



## **PARENT / PLAYER HANDBOOK, CLUB POLICIES and CONTRACT**

Welcome to Palmetto Strikers Volleyball Club! The goal of this contract is to ensure players, parents, coaches, and administration are aware of PSVC's policies. It is imperative that players and parents/guardians read this contract in its entirety and understand the policies before agreeing to play with PSVC.

This contractual agreement (the "Contract") is made and entered into by, and between Palmetto Strikers Volleyball Club ("PSVC"), doing business in and around Charleston County, SC, as a member club of USAV /PVA, JVA/SAVL and AAU, and the below named Parent(s) and Player as participants in PSVC programs.

### **Palmetto Strikers Club Goals**

1. To provide quality training for every athlete involved in our program.
2. To develop players as individuals, team players, and well-rounded people.
3. To improve the overall level of volleyball in South Carolina.
4. To develop competitive teams.
5. To emphasize the importance of dedication and teamwork.
6. To instill a life-long love of volleyball in anyone involved in our program.
7. To provide opportunities to junior players regardless of socioeconomic status.
8. To continue to adapt and evolve as a club to provide a positive experience for players.

### **General Policies**

1. All athletes must adhere to the USAV Code of Conduct, Palmetto Region and JVA policies, which can be found on their respective websites.
2. All athletes must attend all events scheduled for their team.
3. All athletes are responsible for their own uniforms. PSVC does not have replacement uniforms available, and athletes will be responsible for replacement costs.
4. Athletes agree to be photographed or videotaped for promotional use on the PSVC website, social media, club program or other promotional materials.
5. Families must commit to the tournament schedule, or provide PSVC with notification of a conflict, through the tryout registration process prior to tryouts .
6. Athletes must provide PSVC with a copy of their birth certificate, passport or driver's license for age verification, upon commitment to the club, in order to be eligible to compete at tournaments.
7. Play time is not guaranteed on any travel team regardless of team level (club, power or national).

### **MAAPP**

PSVC, its staff, coaches, players, and parents must follow all rules and guidelines outlined in the Minor Athlete Abuse Prevention Policies document. Full document can be found on the USAV website

### **Season**

The Sanctioned Season begins with the first eligible tryout date and ends on the final day of either the USAV or AAU National Tournament for indoor season (typically mid-October through early-July) regardless of a team's attendance at a national tournament.

### **Extended Season**

Team(s) that are not scheduled to play through July may be eligible to play extended season. In order to be eligible, the team must place in the Gold bracket at all Open or Power level tournaments attended during January and February. A poll may be sent to qualifying teams prior to Palmetto Regional Championships to gauge the commitment level of players/parents. A minimum of 9 players must vote to attend and all regular season plus extended season dues must be paid in full by all players before a team will be submitted for bid

contention. For non-bid extended seasons, teams and/or age divisions may be combined at the discretion of the club based on position and team needs. Interest does not guarantee placement on an extended season team. Additional tryouts may be held for non-bid extended season teams.

### **Player Release**

Players/parents who do not complete regular season or who fail to respond, within 24 hours, to the extended season poll or direct communication from the club regarding interest and commitment to extended season with PSVC, players who decline to play extended season with PSVC, and any player that has received financial aid from PSVC are **NOT** eligible for release to participate with another club.

Additional rules regarding player movement can be found in the Palmetto Volleyball Association ("PVA") Handbook and are part of the regulations imposed by PVA for USAV Jr Volleyball membership. It is the parent's and player's responsibility to read and be fully knowledgeable of the PVA rules and regulations.

**Player Dismissal** - Failing to abide by any PSVC and/or Region Policies by a parent or a player can be grounds for an athlete's dismissal. **All remaining fees will become due and payable at that time.** Negative behavior and/or disrespect will not be tolerated and IS GROUNDS FOR IMMEDIATE DISMISSAL FROM PSVC. Please note that the showing of severe frustration outwardly to the point of affecting your teammates and pulling your team down are absolutely considered negative behavior. Also, any show of disrespect towards a teammate, coach or other PSVC personnel, whether it be verbal or nonverbal, will not be tolerated. Players dismissed from PSVC may be ineligible to play for PSVC in the future. Final decision on dismissal and future eligibility will be determined by the Club Director & Board. Players dismissed from PSVC are not eligible to be released to play for another club.

### **Travel Team & Player Policies**

PSVC has three levels of girls travel teams, and one level of boys' team with varying commitment requirements. There may only be one or two levels in any one age division (i.e., only National and Power in 15U age division) or there may be more than one team in each level in an age division (i.e. 2 Power teams in the 14U age division). If it is in the best interest of the program, a player may be moved from one team to another, or to another age division, based on one or more of the following: (1) position, (2) skill level (3) attitude (4) needed for tournament play (5) loss of player from another team. The coaching staff and administration will have the authority to move a player from one team to another based on the above. Players must be willing to play any position needed by the team. **Play time is not guaranteed.**

Additional information regarding commitment required for each team level is included below.

