



## Sixers Girls Cricket Clinic Q & A

### **Q: What age group can attend the Sixers Girls Cricket Clinic?**

**A:** Our Clinics are open to girls from 10– 15 years of age. Please note that participants must be within the relevant age restrictions to register for the camp.

### **Q: My child is just outside the relevant age for a particular course. What can I do?**

**A:** Unfortunately, children need to be aged between the advertised age group for our camps.

### **Q: What time does the Clinic start and finish?**

**A:** Wednesday 5<sup>th</sup> October 2:00pm – 5:00pm or Thursday 6<sup>th</sup> October 9:30am – 1:00pm. Please arrive at least 15 minutes prior for sign in.

### **Q: Does my child need to be signed in and out by a parent or guardian?**

**A:** Every child must be accompanied by an adult for registration at the start of each day and collected by an adult at the end of each day. No child will be permitted to leave without being signed out by an appropriate parent or guardian.

### **Q. What happens after I book online, or send in an application form?**

Once your booking is processed, you will be sent a confirmation email with full details of the purchase. You will then receive an email in the days leading into the clinic with all the information that you need to know.

### **Q. What does my child need to bring with them on the day?**

- Hat
- Sunblock (we provide additional sunblock on site)
- Morning tea (Please note that Sixers Cricket Clinics are not free)
- Cricket equipment (Not necessary but encouraged)

### **Q. What clothing should be worn?**

Any clothing can be worn but it is recommended to dress appropriately for sporting conditions and runners.

### **Q. Are lunch or snacks provided?**

**A.** No. Participants will need to bring their own lunch and snacks in a clearly marked lunch box or bag. We request that you do not bring any foods containing nuts or nut products. We will provide access to water.

### **Q. What is the process around allocating children into groups?**

**A.** Each child will be put into a group with other children of same/similar age. You can also request your child be put into a group with their friends of similar age when registering online. On the first day, the coaches will assess the skill level of the group to ensure the children are in the appropriate group, and changes can be made at that point.

### **Q. Can the parents stay at the clinic during the day?**

**A.** Parents are welcome to stay and watch. All children will be completely supervised for the whole day so there is no need for you to stay if you have other commitments.

## CANCELLATIONS

### **Q. Refund Policy**

**A.** If you have to cancel we will issue you a full refund if you cancel prior to two weeks before the start date of the clinic. If you cancel within the two weeks before the clinic we will issue you a voucher valid for a full calendar



year. Your voucher is transferable to any family member and may be used in the sport that you are initially registered in. Once the clinic begins and you take active participation you are not eligible for any refund in the case of injury or sickness.

**Q. Does weather affect if the clinics run or not?**

**A.** All parents will be notified by 8am via text message if there is a need to cancel a clinic for the day due to weather. If during the day we are unable to work around any weather issues that come in suddenly, then parents are sent a text message requesting pickup of their children from the venue, but we try to avoid this as best we can.

**Q. Can I get a refund if the clinic is cancelled?**

In the circumstance that the clinic is cancelled due to wet weather, fees will be credited to the next clinic only. Please note that refunds are not available and credits not used at the next school holiday clinic are forfeited.

- 1 day cancellation = \$60 credit

Credits are not pro-rated if a clinic is cancelled during the day. If there is more than one and a half hours play, no credits are applied. If there is less than one and a half hours play, a full day credit will be issued. Note our clinic venues are indoor facilities, and in the circumstance the clinic moves indoors, the kid's would need to wear indoor shoes or runners.

**Q. What if my child is sick/injured?**

**A.** If a child is ill and cannot make it to the clinic, we can provide a credit to the next clinic. If you are unable to use a credit in the current or next holiday period and you would like a refund, then we will require a copy of a medical certificate covering the period the child is ill/injured to be emailed to [admin@sydney-sixers.com.au](mailto:admin@sydney-sixers.com.au).

## TECHNICAL ISSUES

**Q. I am having trouble registering online, what can I do?**

**A.** Although we don't anticipate many problems, our IT provider has suggested that a simple change of browser may help in any problems experienced with website functionality. Chrome and Firefox browsers tend to be the most effective.

## BOOKINGS

**Q. Do all the staff have Working with Children Checks?**

**A.** Yes, Sydney Sixers check all coaching staff and supervisor's Working with Children Check status prior to employment