

Kelowna Springboard Diving Club (KSDC)

2022/ 2023 Season

ATHLETE & PARENT CODE OF CONDUCT



ATHLETE CODE OF CONDUCT

- All members will respect & listen to coaches. This includes giving them their full attention when they are speaking and providing instruction without back talk or arguments.
- All athletes will arrive on time at practices and competitions early enough for designated stretch and warm-up instructed by their coach.
- All athletes will treat each other with respect and display good sportsmanship. Foul language or name-calling is not permitted. Disrespectful, indiscreet or destructive behaviour will not be tolerated. Any form of sexual harassment WILL NOT BE TOLERATED.
- Pushing, hitting, kicking, taunting, bullying, and other intentional unwanted touching or interfering are not permitted. Athletes and parents may be required to sign a separate Anti Bullying document at the start of every season.
- Athletes must abide by KSDC's basic safety rules of: 1. Look before you leap. 2. Only one person on the diving board or dryland equipment at a time. 3. No horseplay - includes running and fooling around in line.
- 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 must respect COVID-19 protocols, violation of protocols will result in the athlete being removed from the program.
- Athletes will not fake or joke about having COVID-19 symptoms. Doing so, will result in a warning and the parent will be notified. The athlete will be removed from the program if it occurs a second time.
- Athletes must inform their coach before practice starts, if they need to leave early and ask their coach's permission to leave a 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 emergency only and by Head Coach or other Coaches with permission from Head Coach.

PARENT/GUARDIAN 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.
- In order to not disrupt class time, parents who wish to speak with coaches must arrange a meeting time with the coach by email.
- 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.
- 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



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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. - Refund Policy

We offer the following refund policies.

- 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 prior to 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 in the middle of the session because of loss of interest: After the second class, you are committing for the entire term. Refunds will only be given up to 72 hours prior to the beginning of the third class in a session.
- A \$35 administration fee will be applied and the first two classes will be charged.
- There will be no refund for the BC Diving insurance fee of \$20.
- 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 Registrar.
- 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.
- 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 Executive for review and consideration.
- You will be notified of the Club Executive's decision and whether or not a refund will be provided and the terms of the refund.

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 in order 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.