### **National Level Teams (only available in the 14 through 18U divisions)**

National level teams provide the highest level of competition and will be formed based on the commitment of players, parents, and coaches. These teams will compete at the Open or Power level at tournaments. Players on National Teams are required to make PSVC, and their team a priority. National teams will practice together two or three times a week for a total of 4-6 hours. Practices will be held on Sundays (when tournament or holiday schedule allows) and 2 days during the week. Position specific, and strength/conditioning training sessions will be held during the season. **All practices and tournaments are mandatory. Club volleyball must take precedence over other sports, family events, and extracurricular activities. Players who accept a position on a national level / 1's level team understand that they may be restricted from participating in beach volleyball or other sports during their designated season.** If you must miss a practice, you must inform your coach **a minimum of seven (7) days in advance** so that the coach can plan practice appropriately. Players who miss more than three practices will be evaluated by the coach and club director to determine if that athlete should remain with the team and may be subject to suspension or expulsion. Failure to inform us of any practice or tournament conflicts may result in PSVC withdrawing your membership without refund.

National teams attend approximately 7-11 total tournaments throughout the course of the season, including at least one National Qualifier. National teams will attend tournaments outside of the Palmetto Region, to

increase athletes' exposure to college coaches. National teams scheduled to participate in the Palmetto Region Championships and be eligible for a bid to USAV Junior Nationals are required to finish in the top 5 and/or Gold Bracket at all tournaments attended in January, February and March. Eligible teams will be notified, and a poll may be sent, prior to the bid submission deadline for Palmetto Regional Championships, to confirm the commitment level of each player/parent. A minimum of 9 players must vote to attend. All regular season and any extended season or additional dues must be paid in full by all players participating before a team will be submitted for bid contention. Payment must be submitted online via credit card or via cash. Failure of any player/parent to submit timely payment may result in a team missing the bid deadline and the team being ineligible to compete for a bid.

**National team players and parents shall plan to travel 2-3 weekends every month and should expect tournaments to be held on holidays such as Martin Luther King Jr. Day, Easter, and spring break. All tournaments are mandatory, and families must commit to the tournament schedule prior to tryouts and sign off on the tournament schedule included with the tryout forms. *If you cannot commit to the National team tournament schedule, you are required to disclose this information on your tryout form.***

#### **Power Level Teams (only available in the 12U – 17U divisions)**

Power level teams are high-level teams offering strong competition and requiring a serious level of commitment. Teams will be formed based on the commitment of players, parents, and coaches. These teams will compete at the Power level at tournaments. Teams will practice two or three times a week for approximately 4-6 hours. Practices will be held on Sundays (when tournament or holiday schedule allows) and 2 days during the week. Position specific, and strength/conditioning training sessions will be held approximately 3-4 times during the season. **All practices are mandatory.**

Power level teams will attend approximately 6-9 total tournaments throughout the course of the season, including at least one National Qualifier. Power level teams will attend some tournaments outside of the Palmetto Region. Power teams that wish to participate in the Palmetto Region Championships and be eligible for a bid to Junior Nationals are required to compete in a minimum of two tournaments within the Palmetto Region. Power teams who receive a bid for Nationals will be required to attend. Additional dues will be assessed for Nationals and additional practices and tournaments.

**Power level team players and parents should plan to travel 2 to 3 weekends per month, and should expect tournaments to be held on holidays such as Martin Luther King Jr. Day, President's Day, Easter, and spring break. All tournaments are mandatory and families must commit to and sign off on the tournament schedule included with the tryout forms.**

Players on power level are expected to make PSVC a priority. Attendance at all practices and tournaments is **mandatory. Team players are expected to put club volleyball ahead of any school sports.** If you must miss a practice, you must inform your coach **a minimum of Five (5) days in advance** so that the coach can plan practice appropriately. Players who miss more than four practices may be evaluated by the coach and club director to determine if that athlete should remain with the team and may be subject to suspension or expulsion. Failure to inform us of any practice or tournament conflicts may result in PSVC withdrawing your membership without refund.

#### **Club Level Teams (only available in the 11/12U through 15U divisions)**

Club level teams are competitive level teams offering tournament competition and require a strong level of commitment. These teams will compete at the Club level for tournaments. Club level teams will practice one or two times per week for a total of 2 to 4 hours. Practices will be held on Sundays (when tournament or holiday schedule allows) and 1 day during the week. Club team players will have the option to attend additional position practices held approximately 3 - 4 times during the season. Club level teams will attend 5-7 tournaments throughout the course of the season and may attend tournaments outside of the Palmetto Region. **Club teams should expect to travel 1-2 weekends per month and may attend tournaments on holidays such as Martin Luther King, Jr. Day, Presidents Day and spring break.**

Players on Club level teams are expected to make PSVC a priority. **Attendance at practices and all tournaments is mandatory.** Coaches will work around conflicts with school sports, but players and parents are required to disclose any potential conflicts on the tryout form. If you must miss a practice, you must inform your coach **a minimum of 72 hours in advance** so that the coach can plan practice appropriately. Players who miss more than 5 practices will be evaluated by the coach to determine if that athlete should remain with the team. Missing a practice may impact a player's ability to start, or play, in an upcoming tournament. **Families must commit to the tournament schedule prior to tryouts and sign off on the tournament schedule included with the tryout forms.**

### **Practice Policies for All Players**

The policies below apply to all PSVC teams. Team coaches may have additional policies for their individual teams in addition to those listed below.

