



Program Policies

This document contains the program policies for the 2023-2024 season. SBD All Stars, LLC retains the right to modify and/or provide updates to this document at any time during the season. The most up-to-date version of this document can be found in the parent portal on our website.

In addition, SBD All Stars, LLC maintains the right to refuse service to anyone. This document does not include an exhaustive list of potential scenarios. Therefore SBD All Stars, LLC reserves the right to take actions including but not limited to, suspension and/or dismissal for any deemed situation(s) that put the staff and/or athletes at risk. If a parent/guardian or athlete decides to leave the program for any reason between June 16, 2023 and May 6, 2024 or scheduled season completion – whichever is later – they are subject to a contract buyout of \$350 within three days of the drop fee posting.

Attendance & Absences

Attendance is crucial to team success. At SBD we have a TWO WEEK attendance and absence policy:

- Absence requests must be submitted for approval at least two weeks prior any required SBD practice or event.
 - Forms submitted after this deadline will not be accepted for review and will incur an unexcused absence fee.
- No practice can be missed within two weeks of any SBD performance or event. If a practice is missed, the athlete may be replaced in the routine.
- Withholding your child from practice cannot be used as a form of discipline.
- We ask that vacations and absences be limited during the competition season, and abide to our listed gym closures dates and policies set forth. Each practice is vital to the team's success and missing just one athlete limits the productivity of the practice.
- Punctuality is a must. Athletes are expected to arrive at least 10 minutes before all practices and events, as they should be fully ready to participate by the designated start/ call time.
- Parent(s) and/or athlete must communicate with the SBD front desk prior to event or practice start time if they are going to be late or absent.
- **Late Practice Arrival and/or Unexcused Absence Fee**
 - **\$25 per occurrence (Standard)**
 - **\$50 per occurrence (Within two weeks of a SBD performance/event)**
- **Other Attendance Fees**
 - **\$75 per occurrence (Missing an SBD event, competition or competition awards session | Late to a competition/event call times | Missing or late to a practice the week of a SBD performance/event)**
- Late is defined as 15 minutes or more with or without communication from the parent/guardian and/or athlete.
- Excessive late arrivals and/or unexcused absences may result in program suspension or removal.

Submitting an Absence Request:

- Via the website: www.sbdallstars.com > Parent Portal > Submit an Absence Request.
- The absence request form link will be found in our LinkTree and on all social communication platforms.

Once an absence request is received, you will be notified about the status of your request via email.

Fundraising

- To provide continuous improvements to our facilities (including upgrades, new equipment, guest coaches, etc.) SBD will host one or two **MANDATORY** fundraisers during the season. Families will have the option to participate in the fundraiser or opt out and pay a flat fee. Required amounts are listed below:
 - **Novice and Non-Travel: \$50 per athlete | Travel: \$100 per athlete**
- At SBD, our goal is to make our program as affordable as possible by allowing many fundraising opportunities. Throughout the season we will offer various optional individual fundraising opportunities; funds raised from these effort will be directly applied to the individual athletes accounts.
- Any additional non-gym fundraisers require approval by the SBD Gym Director and/or Owner. To submit a fundraising request, please send an email to info@sbdallstars.com.



Attire

- SBD clothing, warm-ups, practice wear, and uniform are expected to be maintained in good condition and well-fitting for the entirety of the season.
- Fittings are mandatory for the parent/guardian and the athlete. SBD staff will be available for help, but all sizes ordered will be the parent/guardian's responsibility.
- Athletes will have assigned practice wear for each of their practice days.
- If an athlete arrives to practice without the correct attire and the SBD staff deems it necessary for them to match their team, the athlete will be given the necessary practice wear. The fee for the required item(s) will be automatically added to their account.
- The cost of replacing any lost, damaged, or ill-fitting (too small or too big) items will be the athlete/ family's responsibility.
- In compliance with uniform guidelines, all undergarments should not be visible. Options include: clear bra straps, adhesive, etc.
- Although we appreciate your SBD pride, creating and/or selling any of your own SBD clothing or accessories is prohibited. This includes but is not limited to any item showcasing any SBD program or team logo and the South Bay Divas name. Please discuss any apparel or gear ideas with the gym director, as all logo usage requires prior approval from management.

