

2021-2022 Parent and Athlete Handbook



Parent and Athlete Handbook 20-21

It is the responsibility of the parent to review the following rules and regulations with their athlete (s) prior to signing an agreement to participate in any competitive team representing Dreamz Elite Allstars. All athletes will be held to the highest of standards and are expected to commit fully to their teammates and coaches. Parent cooperation is an integral part of supporting all of the athletes and teams in meeting these commitments. Together with the staff, thank you for choosing Dreamz Elite for your all-star cheer experience and we look forward to a phenomenal season!

General Code of Conduct

- Profanity and rude language will not be tolerated
- Punctuality is a MUST! Make it a habit to arrive at least 10 minutes early
- Anyone threatening to quit or parents threatening to pull their athlete(s) will be asked to leave without refund
- We are a family values gym. Athletes, parents, fans, and family members represent Dreamz Elite and are expected to behave in a respectful manner toward staff, event producers, and especially our own gym members.
- Physical/verbal abuse, bullying, threats, gossip, public intoxication, etc. will result in expulsion from practice or immediate dismissal without refund.
- Negative comments - in person or online - regarding other athletes, teams, routines, choreography, athlete placement, competition results, etc., are considered unsportsmanlike and contribute to a hostile atmosphere that diminishes the experience of others.
- NO cell phones during practices. Athletes will need to silence and leave in a designated area.
- Practice wear must be worn on specified days. Hair must be in a style that is out of the athlete's face and is safe.
- Practices are closed to parents. If you need to speak with a coach or owner, please set up a meeting through the office.

Communication/Social Media

- It is the responsibility of the parent to stay informed. Please check e-mails, team Facebook pages, and team reminder apps regularly. If you are not receiving information, please contact the gym immediately.
- **We follow the 24 hour rule.** Oftentimes, our emotions lead us to react rather than to respond. Please allow 24 hours to reflect on a situation before approaching a staff member. This provides everyone the opportunity to process events and prepare for a productive conversation. Under no circumstances will we engage with a parent who is escalated beyond rational discussion.
- All formally scheduled meetings with parents will have at least two staff members present.
- Official communication apps will be selected and monitored by Dreamz staff and are reserved for sharing event schedules, updates, and other information related to practices, competitions, and community events.
- Communication apps and Facebook pages are not a site for grievances. **Parents and athletes are restricted from forming private groups that exclude members and/or staff in order to discuss Dreamz activities.**
- Do not use social media to make inquiries via our public channels or staff member's personal accounts. The best way to get answers is through e-mail. We at Dreamz Elite are committed to providing an exceptional customer service, however, **we cannot be reached 24 hours a day.** This is especially true when contacting a coach directly. Please be respectful of your coaches personal time outside of the gym.
- We reserve the right to request you remove from your personal accounts any negative content that is harmful to our program and/or ban you from engaging on our public accounts.
- Parents, athletes, and family members are not allowed to post Dreamz Elite music, choreography, routines, stunts, etc. on any website or social media. This includes but is not limited to: Facebook, Twitter, Instagram, SnapChat, and/or YouTube.

Practices

- Parents should not interrupt practices for any reason. If you have a question or concern, please request a meeting with your coach or owner. Please refer to the 24 hour rule explained in the communication section.
- **Practice schedules can change at any time. We may extend or add practices before competitions and attendance is mandatory.** We try our best to release athletes from practices on time, however, there may be instances where a coach will keep athletes a few minutes longer. Please be patient and understanding.
- Approved cheer shoes must be worn at all times.
- Proper clothing or assigned practice wear/bow/scrunchie must be worn when designated.
- Lost or misplaced bows, practice wear, and scrunchies will need to be replaced and is considered part of the athlete's all-star gear.
- Hair should be styled away from the face in a high ponytail, French braid, or similar style.
- Cell phones are not allowed in the practice area and should be stored safely in your bag or with a parent. Coaches are not responsible to hold or handle an athlete's cell phone unless it is for teaching purposes.
- Bags should be left in the designated storage cubbies upstairs.
- **Leave all valuables at home - we are not responsible for lost or stolen items.**
- No jewelry - this is a USASF safety rule and we follow it in the gym. This includes but is not limited to earrings, belly button rings, and nose piercings.
- Athlete's should arrive 10 minutes prior to your practice to stretch and be ready to start on time.
- Athletes are responsible for communicating to coaches should they require an inhaler, a brace of any kind, or is currently taking medication that might impact their performance at practice.

Competitions

- Each athlete is required to have a suitable chaperon at all competitions and appearances.
- Information regarding arrival time, performance time, etc. is set out as soon as it becomes available.
- Athletes will arrive on time and **ready to compete** based on check-in time. If you are more than 1 hour late, we reserve the right to rework the routine without the athlete - no refunds will be given.
- No jewelry of any kind may be worn at competitions
- Once everyone has checked-in, coaches will take the athletes together to get prepared for warm-ups. Parents are not allowed to follow the athletes at this time.
- After the performance, athletes will be taken back to a designated area to meet parents until awards.
- There will be a designated meeting spot to meet coaching staff to go to awards.
- Athletes will remain in uniform for the entire competition. No warm-ups, phones, food, or drink will be allowed at awards. Athletes will not be allowed to sit with their team if they are not in the proper uniform.
- If athletes remove their uniform sleeves at any time, they will be required to wear the warm-up jacket.
- **Parents and athletes are not allowed to contact competition companies and/or judges at any time.**
- Athletes will be required to wear a warm-up jacket or t-shirt when walking around the venue.
- There will be hotel requirements for travel competitions
- If an athlete is unable to compete due to illness, injury, family emergency, program dismissal, you **WILL FORFEIT** any and all competition and travel fees.
- If your athlete fills in or replaces an athlete on a team for any reason and it is a bid competition, your athlete is not guaranteed a spot at the bid event.
- If a post season bid is earned during the season, we reserve the right to designate alternates and/or athletes to replace said bid winning athletes for lack of performance, loss of skill(s), and/or disciplinary reasons.