1. Players should arrive at practice at least 15 minutes prior to the scheduled start time. It is the players' responsibility to set up nets and other equipment and ensure that shoes and kneepads are on prior to start time. Players are responsible for taking down and storing nets and other equipment at the end of practice.
2. Players are required to wear PSVC practice t-shirts and spandex or shorts to practice. Players may not wear jewelry to practice.
3. All cell phones are to be kept in the players' bag during practice. It is up to individual coaches' discretion to collect cell phones during practice, and during tournament play schedules.
4. Every athlete and parent should understand that practice and training sessions are where you receive the most instruction and benefit from club volleyball. Tournament play is a supplement to participating in club, and players must earn playing time during practice.
5. All players are expected to participate fully in all practice activities, unless injury or illness prevents full participation. Coaches may ask injured and/or sick players to attend practice when feasible in order to keep up with team instruction.
6. If you must miss a practice, you must inform your coach **per team policies outlined in this agreement** so the coach can properly plan practice. Each player is required to utilize the PSVC communication app provided via the PSVC website or club management platform. This app provides players and parents the ability to contact their coach. A coaches' PSVC email address is also an approved method of communication. Players and parents are prohibited from texting coaches directly. You should also notify your coach if you are going to be late to a practice. Each coach will set their own consequences for late arrival to practice.
7. Practice schedules for all teams will be available after tryouts and during the season with approximately two weeks' notice. There may be unexpected changes to practice schedules due to unforeseen conflicts with gyms, coach illness, or other reasons. We will do our best to get important information, such as schedule changes to players and parents in a timely manner.
8. PSVC follows the Charleston County Schools inclement weather policy. If school is canceled due to inclement weather, all PSVC practices will be canceled. Monitor the PSVC website and/or social media for up-to-date information on practice cancellations.
9. PSVC assigns a minimum of one coach per team for practices and tournaments. In the event of unforeseen circumstances teams may hold joint practices or a substitute coach may be assigned to a team for a practice or tournament.

### **Injury Policy**

All injuries must be reported immediately to the coach and/or the club director. In the event of an injury requiring medical attention, the athlete will not be permitted to resume participation until written clearance is obtained from the athlete's physician and provided to PSVC via email to [directors@palmettostrikers.com](mailto:directors@palmettostrikers.com).

### **Insurance**

Through USAV the Sport Accident Excess Medical insurance program provides participant coverage for loss resulting directly from members competing in an approved or sanctioned USAV event. Coverage does not include loss from pre-existing conditions or competing in non-sanctioned events, JVA or AAU events. The policy provides coverage against loss in excess of coverage provided under other valid and collectible medical

insurance and is subject to a \$250 per claim deductible. If no other collectible medical insurance is available, the loss is subject to a \$1,000 deductible.

### Tournament Policies

All PSVC athletes and parents are expected to abide by the tournament policies below. Coaches may choose to set policies for their individual teams in addition to those listed below.

1. **All tournaments are mandatory.** Tournament schedules are posted online on or before October 15th for the upcoming season. Tournament conflicts may affect a player's placement, particularly for higher level teams. Player or parent must notify PSVC, prior to tryouts, of any known or potential conflict during the tryout registration process. In situations where more than one parent or guardian has custody, it is the responsibility completing the tryout registration to coordinate with the second parent and note all potential conflicts. Failure to disclose a conflict or potential conflict prior to tryouts can be grounds for an athlete's immediate dismissal. All remaining fees will be due and payable at that time.
2. Tentative tournament schedules are available prior to tryouts. Players and parents are asked to understand that tournament schedules may change for unavoidable reasons such as a limit on the number of teams or tournament cancellation. PSVC coaches and administration will do their best to notify players and parents of any such changes in a timely fashion. In the event a tournament is canceled, PSVC will attempt to schedule another tournament in its place, provided there are open tournaments and a sufficient amount of time remaining in the season to do so. **Please note that most tournaments do not release pool sheets, schedules, wave times and locations until 1 week before the tournament. The club director, coaches and team parents will distribute this information as soon as it becomes available.** Please refrain from emailing coaches or club administration with questions regarding this information.
3. All athletes will wear **ONLY PSVC apparel** at all tournaments and practices, including outer wear (sweatshirts, jackets, hoodies, etc.) **NO EXCEPTIONS. Athletes shall not wear high school, college, or another club's apparel.** Parents are encouraged to wear PSVC apparel as well. Players should bring all uniform pieces to all tournaments. PSVC apparel, including parent t-shirts, will be available for purchase at the beginning of the season.
4. Every player is required to be certified as a line judge and assistant scorer (libero tracker). In addition, players must be certified as either a referee or scorekeeper. Coaches will communicate to their players which clinic they should attend at the beginning of the season. PSVC will hold in-house scrimmages at the beginning of the season to aid our athletes in this process, but players are responsible for completing the appropriate tests on their own time. At tournaments, each player is expected to contribute to the teamwork schedule on an equal basis. **No players will be allowed to leave a tournament while their team is still officiating.** While officiating, there will be no electronics (cell phone, iPod, etc.) or food allowed at the score table. Only the required number of certified players will sit at the table. Violating this policy may result in team penalties including forfeit.
5. Players may not leave a tournament site until excused by the coach.
6. Unsportsmanlike conduct will not be permitted at any time. This includes, but is not limited to, foul language, rude behavior, or lack of cooperation towards any player, parent, coach, official, or opponent. If a player engages in this sort of behavior, they may be asked to remain on the team bench or to leave the site for the remainder of the match, round, day, or tournament, as the coach sees fit.
7. **No parent or fan is, at any time, to make disparaging or rude remarks to any player, coach, or official.** This includes other teams playing, working teams, officials, or other spectators. Any parent who violates this policy will be asked to leave the facility for the remainder of the match or tournament. USA Volleyball, the Palmetto Region, SAVL and AAU enforce a strict **No Tolerance** policy in regard to negative remarks of any kind. Anyone found violating this policy will be required to leave the facility immediately without any refunds of admission fees.
8. Players are expected to always stay with their team while at tournament playing sites. The coach has the right to request team meetings, team bonding or team meals while at tournaments, during which parents or friends may or may not be allowed with the team.
9. Players must always support their teammates while on the team bench. Examples of poor behavior include not expressing verbal support for your teammates, carrying on side conversations, or questioning playing time or status during the match. Parents are expected to support all players on the

