

Infinity Sport - Parent & Participant Handbook

Welcome to Infinity Sport! We're excited to have you as part of our community. This handbook outlines key information and policies to help ensure a safe, structured, and enjoyable experience for all participants and families.

Program Structure

- Each term includes **10 sessions**, aligned with the NSW public school calendar.
- **Training session duration by age group:**
 - Participants under 7 years old: 1-hour session
 - Participants 7 years and older: 2-hour session
- **Competition Teams** (U10–U18 Boys and Girls):
 - Competitive team members undergo 2.5 to 3.5 hours of training per session.
 - Teams train regularly and may participate in local and regional competitions.
- **School Holiday Program:**
 - Available for children 7 years and older.
 - Each holiday session is 3 hours long and focuses on skill development, fitness, and gameplay.

Trial Sessions

- We offer **one trial session** for new participants, which to be paid before the session.
- We offer a **\$10 discount off the trial fee** if you are happy to share our program/poster on your social media.
- If the participant continues, only the balance of the term fee is payable.
- If the first trial session is not a good fit (e.g. group dynamics, schedule), we offer a second trial session at no extra cost.

Family Discount

- Families enrolling siblings receive \$5 off per child for each term.

Early Bird Discount

- We offer an early bird discount if you re-enrol and pay before the end of the current term.

Missed Sessions / Make-Up Policy

- Participants are allowed up to **two** personal leave absences per term.
- Missed sessions can be made up during the **same term** at any of our locations or during school holiday programs.
- Make-up sessions **cannot be carried over** to the next term.
- If a session is cancelled by us and a make-up session is not possible, a credit will be applied to the next term.
- In cases of injury (e.g. fractures, dislocations), where a participant is unable to attend for an extended period, credits will be held until the participant is ready to return with medical clearance.

Payment Terms

- Training fees are charged on a **term basis**.
- Full payment is required before or at the first session, unless prior arrangement is made.
- Refunds are not available for change of mind or scheduling conflicts.

Child Safety Guidelines

- We are committed to providing a safe and inclusive environment for all children.
- **Parents/carers must stay with their child** until the session begins and **promptly pick them up** at the end.
- Do not drop off children in the car park or leave them unattended if our staff are not present.

Sideline Conduct

- Our coaches are the **only source of technical instruction** during training and games.
- **Sideline coaching by parents or carers is not allowed** as it can confuse players and disrupt learning.
- Parental support is valued through positive encouragement and sportsmanship.

Communication

- We use **Participant Portal** to send important updates and notices.
- Please ensure you check the Participant Portal regularly.
- For questions, feel free to speak with staff at the venue or contact us directly.

Thank you for being part of the Infinity Sport community. We are proud to support your child's basketball development and journey!