



# WELCOME TO THE ACTIVSTARS PICKLEBALL PROGRAM

**Every athlete is a winner at ACTIVSTARS ...** since 1985 **ACTIVSTARS** has been one of the leaders in creating the highest quality youth programs at an affordable cost. **ACTIVSTARS believes in bringing the fun and fundamentals to light as pickleball is the #1 growing sport in America.** Unlike many sports organizations focused primarily on competition, our approach takes a broader view of youth development. Our coaches always promote a positive pickleball environment in which kids can enjoy the game and enhance their pickleball skills.

Players will learn pickleball skills and techniques – hand/eye coordination, serving, dinking, driving, scoring, and so much more! Practices are FUN, and future matches are exciting for players and parents. Students are taught by coaches with extensive pickleball experience. Your child will learn the fundamentals of pickleball in an enjoyable way as well as discover the true fun in teamwork and learning together. **ACTIVSTARS** Youth pickleball programs are available for children ages 5 to 15, and each season runs from 8-12 weeks with a cost of only \$12/week. Welcome to **ACTIVSTARS** pickleball Program; we are excited for this session to begin!

**PROGRAM STRUCTURE:** **ACTIVSTARS** pickleball program is designed to work with your child's schedule and the hustle and bustle of daily life. With multiple locations available Mon-Sat, our program will dedicate classes to not only learning the sport of pickleball in a fun way, but teach students the aspects of tournament style play as well.

**CLASS TIMES:** Specific class times will be assigned during orientation. Players are split according to age & ability. If the practice time assigned to your child is inconvenient, or you have two children accidentally split into different practices, please see your coach for approval to attend a different practice time. Each class is 45 minutes long. Please arrive 15 minutes early each week for check-in!

**RESTROOMS MAY NOT BE AVAILABLE AT PICKLEBALL SITES:** Have your child use the restroom prior to coming to practice just in case there is no available restroom!

**ACTIVSTARS LOCATIONS:** We kindly remind parents and families that we are guests at the facilities where our practices are held. To maintain a positive relationship with our hosts, we ask that everyone remain in designated areas: our rented room, gym, or space, as well as the parking lot and walkways connecting them. Please refrain from using playground equipment, lingering in hallways, or exploring other parts of the facility. Parents should drop off their athletes, sign them in, and return promptly for pick-up at the end of practice each week. Thank you for your cooperation!

**ACTIVSTARS SECURITY POLICY: \*Parents Staying Inside During Instruction\*** We take great steps to provide the safest, uninterrupted learning environment for YOUR child and all the athletes participating. Parents are invited to watch the first practice of each new session and the awards program which is the final week of the session. Otherwise, spectators are discouraged during regular team practices week-to-week as children get easily distracted and may not focus on the coach or instructions when being watched by their and other parents. It has been proven that a concentrated environment with minimal distractions provides a better learning atmosphere for the team, coach and athletes.

To prevent unwanted guests and strangers in the facility and practice area, **ACTIVSTARS**, our sponsors, and facilities require everyone to sign-in on the forms provided. Parents are encouraged to volunteer as "Parent Helpers". Volunteers are needed in each class to assist the coach. Parents, when volunteering as helpers please read and sign the Parent Helper Sign-In Sheet located by the check-in box.

**At each practice, Parent Helpers need to:**

- Sign-In on the Parent Helper Form
- Be able to assist without distractions; do not have other children (*younger or older siblings*) with them. Children (not enrolled in our program) are not allowed to stay inside the facility.
- Listen to coach directives and specific notes for assisting team/athletes
- Be willing to assist with practice functions as directed by the Coach.

**As a courtesy, we ask that additional children or guests brought to the facility during check-in and pick-up are always monitored by parents!**

**GET OUR APP:** Download our **ACTIVSTARS** App for IOS or Android. Use our app to register for classes and events directly from your smart device. Check-in weekly, check class schedules, and stay up to date with the latest news and organizational announcements!