team, regardless of who is playing in a particular match. Players and parents are asked to support other PSVC teams playing in the same facility during each tournament. Parents should not question their athlete or teammates about their play or playing time. Parents should never approach the team bench, official or score table during a match.

10. Any player found in possession of alcohol or a controlled substance, including tobacco products, while representing PSVC, will be removed from the team and all remaining monies become due and payable.

### **Tournament Playing Time**

The goal of National teams is to compete and win at the highest level of competition; therefore, players on **National teams have no guarantee of playing time at tournaments.** Coaches base playing time decisions on a combination of a player's position, attitude, effort, strengths and weaknesses, practice attendance, opposing team lineups and future match considerations. National teams attend primarily two and three-day tournaments and can play 12 or more matches per tournament. Players and parents are reminded that not every player will play in every single match, and that coaches must consider the abilities and contributions of every player on the team.

The goal of Power level teams is to compete and win at the highest level of competition while allowing player development during competition. Players on **Power level teams have no guarantee of playing time at tournaments.** Coaches, at their discretion, may allow players to remain in position during difficult matches and give the player an opportunity to learn how to deal with pressure and work through obstacles. Coaches base playing time decisions on a combination of a player's position, attitude, effort, strengths and weaknesses, practice attendance, opposing team lineups and future match considerations. Power teams attend one, two and three-day tournaments and can play 9 or more matches per tournament. Players and parents are reminded that not every player will play in every single match, and that coaches must consider the abilities and contributions of every player on the team.

The goal of Club teams is to develop player skill and understanding of competitive play. **Club teams guarantee fair playing time. Fair does not mean equal, nor does it mean that a player will play at every tournament.** Playing time is earned during practice and is based on a combination of a player's position, strengths & weaknesses, attitude, effort, practice attendance, and factors such as the opposing team and future match considerations. Please remember that coaches must consider these factors for all players on the team, not just one or two.

**No player or parent should attempt to address playing time concerns during a tournament.** PSVC enforces a 48-hour "cooling-off period" during which no player or parent is allowed to contact the coach in reference to playing time or any other coaching decisions. The 48-hour time period begins at the end of the final match of the tournament (not a particular day of the tournament) or practice. Coaches have the right to refuse to discuss any issues before the 48-hour time period has passed.

### **Travel Policies**

All PSVC athletes and parents are expected to abide by the travel policies below.

1. When traveling to tournaments, PSVC players will stay with their own parent/guardian. **Stay-to-Play ("STP") Tournament hotels are mandatory (see below).** Hotel information will be available 4 weeks, or more, prior to each tournament and will be posted on the PSVC website. The club may reserve blocks of hotel rooms for non-STP tournaments; however, it is the parents' responsibility to make a reservation and pay for all hotel rooms. For non-STP tournaments we request that players and parents stay at the same hotel as coaches.
2. When traveling to overnight tournaments, curfew will be 10:00 pm all nights before a match. If the coaching or administrative staff is notified of any disturbances by PSVC players, the offending player(s) may be asked to leave the site for the remainder of the tournament.
3. **Transportation to and from all tournaments is the responsibility of the parent.**

4. When traveling, there should be no display of disrespect towards any club, player, parent, coach, hotel employee, or other hotel guests.
5. When visiting public places such as shopping malls, movie theaters, etc., players will stay in groups of no less than three persons. Athletes 12 and under must be accompanied by a parent, guardian or chaperone over the age of 18.

### Stay-to-Play Tournament Policies

Certain tournaments, including, but not limited to, all National Qualifiers and the Palmetto Regional Championships, institute a **Stay-to-Play** policy. This policy requires all players, parents, coaches, directors, and officials to stay in designated hotels in order to meet entrance requirements for the tournament. Teams who do not abide by the Stay-to-Play policy will not be allowed to play in these types of tournaments. For this reason, PSVC has the following policies in place:

1. Stay-to-Play ("STP") tournaments will be designated at the time the tournament schedule is distributed.
2. Stay-to-Play specific hotel information (dates, rates, etc.) will be provided at least 60 days prior to the tournament date. No individual should make non-refundable travel arrangements for any Stay to Play tournament prior to receiving information from the team parent, coach, or club director.
3. All players, parents, coaches, and friends attending a Stay-to-Play tournament will be required to stay in the team designated hotel for the entire duration of the tournament. Players are not able to stay with friends or relatives while attending a Stay-to-Play tournament. **NO EXCEPTIONS!**
4. Regardless of wave time announcements (AM or PM) no changes to hotel reservations can be made.
5. **Any individual violating this policy will be subject to a fine, payable to PSVC, of not more than the cost of 1 hotel room at the designated hotel for the duration of the tournament and the player may be removed from the team for future tournaments.**

### Parent Policies

#### Palmetto Strikers Parent Philosophy

PSVC understands that a commitment to play any club sport is as much a commitment for the parent or guardian as it is for the athlete involved. We do our best to assist parents in any way we can by providing information in a timely manner and answering any questions that may arise during the season.