Health & Safety

- All OSHA, CDC, and county guidelines will be enforced at every SBD sanctioned events and practices.
- SBD training areas are under 24 hour surveillance; however, SBD is not responsible for any lost or stolen items within our facilities. We recommend leaving any items of sentimental and/or monetary valuable at home our in vehicles.
- Any changes to the athlete's health insurance, emergency contact information, medications, and/or allergies needs to be communicated to the front desk immediately.
- SBD welcomes athletes of all abilities; however, any medical conditions that may limit or prevent an athlete's ability to fully participate in any program activities needs to be communicated to SBD staff.
- If your athlete sustains an injury, please notify the Gym Director immediately.
- Following an injury, valid written documentation from a licensed medical doctor is required.
 - Documentation must include: Diagnosis, explanation of the reason(s) and the duration for which they may be limited or unable to participate in any SBD activities, as well as contact information for the doctor's office.
- In the event of an injury, your team coach will decide the appropriate time for the athlete to re-enter the routine.
- Athletes cannot participate unless they receive modified and/or full written clearance from a doctor.
- In the event your athlete cannot compete, the competition fee will be applied for the fill-in athlete. If you would like your athlete to attend the competition, you may be required to purchase a spectator ticket for them OR pay the fee for them to be rostered as an alternate.

Transportation & Travel

- All transportation/accommodations for competitions, practices, and other events are the sole responsibility of each family. We will make every effort to provide information in a timely manner. However, if a competition/practice is canceled or rescheduled, SBD will not be responsible for reimbursement.
- Arrangements must be made for your athlete to participate in the entirety of an event if you (parent/guardian) are unable to stay for the event duration.
- Please note that some of the competitions will require us to book rooms through a housing company to compete. For these competitions each athlete will have to stay in a room booked through the housing company; this is a requirement for the competition company, and we do not receive any financial gain from this process.
- As part of our competition schedule, families are required to abide by specific travel days and times listed on the competition schedule.



Practices

- SBD training areas are open for SBD staff and **REGISTERED** athletes only. We want your athlete to get the most out of every practice, which is achieved by maintaining their full attention and minimizing distractions.
 - However, each location does have a designated viewing area for all family and friends. At times, SBD staff will invite family and friends into the gym to watch full outs and routine sections.
 - Note that the staff may choose to close the gym viewing area at any time.
- No food or drinks (excluding water and sports drinks) are allowed in the training area.
- Athletes will have assigned practice days and times, which will be composed of:
 - **Novice/Non-Travel:** (2) team practices per week & (1) team tumbling per month
 - **Travel:** (3) team practices per week
 - Note, through Labor Day Weekend, Friday/Saturday level practices will be optional. Following the Back to School Break, teams will be assigned a specific day and time for their 3rd practice, and these practices will become MANDATORY.
- Practice schedules may change. If the team needs additional repetitions to ensure their readiness for an event, we may add additional practice(s) and/or extend practice times. We will inform you as soon as possible.
- The SBD staff have the athletes' safety and best interest in mind when making all decisions regarding practice structure and routine development. If there is a concern for your athlete's safety, then the SBD staff is open to discussing this with you, but opinions or comments about other athletes and/or families will not be tolerated.
- Depending on a team needs and/or individual athlete development, athletes may be moved from one position to another or one team to another at the discretion of the coaches at any point in the season.

