



Kelowna Springboard Diving Club (KSDC)

2024/2025 Season

ATHLETE & PARENT CODE OF CONDUCT

ATHLETE CODE OF CONDUCT

- All athletes will respect & listen to coaches. This includes giving them their full attention when they are speaking and providing instruction without backtalk or arguments.
- All athletes will arrive at practices and competitions on time to participate in the required stretches and warm-ups instructed by their coach.
- Athletes in invite-only programs are expected to help with set up and take down of equipment. This means, but is not limited to, arriving early to practices and home competitions to assist coaches in the set-up of equipment, helping transfer equipment across the pool deck during practice, and staying a few minutes after practice to help take down.
- All athletes will treat each other and their coaches with respect and display good sportsmanship. Foul language or name-calling is not permitted and **WILL NOT BE TOLERATED**. Disrespectful or destructive behaviour **WILL NOT BE TOLERATED**. (Athletes will receive a verbal warning from their coach or the Head Coach on their first offence. Parents will be notified. Secondary offences will result in their removal from the club.)
- Any form of sexual harassment **WILL NOT BE TOLERATED**. Athletes will be removed from the club immediately.
- Pushing, hitting, kicking, taunting, bullying, and other intentional unwanted contact or interfering are not permitted and **WILL NOT BE TOLERATED**. Athletes and parents may be required to sign a separate Anti-Bullying document at the start of every season. (Athletes will receive a verbal warning from their coach or the Head Coach on their first offence. Parents will be notified. Secondary offences will result in their removal from the club.)
- Athletes must abide by KSDC's basic safety rules:
 - Look before you leap.
 - Only one person on the diving board or dryland equipment at a time.
 - No horseplay - includes running and fooling around in line.
 - Listen to your coach.
- Athletes must notify a coach on deck if their parent has not arrived to pick them up within 10 minutes of the end of a scheduled class.
- Athletes must immediately notify a coach on deck of any injuries or illnesses that might hinder their practice.
- Athletes are not permitted to attend practice if they are ill/contagious, as this puts the health of other athletes at risk.
- Athletes must inform their coach before practice starts if they need to leave early and ask their coach's permission to leave practice early once it has started.
- KSDC is a drug-free organization; using alcohol, non-prescription illegal drugs or tobacco is not permitted.

- No Cell Phones are allowed during practice and dryland. Cell phone use is for emergencies only and by the Head Coach or other Coaches with permission from the Head Coach.

PARENT CODE OF CONDUCT

- Parents are asked to make sure athletes arrive to class on time and ready to dive with proper footwear, shorts, t-shirt, bathing suit, towel and water bottle.
- Encourage your child without pressuring them.
- Always show interest and enthusiasm. Diving through the fear is a major part of this sport's psychological demand, so be patient if your child hesitates to try a new "scary" dive.
- Please use minimum rewards for new dives with your child and please make that interaction private as some parents cannot do the same for their child.
- **Parents must sit in designated seating areas at the pools.** These areas are the bleachers at the H2O and Kelowna Family YMCA.
- **Parents must not interrupt a practice to speak to their child.** If the information you need to share with them cannot wait, you can call your athlete over to you to speak to them without disrupting the practice.
- Parents are welcome to take videos and photos of practices but are reminded to keep other athletes out of their media. **Media may only be taken from the bleachers.**
- To not disrupt class time, parents who wish to speak with coaches must arrange a meeting time with the coach by email or speak to them once the coach is free after practice.
- If you have any issues or concerns with your athlete's coach, please bring your concerns to the KSDC Board of Directors and not the coach. You can contact the Board of Directors through ksdc.general@gmail.com.
- Please do not coach your child and allow the coaches to do their job. Divers will often perform better and more effectively when parents are not present or are seated in the designated seating area.
- If a child misbehaves, the coach has some responsibility to discipline them, but the ultimate responsibility for discipline remains with you. Encourage your child to set a good example.
- Do not criticize coaches or other divers in front of your child. Disrespectful behaviour toward the athletes, coaches or club **WILL NOT BE TOLERATED**. (Parents will receive a verbal or written warning from the KSDC Board of Directors on their first offence. Secondary offences will result in their removal from the club.)
- Let your child know that you will be there for them, even if a lesson does not go as well as hoped or anticipated.



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POLICIES

We are happy to welcome you to the Kelowna Springboard Diving Club family. Please take a moment to review our policies. If you have any questions, please feel free to contact us by phone or by email.

We offer the following refund policies with the following rules:

- Only one policy will apply to the class your student is registered for.
- The class description and the registration process will identify the exact refund policy for the class you have chosen.

Withdrawal before the program starts:

- If a diver decides to withdraw from the program before the beginning of the class, the diver will be **refunded the full amount less an administration fee of \$35**.
- The \$35 administration fee is non-refundable.