We feel strongly that parents make up an important part of our program. We have directly incorporated their thoughts, desires, and ideas into our philosophy and structure. We appreciate that parents are willing to entrust us with helping to mold their children into confident, assertive, and well-rounded young adults.

The most important thing PSVC can offer parents is clear and open communication regarding your child and their participation with PSVC.

### Parent Responsibilities

Below are the responsibilities of the parent or guardian.

1. The best source of information for PSVC is the club's website, [www.palmettostrikers.com](http://www.palmettostrikers.com). The website is updated consistently throughout the season with tournament and other team information.
2. **Each family is required to provide PSVC with at least one primary email address to which all club information will be sent.** Parents are expected to check this email frequently, as most club information will be distributed by email.
3. All players are required to have a participant account with PSVC in order to participate in our programs. Players email address and cell phone number are to be included in the online account. Parent contact information must be accurate and current. From this account, the player or parent will be able to access practice and tournament schedules, team contact information, personal financial and payment information, and more.
4. Parents are responsible for transportation to and from all practices and tournaments.
5. Parents are to be supportive of the **entire** team at all times and of other PSVC teams at tournaments. Parents are not to make rude or disparaging comments to any player, coach, parent, official, or opposing team.

6. Parents are not to “coach” their athletes during practice or tournaments. Athletes should be focused on their team and listening to the coach’s instructions.
7. PSVC reserves the right to conduct closed practices. This means that parents or fans will not be allowed inside the facility for practice or any other reason.
8. Parents understand that if they do not agree with the coaching style, methods, or decisions at PSVC, they may withdraw their player at any time, but will not receive a refund of dues and will be responsible for immediately paying the dues balance remaining for the season.
9. **If an athlete is removed by a parent from any practice or tournament site without prior permission from the coach, PSVC will consider that athlete to have resigned from the program. All remaining monies will become due and payable at that time.**

### **Parent Bullying Policy**

If a parent has a concern, they must follow the Grievance Policy and Procedures outlined below. Parents are prohibited from speaking about other parents, coaches and/or players negatively, purposefully excluding players or parents from communication, group travel, outings or events and creating a hostile environment for other PSVC players and parents. Only first-hand accounts for any situation will be considered. If an individual was not a direct party to or did not directly witness and hear the negative conversation, it will not be considered for investigation. If a parent(s) engages in the behavior noted above the following penalties, against the parent and the player of the parent, may be implemented:

1. First offense – the parent will be given one verbal warning, which will be documented in writing via email, to the director(s) and noted in the player’s account.
2. Second offense – the parent will be notified in writing, and the player of the offending parent will be suspended from all team activities, including but not limited to, practices, team outings, and tournament play, for a minimum of four calendar days or until all negative feedback from that parent ceases. An in-person or phone conference with the player, coaches, parents, and club director(s) will be scheduled to discuss the parent’s behavior and the parents’ continued attendance at tournaments and/or participation with the team.
3. Third offense - the player of the offending parent, will be suspended from all team activities, including but not limited to, practices, team outings, and tournament play, for a minimum of ten calendar days or until all negative feedback from that parent ceases. An in-person meeting with the player, coaches, parents, and club director(s) will be scheduled to discuss the parents and at the sole discretion of the club director(s), the parent may be suspended from attendance at all team events for the remainder of the season.
4. Fourth offense - the player of the offending parent, will be suspended from all team activities, including but not limited to, practices, team outings, and tournament play, for a minimum of fourteen calendar days or until all negative feedback from that parent ceases. At the sole discretion of the club director(s), the player may be asked to resign their position with the team and may be ineligible to participate with PSVC in the future. All remaining dues will be payable at that time and parents are not relieved of their financial commitment.

### **Player Conduct**

1. Unsportsmanlike conduct will not be permitted at any time. This includes, but is not limited to, practices, tournaments, team bonding and other team activities. There is a No Tolerance policy for foul language, rude behavior, or lack of cooperation towards any player, parent, coach, official, or opponent. Only first-hand accounts for any situation will be considered. If an individual did not directly witness the unsportsmanlike behavior, it will not be considered. Players must bring any concerns directly to the head coach, unless the head coach is not present, in which case the player may speak directly with the assistant coach. The assistant coach will notify the head coach, in writing via email, and copy the club director(s). If a player engages in the behavior noted above, the head and/or assistant coach may, at their own discretion, implement the following penalties:
  - a. First offense, the player will be provided a verbal warning, which will be documented in writing via email, to the director(s) and noted in the player’s account.