Communication

- Our staff members are open to discussing any questions or concerns you may have. To guarantee that the appropriate staff member(s) are involved and the best method of communication is selected to resolve any concerns, we require email communication to be sent to info@sbdallstars.com. Once the email is received a SBD staff member will follow up within 72 business hours.
- We are committed to the success of your athlete at SBD and will continue to give the best customer service to our clients.
- Communication with SBD staff members needs to occur during appropriate times. Approaching staff with concerns during or between practice times, at SBD events, or competitions will not be tolerated.
- We use various social media platforms to communicate with athletes and their families as well as share program announcements and information. Anything that is posted in a closed/ private SBD group or page cannot be shared without SBD approval.
- Athletes with any social media accounts must be monitored by a parent/guardian.
 - Posts must remain age appropriate and cannot contain: foul language, provocative poses, behavior, images, ad/or illegal activities.
- All team and program social media accounts are created and monitored by SBD staff. The creation of any fake or parody account attempting to impersonate a SBD athlete, coach, team, location, or negatively portray the SBD brand are strictly prohibited.
- Communication including but not limited to posts, stories, comments, etc. on any platform, from an athlete or family member, that speak negatively and/or inappropriately of any cheer coach, athlete, program, governing body, event producer, or event results are prohibited.
- Bullying, criticizing, demeaning, rumor spreading, intentionally excluding, publicly embarrassing, and/or any other form of negative or inappropriate behavior that affects the SBD image or the safety of the SBD staff, athletes, or families is not tolerated from any SBD athlete, parent/guardian, or family member.

Athletes, parents/guardians, or family members found violating any of the above policies is grounds for immediate program suspension or dismissal.



Competition Etiquette

- Athletes are required to be fully in uniform or fully out of their uniform; this includes hair and makeup.
- Prior to competition call times, hair should be in the assigned style, makeup done, all jewelry removed (except approved medical ID tags), and all long nails and bright colored nail polish removed.
- During awards ceremonies, athletes are required to be in full competition uniform and hair, with their SBD jersey over their uniform. Athletes may not wear backpacks, warm-ups, or any other items.
- During performances, phones should be kept down and hands up as the athletes feed off the crowd's energy.
- SBD will have a designated staff member or parent/guardian record each routine that will be posted to the team's parent page following competition/event completion.
- Communication policies outlined above are in strict adherence at all events. There are always eyes watching and ears listening.
- Please be courteous to other spectators (do not walk in front during performances, push and shove through crowds, and/or save seats).
- Abide by all venue rules and follow venue staff instructions.
- If mistakes happen on the competition floor, any negative behavior or communication (verbal or written) towards any SBD staff member, athlete, or family will not be tolerated.
- SBD spectators are expected to root for all SBD teams regardless of level, location, or division. We are one big family!

Additional Parent/ Guardian Policies

- Exemplify good sportsmanship, positive conduct, and professionalism at all competitions, practices, and events as well as any time you are wearing SBD gear.
- Inform the front desk, as soon as possible, if your athlete is going to be late or unable to attend practice.
- Stay on top of all communication and inform the front desk immediately if you are not receiving information. Communication platforms include:
 - Program, Location, and Team BAND and/or Facebook Groups
 - Parent Portals (JackRabbit and SBD Website)
 - Emails, PDF documents, calendars, and other documentation
- Fulfill all financial obligations on time or your athlete runs the risk of program suspension or removal.
- Provide positive reinforcement and encouragement.
- If an issue arises, please communicate with SBD staff as soon as possible. Also, encourage your athlete to speak to the coach, as this reinforces your child's voice and guarantees they are being heard and understood.

Additional Athlete Policies

- Athletes must give full effort and be respectful at all times.
- Continuous failure to have a positive attitude, be productive at practice, and/or make corrections can result in disciplinary action which is subject to, but not limited to team change, suspension, or removal.
- Athletes are responsible for any assignments given to them at practice.
- If an athlete misses practice, it is their responsibility to obtain any information and/or learn any changes made before the next practice.
- Any instances of bullying will not be tolerated.
- Athletes will maintain the highest example of behavior and will respect other's personal space and property/
- Athletes must remain in good academic standing or run the risk of program suspension or removal.

Any negative or questionable behavior by athletes, parents/guardians, or family members will not be tolerated and will result in program suspension and/or dismissal.