

Welcome to Carolina One Volleyball! We are excited to have you as part of our program, and we anticipate a great 2020-21 season. The goal of this agreement is to make sure that all of us – administration, coaches, players, and parents – know what to expect from this season. This agreement outlines our expectations and is designed to answer your questions and to put in place a method for dealing with any situation that may arise during the season. It is imperative that both players and parents read this contract and know what to expect before agreeing to play with Carolina One this season.

### **A Note About the 2020-21 Season**

This season will be unlike any other, due to the uncertainty and unknown that the COVID-19 pandemic has created. There will be a lot of questions that come up during the season that we may not have the answers to right away, and we appreciate everyone's patience and understanding. We will continue to keep these primary goals at the forefront of all we do: the safety of participants, offering a variety of team levels/schedules to fit all family's needs, and communicating quickly and efficiently when changes happen (and they will happen!). Please stay tuned to our website and social media accounts for updates. Please note that all season information is tentative, and dependent on regional, USAV, state, and local guidelines and laws.

**Please review the following supplements to the 2020-21 Club Policies, available on our website and emailed to each family upon team offers.**

- C1VB 2020-21 COVID Refund Policy
- C1VB 2020-21 COVID Protocols

## **Carolina One Mission Statement**

We aim to build on every athlete's potential as a volleyball player. We strive to develop the whole person, and we focus on teaching the game of volleyball within a positive atmosphere that will allow our players to grow as athletes, students, and people. We welcome enthusiastic and supportive players, parents, coaches, and administrative staff who are dedicated to working together to achieve our goals.

## **Carolina One Core Values**

- **ONE-ness** - We seek to support each other and make choices that enable team and individual success.
- **Respect** - We treat each other as individuals whose value goes beyond our position on the court.
- **Accountability** - We hold ourselves accountable for our actions and do our best to represent our team and club in a positive manner.
- **Fun** – We love what we do and aspire to celebrate our members' successes.

## **Carolina One 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 teams that are competitive not only in the PVA, but in the Southeast and the country.
5. To emphasize the importance of hard work, teamwork, and respect.
6. To instill a life-long love of volleyball in anyone involved in our program.

7. To provide opportunities to play volleyball to any athlete willing to work hard, regardless of socio-economic status.
8. To work closely with parents and families to provide a positive club experience for everyone involved.

## General Policies

1. All athletes must adhere to the USAV Code of Conduct.
2. All athletes must attend all events scheduled for their team.
3. All athletes are responsible for their own uniforms. Carolina One 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 Carolina One website, Facebook page, club program or other promotional materials.

## Palmetto Region Policies

1. All athletes must register with the Palmetto Region every year prior to participating with any club.
2. All athletes must adhere to the USAV Code of Conduct.
3. All athletes and parents must follow the Palmetto Region Recruitment Policy:
  - No player, parent or coach can discuss club movement (attempt to recruit) with a player or coach from another club during the entire season. For the purposes of this rule, the season is defined as the time between a signed commitment for one club until the end of USAV Nationals each year (early July). All discussions of player movement **must** go through club directors. Violations of this policy can result in monetary fines and club probations.
4. All athletes, parents and coaches must abide by the region's **No Tolerance Policy**, which prohibits negative comments, yelling, threatening, etc. towards any member of the officiating team, including line judges and score table workers. Violation of this policy will result in immediate dismissal from the gym.
5. **2020-21 – All players and parents agree to abide by the Palmetto Region COVID Policies for Tournaments, available on the PVA website: <https://www.palmettoregionvb.org/covidpolicy>**

## In-House Team Policies

Our In-House Team Program is designed to provide an alternative for players who can't or don't want to commit to traveling during the club season. In 2020-21 we plan to offer this program exclusively in Greenville. No tryouts are required for this program, and players will be placed on teams based on their age and ability level. Teams will be composed of 8-10 players and one coach. The In-House Team season lasts approximately 12 weeks, from mid November to mid/late February.