- b. Second offense, the player will perform conditioning as instructed by the coach(es) with a minimum time of 5 minutes and a maximum time of 15 minutes. Conditioning includes, but is not limited to, running, jumping jacks, squats, burpees, push-ups, planks, or a combination of 2 or more exercises. If the second offense occurs during a tournament, the player may be benched for the remainder of the current set and the entirety of the following set. An in-person or phone conference with the player, coaches and parents will be scheduled to discuss modification of behavior and the players commitment to the team. The meeting cannot be scheduled during a tournament, even during down/off time, or during the team's practice.
  - c. Third offense, the player may be asked to "sit out" from the remainder of practice. The player may also be benched for the entire first match at the next tournament. If the third offense is during a tournament, the player may be required to remain on the team bench for the remainder of the current match, and any subsequent matches on the same day. In the event the third offense is during the last match of the day, the player may be required to remain on the bench for all matches played on the following day or the first day of the next scheduled tournament, whichever event happens first. An in-person or phone conference with the player, coaches, parents, and club director(s) will be scheduled to discuss players behavior and continued participation with the team. The meeting cannot be scheduled during a tournament, even during down/off time, or during the team's practice.
  - d. Fourth offense, the player will be required to "sit out" from the remainder of practice and will be suspended from participating in practices and tournaments for seven calendar days. If the fourth offense is during a tournament, the player may be required to remain on the team bench for the remainder of the tournament. An in-person meeting with the player, coaches, parents, and club director(s) will be scheduled to discuss players behavior and continued participation with the team. At the sole discretion of the club director(s), the player may be asked to resign their position with the team. All remaining dues will be payable at that time and parents are not relieved of their financial commitment.
- 2. **No player, coach, parent, or fan is, at any time, to make disparaging or rude remarks to any player, coach, or official.** This includes other teams playing, working teams, officials, or other spectators. Anyone who violates this policy may, at the discretion of the tournament host or referee(s), be asked to leave the facility for the remainder of the match or tournament. USA Volleyball, the Palmetto Region, SAVL and AAU enforce a strict **No Tolerance** policy regarding negative remarks. Anyone required to leave the facility, will do so immediately without refund of admission fees or any monies paid to the club for dues. If PSVC is notified that a parent has been ejected from a facility, an in-person or phone meeting will be scheduled with the parent(s) and players to discuss continued participation with the team. At the sole discretion of the club director(s), the parent(s) may be suspended from attendance at tournaments.
  - 3. Players are expected to always stay with their team while at tournament playing sites. The coach has the right to request team meetings, team bonding or team meals while at tournaments, during which parents or friends may or may not be allowed with the team.
  - 4. Players should always support their teammates while on the team bench. Examples of poor behavior include not expressing verbal support for your teammates, carrying on side conversations, or questioning playing time or status during the match. Parents are expected to support all players on the team, regardless of who is playing in a particular match. Players and parents are asked to support other PSVC teams playing in the same facility during each tournament. Parents should not question their athlete or teammates about their play or playing time. Parents should never approach the team bench, official or score table during a match.
  - 5. Any player found in possession of alcohol or a controlled substance, including tobacco products, while representing PSVC, will be removed from the team and all remaining monies become due and payable.

## Grievance Policy and Procedures

The following policy is in place to deal with any potential problems or situations that might arise during the season. While the goal of this document is to prevent any misunderstandings from arising in the first place, PSVC understands that there may be situations during the season that will require mediation.

The steps below outline the procedures that you, as a player or parent, should take when a question, concern, or problem arises during the season. A parent may reach out at any time to the Club Directors but may be required to follow the below outlined process depending on the nature of their concern.

1. The **player** must first contact the head coach, in writing via email, for a meeting and discuss the issue directly with the coach. This meeting, if in person, must occur with another coach present and at an observable and interruptible distance by another adult. If via phone, another coach or club director must be present on the phone call. The meeting can **not** take place at a tournament. This includes off time during multi day tournaments.
2. If the issue remains unresolved, the parent may request, **in writing via email**, a meeting between the coach(es), parent and athlete. The parent should email the head coach to request a meeting and copy the club director. The meeting should take place at a location agreed upon by the coaching staff and the parent. The meeting can not take place at a tournament. This includes off time during multi day tournaments.
3. **Players and parents should never confront a coach, club director or club administrator at a practice or tournament with a grievance. Coaches have been instructed to walk away if this occurs and to notify the club director.** Requests should be made, in writing via email, no earlier than 48 hrs **AFTER** the tournament has ended. The athlete will be required to attend the meeting. Meetings will not be scheduled or held at a tournament.
4. The final step in the grievance process is to request, **in writing via email**, for the involvement of the Club Director. A meeting between the player, parent, Coaching Staff, and Club Director should occur at a scheduled time away from practice or a tournament.

Failure to adhere to the above outlined grievance procedure by player(s) or parent(s) can be grounds for an athlete's immediate dismissal. **All remaining fees will become due and payable at that time.**

**Before requesting a meeting with your coach, please read the following information:** Coaches and club administration **will not** discuss "coaching decisions or coaches' personalities" with parents. "Coaching decisions" include, among other things, specific match decisions (who played when, who was subbed out and when, rotation and lineup, etc.). The amount of time any given athlete is on the court is the result of a determination, in the coach's opinion, of the athlete's ability, potential, attitude, and position; the team's needs at the moment; and the team's needs in the future. The coach will not be required to defend his /her thought process or conclusions in these determinations, and it is improper for a parent to request it. "Coaches' personalities" include, among other things, concerns that "our coach was too quiet, yelled too much, didn't stand during play, didn't instruct enough," etc. Every coach has a different way of instructing and motivating players. Players grow by learning to adjust to different types of coaching. Unless the coach violates USA Volleyball or PSVC conduct policies, this concern will NOT be discussed.