Withdrawal during the session because of loss of interest:

- **Once you have attended the second class, you have 24 hours to give written notice to ksdc.general@gmail.com should you decide not to continue** with the session. Once that timeframe has passed, you are committing for the entire term, and full payment will be processed.
 - If a refund is eligible:
 - A \$35 administration fee will be applied, and the first two classes will be charged.
 - There will be no refund for the BC Diving/ Diving Canada insurance fee of \$40.
- The above policy does not apply to athletes accepted into Invite-Only Programs; **Learn to Dive Advanced, Developing and Competitive Teams**. As these spaces are extremely limited, **once you've accepted a spot** you have fully committed to the full cost of the program, and **no refund will be given**. If the club and family cannot agree upon when the spot was accepted, we will consider one week before the start date of the program at that point of acceptance.
 - If a refund is eligible:
 - A \$35 administration fee will be applied, and the first week of classes will be charged.
 - There will be no refund for the BC Diving/ Diving Canada insurance fee of \$40.

Withdrawal in the middle of the session because of injury:

- Program withdrawals are permitted for medical reasons with a note from the doctor and will be applied from the time the note is presented to, and approved by, the Board of Directors.



- The refund will be based on the number of classes remaining in the session and will include a \$35 administration fee; up to a maximum of 50% of the registration fee.
- No refund will be given after the halfway point in the session. (The halfway point is decided by the number of weeks in the session divided by two).

Withdrawal in the middle of the session because of a family emergency:

- Program withdrawals due to a family emergency will be evaluated on a case-by-case basis.
- Requests along with an explanation for withdrawal shall be made directly to the Club's Board of Directors for review and consideration.
- You will be notified of the Club's Board of Directors decision whether or not a refund will be provided and the terms of the refund.

Fees and class payments:

- If fees and/or class payments are still outstanding by the third week of the session, KSDC will process the total amount owing using the payment method on file.

Make-up classes/class credits:

- We do not offer any make-up classes for missed classes. Class credits will not be given for missed classes. Individuals with extraordinary circumstances can ask the board for exceptions. Please contact ksdc.genreal@gmail.com.

Drop-ins:

- Drop-ins are different than make-up classes. Drop-ins are for athletes who have been in our programs before and cannot commit to an entire session because of other commitments (ie. Moving away, etc.). Drop-ins are only possible when the class they are dropping into is not full. Drop-ins must be approved by the Head Coach. Drop-ins cost \$25.00 per drop-in. Drop-ins are limited to 3 per session, per athlete.

Privacy Policy

- We promise to respect your privacy.
- We do not sell, rent, loan or transfer any personal information regarding our customers or their students to any third parties.
- Any information you provide about yourself, or your students is held with the utmost care and security and will not be used in ways to which you have not consented.
- Information gathered on our website is collected and used by us and Jackrabbit Class.
- We will not collect any personal information about adults or students except when specifically, and knowingly provided by them.
- If we collect any personally identifiable information about students, we will first obtain their parents' consent.
- Examples of personally identifiable information include full name and birth date.

Use of Information

- Information collected by us is used internally by our authorized individuals for three main purposes.

- First, we may collect information for improving our site by seeing which areas, features, and products are most popular.
- Second, we may collect information to personalize the site for our customers.
- Third, we may collect personal information from visitors who request additional information about our programs, or who choose to register for classes online.
- We hope that you will want to provide information about yourself because it will make your experience here more valuable to you. If you are comfortable sharing some basic information, you will receive enhanced services that are impossible to offer to anonymous users.
- Examples of such services may include email notices of special and discounted items, e-newsletters, and special mailings related to Kelowna Springboard Diving Club, including free developmental activities and special offers.
- On occasion, we may also share non-personal, summary information regarding our customers with unrelated third parties (for example, we may publicly disclose the aggregate number of registered users of our website).
- However, we will not share any personal information about any particular customer.
- Security Registering for class online is a completely safe experience! We use SSL (Secure Sockets Layer)-the highest standard in online encryption technology-to ensure that your personal and credit card information remains secure.
- SSL encryption allows you to register with confidence, knowing that only you and Kelowna Springboard Diving Club have the ability to access your information.
- Keeping customer information private and secure is a top priority.
- Whenever you access a secure page on our site, the information you send is immediately encrypted for your protection.
- There are two simple ways to see if you are on a secure page: Look at the URL (website address) in your browser.
- If you are connected to a secure server, the URL will always begin with "https" rather than "http." Most browsers display an icon that indicates whether or not you have a secure connection. Look for the unbroken key or closed lock icons in the bottom left or right corner of your browsers.



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Media Release Information

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By agreeing to this policy, I am hereby granting permission to Kelowna Springboard Diving Club to the use of photographs or videos of myself and/or my child if this registration is for a minor whom I am legally responsible for. Such use includes the publication of photographs and videos of myself or my child for use in materials that include, but may not be limited to, social media use (through the Club's Facebook and Instagram accounts), advertising (the City of Kelowna and/or Facebook), news stories, and the Club's website. If there are any concerns regarding this policy, please reach out to us.