The In-House Program will have three age divisions:

- Juniors - 12U and younger age groups
- Middle School - 13U and 14U age groups
- High School - 15U through 18U age groups

The season will run approximately 12 weeks total. The first session will begin in mid November and end before Christmas. During this session, players will practice twice a week, and coaches will focus on teaching individual volleyball skills and building players' confidence on and off the volleyball court.

The second session will begin in January. During this session, players will be divided into teams, which will continue to practice once or twice a week, and coaches will introduce and develop team skills while also maintaining individual skills. Teams will also participate in Kidz Power tournaments (Juniors division only) and scrimmages with other In-House teams as well as some of our C1 travel teams.

Cost for the 2020-21 Carolina One In-House teams is \$530 and includes all practices, scrimmages, half-day tournaments, coaching fees, jersey, shorts, and t-shirt. The program fee is payable in two installments of \$265 each, or a discounted lump sum payment of \$500. If paying by installments, the first installment is due on the first day of practice in November and the second installment is due December 31. Jerseys will be distributed in late December or early January, following completion of the first session.

## Practice Policies

The policies below apply to all teams in the Carolina One organization. Team coaches may have additional policies for their individual teams in addition to the ones below.

1. Players should arrive at practice prior to the scheduled start time. The players should 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 equipment at the end of practice.
2. Players should always wear t-shirts and shorts to practice. Players should not wear jewelry.
3. All cell phones are to be off during practice. It is up to individual coaches' discretion to collect cell phones during practice.
4. All players are expected to participate fully in all practice activities, unless injury or illness prevents full participation.
5. If you must miss a practice, you must inform your coach **at least 24 hours ahead of time** so the coach can properly plan practice. Each family should have access to their coach's cell phone number and email address. You should also notify your coach if you are going to be late to a practice.
6. **Practice schedules for all teams will be available approximately one month in advance.** We request that you make Carolina One practices a priority. **At times there will be unexpected changes to practice schedules due to unforeseen conflicts with gyms, coaches' illnesses, and other reasons. We will do our best to get important information such as schedule changes to all players and parents in a timely manner.**
7. Carolina One generally follows the Greenville County Schools and Pickens County Schools' inclement weather policies. If school is canceled due to inclement weather, all C1 practices will be canceled. Players and parents should check their email, the Carolina One website and/or Facebook page for up-to-date information on practice cancellations. If school is delayed or released early, C1 will make an appropriate decision for practices as soon as possible. If at any time you feel you cannot safely attend practice due to inclement weather, please don't risk it!

## Tournament Policies

All Carolina One athletes and parents are expected to abide by the tournament policies below. Coaches may choose to set additional policies for their individual teams.

### *General Tournament Policies*

1. If you have an unavoidable conflict with a tournament date, the player or parent must notify the head coach and the club director in writing at the first team meeting or practice.

2. Tentative tournament schedules are available at the time of tryouts. Finalized tournament schedules will be available by early December. 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. Carolina One 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 cancelled, Carolina One 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 specific schedules 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.**
3. Players should bring all uniform pieces to all tournaments. Additional Carolina One apparel, including parent t-shirts, will be available for purchase at the beginning of the season.
4. Players may be required to line judge, flip score, or otherwise participate in referee duties during the tournaments. Players will be trained on these duties prior to attending any tournaments.
5. 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, she 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.
6. **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 and the Palmetto Region enforce a strict **No Tolerance** policy in regards 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.
7. Players must support their teammates at all times while on the team bench. Parents are asked to support all players on the team, regardless of who is playing in a particular match.
8. Please see the Palmetto Region COVID Tournament Policies for specific policies in effect for the 2020-21 season: <https://www.palmettoregionvb.org/covidpolicy>

### ***Tournament Playing Time***

**In-House teams guarantee playing time for every player.** Each In-House team will participate in three half-day tournaments or scrimmages during the season, and all players will have the opportunity to play.

## **Parent Policies**

### ***Carolina One Parent Philosophy***

Carolina One 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 understand and appreciate that parents are willing to entrust us with helping to mold their daughters into confident, assertive, and well-rounded young adults.