Players are encouraged and always welcome to approach their own coach regarding their own playing time, areas needing improvement, or any other questions related to the individual player or team.

Coaches are instructed not to discuss any athlete other than the parent's own, the actions of any other PSVC coach, or the comparison of one coach to another. If you have legitimate concerns about a coach other than your athlete's coach, or with an athlete other than your own, address them with the Club Director(s).

**It is inappropriate for an athlete or a parent to approach other PSVC members concerning a problem the athlete or parents are having with a PSVC coach or team, regarding coaching decisions, or about a disagreement with an administrative decision.** Asking uninvolved persons to take sides in an issue is unfair to the third party and to the Club. Competitive team athletics, by its very nature, creates situations where everyone may not be happy all the time. For the psychological health of the teams, and the Club as a whole, grievances need to be handled between the parties involved and the decision-makers in the situation, not other parents on the team or coaches staffing other than that of your team.

Any member who is approached and asked to listen to, or express an opinion about, matters between two other parties in the Club, is strongly encouraged to refer the complaining party to take the matter up with either the coach in question, and/or the Club Director. Repetitive complaining by the athlete(s) or other third parties that interferes with the Club's efforts to pursue its stated pledge and purpose may be cause, in the sole determination of the Club, to ask a member to resign.

## Financial Policies

PSVC is a non-profit organization and asks players and parents to understand that the Club does not maintain a balance to pay expenses. We must pay our expenses on time and require parents to pay club dues on time, according to the fee schedule and adhere to our payment policies:

1. Parents agree to pay an initial payment of \$500 to Palmetto Strikers Volleyball Club upon acceptance of their team placement, after tryouts, to hold their roster spot for the current club season. The deposit will be applied to their total team dues for the season. Player/Parent also understand that the \$500 initial payment is non-refundable should the player or parent change their mind and opt not to participate in the program after a completed acceptance. Players who receive financial aid are required to pay the initial \$500 payment before any aid will be applied to their account.
2. Parents and players agree to pay monthly installments due no later than the 5th of each month until their balance is \$0.00 so that the player can participate in the current club season. Dues are payable in accordance with the schedule provided and included on the PSVC website.
3. If a team is not scheduled to play through July and votes to attend post season tournaments, including AAU or USAV Junior Nationals, PSVC will calculate the additional payment required from each family to cover the cost of tournament entry, practice space, and coaching fees through the end of June.
4. **Fundraising and sponsorship credits CANNOT be refunded.**
5. **If a player quits a team at any point during the season for reasons other than those listed above, all remaining fees will become due and payable at that time.**
6. The club fee schedule posted on the PSVC website must be adhered to. An Athlete will not be allowed to participate in practices or tournaments if the player account is not current and until fees are paid as per agreement. Past due fees will be assessed a late fee, at the rate of \$25 per week.
7. **Outstanding balances at the end of club season will be subject to late fees, small claims court, and/or debt collection, at the sole discretion of the PSVC Board of Directors.**
8. There are no credits or refunds for players who are unable to attend practices or tournaments, regardless of prior notification.
9. Fees do not include costs for travel, lodging, and food for tournaments. Nor do they cover tournament gate entry costs for parents, family and/or siblings.
10. As outlined in the travel policy section of this document, fees may be assessed for players who fail to follow all Stay to Play Policies.
11. Families with two or more siblings who play on a PSVC team will be given a \$100 credit off the total club dues owed by the family. The discount will be taken off one account.

## Refund Policy

In the event the season is cut short or canceled refunds will be handled in the manner described below:

1. **Season Cancellation due to season ending injury, illness, or relocation 60 miles from the PSVC facility as calculated by Google Maps.** In these instances, a refund may be granted with a **written request** to the Club Director, accompanied by a physician's report where applicable, or proof of new address (lease agreement or mortgage statement listing the parent/guardian's name, or school enrollment record listing the players name). Refunds for season-ending injuries or relocations will be prorated based on length of participation and the total amount owed, excluding the cost of the uniform package, and calculated according to the total dues owed, not according to the amount paid at the time of injury/relocation.

Refunds will follow the scale below:

- 1-3 weeks following November 20: 50% of total fees refunded
- 4-6 weeks following November 20: 35% of total fees refunded
- Week 7 to end of season: 15% of total fees refunded

2. **In the event a team folds due to player injuries that result in fewer than 6 members remaining on the team.** Remaining players will be given the option to move to another team, if available. Players who decline the option to move, or who do not respond via email within 24 hours of offer to move, are not eligible for any refund of dues. In the event PSVC is not able to accommodate players on another team, refunds will be calculated according to the total dues for the team, excluding the cost of the uniform package, not according to the amount paid.