Attendance

- Attendance is critical for the success of the team. All missed practices must be documented in writing. Failure to notify the gym is considered a no call/no show and is subject to disciplinary action before the athlete can return to practice.
- Athletes are allowed a designated number of absences per season.
- All absences should be reported sooner rather than later. Please notify the gym of any absences by e-mail with the athlete name, date(s) of practices, and if they are out for a medical reason. A doctor's note will be required to return to practice.
- Please discuss vacation plans ASAP. **All vacations should be turned in on the absence notification form.**
- Do not text or post on social media about athlete absences. This will be considered unexcused.
- Athletes are required to attend their assigned level tumbling class if included in their program. This ensures top scores at competition and is a preventative measure against losing skills and mental blocks.
- We understand that traffic and unforeseen circumstances may cause tardiness. **Please call the gym if this happens.** Any tardiness over 30 minutes will be considered an unexcused absence. The train near our facility is very long - please plan accordingly.

Illness/Injury

- If an athlete becomes ill or gets injured, whether at practice/class or outside of the gym, they may "sit out" for one practice. Any additional practices without participation will require a doctor's note that includes reason for non-activity and expected recovery/return date.
- Athletes are still expected to attend practice when they are injured or experiencing a non-contagious illness. Coaches will modify expected activities.
- If you see a specialist or orthopedic doctor, please be sure to get a specific therapy or recovery plan.
- An athlete on "injured leave" requires a doctor's medical release to return. The letter should include any restrictions.
- If a substitute is needed to cover an athlete's spot, it is at the discretion of the coaching staff when the injured athlete will return to performances and practices.

Financial Responsibilities

- **Monthly tuition is a reflection of yearly costs, therefore, there will be no refunds or partial monthly credits if you choose to not continue, are removed from a team, or join a team mid-month.**
- There will be no refunds for short months - gym holidays, breaks, etc.
- You can expect to have a small number of extra practices throughout the competition season to make up for missed practices.
- There will be no prorating tuition for any reason.
- Dreamz reserves the right to withhold any uniform, clothing items, accessories, or other items with the Dreamz Elite name or logo due to the removal from a team or choosing not to participate.
- Tuition is due on the 1st and 15th of every month.
- **All families will be required to have a credit card on file. NO EXCEPTIONS!**
- **Cash or checks are accepted, however, they will need to be turned in 2 days prior to the due date for tuition and fees. If they are not in during this time period, the credit card on file will be charged.**
- **Credit card payments will be automatically charged a 3% processing fee.**
- Parents must sign the release and authorization allowing Dreamz Elite to charge the credit card on file.
- Please make sure to always ask for a receipt when paying with cash.
- If your credit card is declined and/or your account has NSF, you will receive a \$30 charge added to your account.
- **It is the responsibility of the parent to keep the account up to date. Athletes who have fees that are not up to date will sit out of practices and other events until the account is up to date.**
- **Sibling discounts:** The oldest child in the family will pay full tuition. Each additional family member will receive a discount on **TUITION** fees only.
- **Pay in Full discount:** Parents can receive a 10% discount on **tuition fees**, if the entire season balance is paid in full at registration or prior to the first practice.
- **There are NO REFUNDS or credits on competitions, choreography, tuition, uniforms, accessories, etc. due to illness, injury, removal from the team, choosing not to continue with the program, or for any circumstance that is out of our control including weather, natural disasters, or pandemics causing us to miss normal activities.**

Fundraising/Parent Association

- Dreamz Elite offers fundraisers throughout the season. These fundraisers help to defray costs for team parties, team bonding events, travel to away competitions, team dinners, gym rentals, and family/team rooms at travel competitions.
- The parent association for Dreamz Elite is a 501C-3.
- PA Fundraisers that are not for individual accounts will be allocated for the entire gym's benefit.
- Any fundraiser money that is not used and allocated for the teams will stay with the Parent Association..
- Individual account fundraiser credits that have not been used will remain with the gym should your athlete choose to leave, is dismissed from the program, or is injured. Credits cannot be given as cash refunds, but can be carried over into the next season.
- There will be **2 mandatory fundraisers for the season**. Parents will have the option to participate or to buy-out of these fundraisers.
- There will be optional fundraisers to participate in to offset costs of individual accounts.
- **There is a \$100/athlete PA membership fee that allows you to fundraise and your athlete to receive any gifts and/or benefits that are paid for with the PA funds.**
- ***Post season events will have mandatory fundraisers. These will be released once post season event bids are earned.***