**WEEKLY CHECK-IN AND PAYMENT:** The only payment options available are weekly payments or total semester prepayments. At any time, parents can pay for the remainder of the semester. **Each week, parents must check-in and pay through our website portal or by using the ACTIVSTARS App.**

- **No Cash or Checks accepted at our class locations.**

**Please arrive no more than 15 minutes early each week for check-in.** Each week, parents are required to physically walk-in and sign-in their student on the sign-in sheet by:

- bubbling in "present" next to the student's name
- signing (parent signature)
- recording the amount paid

Sign-in sheets are located by the check-in box. If your student is prepaid, you will still need to sign them in every week of class.

Students cannot sign themselves Students cannot sign in for class; a parent or guardian must be present because a parent signature is required.

**CANCELLATIONS:** There are times when we may have to cancel a class due to holidays, school conflict, or bad weather. If possible, an email or note is sent out the week before to inform you of the cancellation, or the day of, in the event of bad weather.

- In some cases, when possible, the course will be extended.
- **If class is canceled due to bad weather, ACTIVSTARS will send out an email regarding how to make up the class or will issue a credit for that specific day. Please always check your email for updated information.**

**WET COURTS:** To avoid injury, if the court is excessively wet due to rain, class will be canceled on a case-by-case basis to avoid injury. Generally, a sign will be posted at the courts, directing players and parents to the alternate site. In some instances, you may be called or emailed directly by your coach or a class secretary.

**MAKE-UP CLASSES:** We know that there may be times when your child cannot attend class. Missed classes can be made up by attending two classes back-to-back (their regular class and the class either before or after the regular class). Make-up classes must be either pre-paid or paid the day the make-up is done.

**If your child misses a class, please check your email or call the ACTIVSTARS office or log-on to our website.**  
[www.activstars.com](http://www.activstars.com) to view missed class communication, class calendars, and possible changes to class schedule.

Please inform the class assistant coach at the check-in table that your child will be taking (2) classes, she/he will issue a make-up wristband to your student. **Remember to tell your child when he/she is doing a make-up class!**

**PERFECT ATTENDANCE:** All players with perfect attendance will receive a special recognition medal or ribbon! Should your child miss a class, he/she can stay for 2 classes, back-to-back. All "make-up" classes must be paid the same as for a regular class.

**CLASS COMMUNICATION:** ACTIVSTARS communicates with parents and students through written communication, primarily through email. Please be sure that we have an updated email address in our records, or you will not receive these notices, and you could miss important class information. We will also occasionally send out text messages, notes, and fliers regarding upcoming events, class cancellations, etc.

**PLEASE READ EVERY EMAIL or HANDOUT YOUR STUDENT BRINGS HOME FROM EVERY CLASS!**

**SAFETY IS OUR # 1 PRIORITY!** Please "hand" escort your child to the court. No players can leave the court without a parent. Parents must come to the court for pick-up. Exceptions to this rule apply only if a parent signs a Walker Release Form, giving the player permission to walk to and from the courts without an adult. Please be on time for pick-up!

**MEDICAL CONDITION/DISABILITY:** We encourage parents that have students with a medical condition or a disability to stay weekly with their child. Parents are also required to inform the instructor and fill out a Medical Disability Form.

**ACTIVSTARS MERCHANDISE:** ACTIVSTARS merchandise is purchased at wholesale prices, and the savings are passed on to you. All merchandise is ONLY available for purchase online at [www.activstars.com](http://www.activstars.com). We appreciate your support!

**PROPER MERCHANDISE:** Players are required to have a pickleball paddle starting week one. Players need to mark their pickleball paddle with their name. These items are available to purchase directly from our website at [activstars.com](http://activstars.com) or players may bring their own. Pickleball shoes are highly recommended.

Players should not wear jewelry, chew gum, or eat candy during classes..

Players are required to bring their own water to practice every week. **ACTIVSTARS** has a water bottle available for \$7. Please put the child's First and last name on water bottles brought to practice.

**RETURNS & EXCHANGES:** All claims and return requests must be made within **ten business days** of receipt of goods.

- Any damaged goods may be returned but must follow our 10-day return policy.
- No refunds are given for merchandise, which has been worn or used.

Please be sure to inspect your merchandise upon receipt of your order. We maintain the right to inspect the returned merchandise to determine whether replacement or adjustment is valid. If merchandise is returned after **the 10-day** inspection period, a **15% restocking fee** will be applied.

**ACTIVSTARS**  
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