Refunds will follow the scale below:

- on or before December 1st of the current season: 75% of total fees refunded
- on or before January 1st of the current season: 50% of total fees refunded
- on or after February 1st of the current season: 25% of total fees refunded
- after February 2nd of the current season: **No Refund**

3. In the event the season is cut short or canceled due to Covid-19 or any other season ending national or global catastrophe.
- Credits to player accounts will be calculated per team and equally divided by the number of players on the team.
  - Credits will include the costs not incurred by PSVC due to the cancellation(s) and the amount of monies returned to PSVC from tournament hosts for tournament entry fees, housing/hotel deposits, and/or other deposits returned by vendors. Any funds not returned to PSVC by tournament hosts or vendors will not be included in the calculation of credits to player accounts.
  - If the player's account has an open balance, the credit will be applied to the open balance and any remaining balance will be due within 3 business days.
  - If the player's account has a credit owed, the credit will be refunded by PSVC to the primary parent/guardian listed on the account in the same form, check or credit card, as original payments were made to PSVC.
  - If a player received financial aid or only had a partial payment of dues required for the 2022-23 season, the amount of the refund will be reduced by the amount of financial aid awarded or not applied in the event of partial dues assessed.
  - Parent/guardian is responsible for keeping their contact information, address and phone number, current in the system. In the event a check is not received due to an inaccurate address that is not the fault of PSVC, a replacement check will be cut minus a \$50 charge for stop payment and reissuance.

### **Fees and Payment Options**

Team fees include all practice facility fees, tournament entry fees, region registration fees, position training, speed and agility training, uniform package, coaching fees, coaches per diem, administrative costs, and supplies (first aid, office supplies, etc.).

Commitment Fee of \$500 is due at time of offer acceptance, and is not refundable.

**Installment plans.** Parents who choose the installment plan will be required to initiate and authorize automatic payments via credit card with the processing fee charged to the parent/guardian. All participants who opt for the payment plan, agree to adhere to the payment schedule outlined in the Fees and Payment Schedule posted on the PSVC website. Automatic payment plans cannot be revoked until the season dues/fees balance is -0-. Sponsorship and fundraising payments can still be applied to accounts with payment plans.

Cash and Check payment. Parents who choose to pay via check or cash are required to pay the full season dues before the first scheduled practice. **Installment plans can NOT be paid via check or cash.**

## **Sponsorships and Fundraising**

PSVC is committed to the goal that no deserving athlete should be deprived of the benefits of junior club volleyball for lack of funds. PSVC is a non-profit, 501(c)(3) organization. Appropriate donations may be tax deductible. Consult IRS guidelines, your accountant or tax attorney for verification.

Players have the opportunity to reach out to family, friends and businesses to seek sponsorship. Players are encouraged to secure individual and corporate sponsorships. When a player secures a sponsor, the player's account is credited for 100% of the funds collected toward that player's club dues. PSVC has developed a letter/form that players and families can use to solicit sponsorships. Players who have accepted a position on a PSVC team can contact us to receive a copy of the sponsorship request letter.

Teams may organize fundraisers to raise money to offset individual costs. Each team must submit their idea and obtain authorization from both the Club Director prior to scheduling an event to make sure any state or county laws, regulations and rules are followed, along with ensuring PSVC guidelines are met. Participation in any fund-raising activity is strictly voluntary. Only the accounts for those who participate in a fundraiser will be credited for funds raised.

Due to IRS regulations, funds raised under the name of PSVC cannot be returned to the individual player, parent or team at any time. Excess funds remaining in a player's account at the conclusion of the season will be transferred to a general scholarship fund to assist future players. ALL fundraising ideas for each season must first go through the Club Director. If you have any questions on fundraising or have ideas on fundraising opportunities, please contact us via email.





Please sign and return this acknowledgement  
to PSVC

### ACKNOWLEDGEMENT PARENT / PLAYER HANDBOOK CLUB POLICIES and CONTRACT

I \_\_\_\_\_ (player), acknowledge that I have read, understand, and agree to the policies, procedures and obligations set forth in the Palmetto Strikers Parent/Player Handbook and Club Policies. As evidenced by my signature, I certify that I have read and understand all of the foregoing and consent to abide by the rules as set forth herein.

\_\_\_\_\_  
Player's Name (please print)

\_\_\_\_\_  
Player's Signature      Date

### Parent's Agreement & Consent

I \_\_\_\_\_, acknowledge that ALL parties have read and understand ALL sections of the above agreement, and agree to the policies, procedures and obligations set forth in the Palmetto Strikers Parent/Player Handbook and Club Policies. We understand the severity of breaking a rule. If I violate or challenge a rule, I realize that I face possible dismissal from PSVC. In addition, I certify that as Parent or/Guardian of this athlete, I have explained to my son/daughter the aforementioned stipulated conditions and their ramifications, and I consent to his/her participation in the programs conducted under USAV, Palmetto Volleyball Association, and PSVC of which my child is a member. I agree to pay the fees set forth by PSVC, allowing my child to participate in the program. Upon accepting a position on a PSVC team and committing to PSVC for the 2022-23 volleyball season, we agree to abide by the rules, guidelines, commitments and fee schedules, set forth in this document.

\_\_\_\_\_  
(1) Parent/Guardian Name (please print)

\_\_\_\_\_  
Relationship

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
(2) Parent/Guardian Name (please print)

\_\_\_\_\_  
Relationship

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date