatment or misconduct during our programmes may result in disciplinary action, removal from the event ground or potentially dismissal from our netball programmes.

As a spectator, please follow these guideline:

- Support your child/ward's participation if they are interested, do not force them - sports should be enjoyable.
- Focus on your child/ward's effort and progress rather than just winning. Help them set realistic goals.
- Encourage your child/ ward to play according to the rules and regulations of the game.
- Teach your child/ward that honest effort is as equally important as winning. Encourage sportsmanship in both victory and defeat.
- Never ridicule or yell at a child for mistakes or losses. Promote a positive and supportive environment.
- Be a good role model by applauding all players and encouraging them through challenges.
- Leave the coaching decisions to Coaches. Should you disagree with the coach, please address the issue through email to Operations@thenetballacademy.sg.
- Respect all Umpires decisions without complaints or disagreement during games and competitions.
- Recognise and respect the value and importance of coaches, staff, officials and volunteers. They dedicate their time and resources to provide recreational activities for the players and deserve your support.

THE NETBALL ACADEMY

Copyright © The Kids Network

Terms & Conditions

- Any photo/video taking of your own child should not hinder the umpires or coaches. Do only take photos/videos of your own child and not others unless permission is sought.

- Lastly, silence should be observed when any player is attempting a goal.

Remember, children participate in sports for their enjoyment, not yours. Please respect all decisions made by Coaches, Umpires, and Officials.