

FREQUENTLY ASKED QUESTIONS:

Are there any positions available in the clinic?

Complete a booking form and email it to us at

susanpratleyclinics@hotmail.com .

We will send a confirmation email that secures your position in the clinic. If the clinic is full we will also let you know that your application has unfortunately missed out. You must book and pay for a clinic before the day of the clinic.

What time should I get there?

Registrations open 20 minutes before the start of the clinic. So if you can get there a little earlier that's great, as we like to start the clinic as close to the start time as possible.

What time should I be collected?

When the clinic finishes, there will be supervision at the venue for an additional 15 minutes. If your mum, dad or guardian haven't picked you up by then we will give them a call to remind them to come and collect you. If they know they are going to be late then they need email us on susanpratleyclinics@hotmail.com prior to the clinic or call us on 0404 380 387 prior to the conclusion of the clinic to let us know.

Are participants signed out at the end of the day?

No. With such a large number of participants it is difficult to sign out at the end of the day. Parents and/or guardians may contact us to make special arrangements if there are any concerns.

How are the groups allocated?

We allocate participants into groups prior to the day, based on age and as much as possible we try to accommodate preferences for participants to be in groups with their friends. Please note however in order to get a balance of numbers and participants in a similar age group, we can't always accommodate these preferences.

What age are the clinics designed for?

The clinics are designed for players aged 7-15 years and cater for all abilities.

What should I wear?

Wear what you would normally wear to Netball training – comfortable clothes you can run around in. Also be sure to pack wet weather gear and something warm if the weather doesn't look good.

Is the canteen open?

We cannot guarantee that the canteen will open. It depends upon each stadium/facility.

Do I need to bring lunch?

Please bring your own morning tea and lunch as we do not provide refreshments for participants (please DO NOT bring any food containing nuts).

What if I have an allergy or illness that may affect my participation?

PLEASE PLEASE PLEASE let us know before the day so that we can alert our first aid staff. Please also bring with you any medication you need and let us know when you get there!

What else do I need to bring?

Morning tea, lunch, water, sunscreen and a hat and of course a big smile!

What if I don't know anyone else?

Your coach will make sure you mix in with your group on the day – and by the end of the day you will have a heap of new friends to play with!

What's in the show bags?

That's a surprise!!!

Can I get autographs?

There will be time allocated at the end of the day for autographs and photo's with your Netball players!

Can my mum, dad or my guardian stay and watch?

Your mum, dad or guardian are more than welcome to stay and watch and even take notes for ideas for their own sessions if they are coaches.

Can mum, dad or my guardian drop me off and do their own thing for the day?

Yes, no worries!

Lost Property

If you realise that something did not make it home after one of the clinics, please check at the venue where the clinic was held as we will not remove lost property from the venue.

What are the clinic fees?

Clinic fees are:

- \$35 per participant

Preferred method of payment:

Direct deposit - either via Internet/Phone banking or at any St George Bank

Direct Debit Payment Instructions:

Direct Deposits to be paid as follows:

Account Name: S.L.Pratley

BSB No: 112 879

Account Number: 456 690 206

Reference: Please include 'Participant Name' as payment reference

Cancellations, modifications and refunds

Cancellations made up to 14 days before the clinic date will receive a full refund less a \$5 administration charge. Cancellations made up to 7 days before the clinic date will receive a 50% refund. Cancellations within 7 days of the clinic will receive no refund. In the event of injury or illness (and on presentation of a medical certificate) you will be refunded your registration fee less a \$5 administration charge. Substitutions are welcome as long as we are notified by email.

Minimum numbers at clinics

If we unfortunately do not meet minimum numbers for the clinics we will notify you as soon as possible and refund your payment immediately.