### ***Carolina One Parent Resources***

1. **Parent Representative:** One of the members of the Carolina One Board of Directors will serve as a point person for parents.
2. **Parent Mentoring:** Parents new to our program or club volleyball in general will have the opportunity to talk with other parents who have been in the sport for a while longer or whose daughters have played for Carolina One.
3. **Parent Referrals:** Parents can contact via e-mail a list of parents that have had previous experience with coaches.
4. **Parent Evaluations:** a format to evaluate both the coaches and the club will be available at the end of the season.

The most important thing Carolina One can offer parents is clear and open communication regarding your daughter and her participation with Carolina One.

### ***Parent Responsibilities***

Below are responsibilities of the parent or guardian.

1. The best source of information for Carolina One is the club's website, [www.carolinaonevolleyball.com](http://www.carolinaonevolleyball.com). The website is updated consistently throughout the season with tournament information, and other team information.
2. **Each family is required to provide Carolina One 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. Each family will have an account in the Carolina One player account system. From this account, the player or parent will be able to access practice and tournament schedules, team contact information, personal financial information, and much more. All players are required to create an online account with Carolina One in order to participate in any of our programs. We also ask that families "opt in" to the text messaging program in order to receive important notifications occasionally during the season.
4. Parents are responsible for transportation to and from all practices and tournaments. Team parents can assist in organizing carpools or caravans if necessary.
5. Parents are asked to be supportive of the **entire** team at all times, and of other Carolina One teams at tournaments. Parents are not to make rude or disparaging comments to any player, coach, parent, official, or opposing team. Anyone who engages in this sort of behavior will be asked to leave the facility.
6. Parents are not to "coach" their athletes during practice or tournaments. Athletes should be focused on their team and coach and listening to what the coach has to say.
7. **If an athlete is removed by a parent from any practice or tournament site without prior permission from the head coach, Carolina One will consider that athlete to have resigned from the program. All remaining fees will become due and payable at that time.**

### **Grievance Policy**

Carolina One Communication Protocol is in place to deal with any potential problems or situations that might arise during the season. The steps below outline the process that you, as a player or parent, should take when a question, concern, or problem arises during the season.

1. The parent may request, **in writing**, a meeting between the coach, parent and athlete. The parent should email the 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 – **never at a tournament**.
2. If the issue remains unresolved, the parent should ask, **in writing**, for the involvement of the Club’s Parent Representative or Club Culture Liaison. A meeting between the parent, player, Club Parent Representative/ Club Culture Liaison, and Coaching Staff should occur at a scheduled time convenient for all parties – **never at a tournament**.
3. The final step in the grievance process is to request, in writing, the involvement of the Board of Directors. A meeting between the player, parent, Club Parent Representative, Coaching Staff, Club Culture Liaison, Club Director, and Board of Directors should occur at a scheduled time away from practice or a tournament.

**Before requesting a meeting with your coach, please read the following information:**

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

We instruct coaches not to discuss any athlete other than the parent’s own, the actions of any other Carolina One coach, or the comparison of one coach to another. If you, as a parent, have legitimate concerns about a coach other than your athlete’s coach, or with an athlete other than your own, you need to address the Club Culture Liaison and/or Club Director directly.

**It is inappropriate for an athlete or a parent to approach other Carolina One members about a problem the athlete or parents are having with a Carolina One coach or team, about objections to coaching decisions, or about 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.

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, the Club Culture Liaison, 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.

**Carolina One Communication Protocol**



**STEP  
1**

**Coach**

It's always best to address your concerns with your child's coach first. Call or email the coach to set up a time to meet to address the issue and work toward the best resolution for your child.

If the concern is playing time, the player should meet with the coach on their own first. For questions regarding play time at tournaments Carolina One follows a 48 hour "cooling-off period" during which no player or parent is allowed to contact the coach.



**STEP  
2**

**Team Representative**

If after meeting with your child's coach you feel the issue has not been satisfactorily resolved, contact the team representative. Our goal is for the team representative to work with coach, player and parent to reach a resolution.

Comments or inappropriate behavior by parents or fans during practice, tournaments, etc. should be brought directly to Club Culture Liaison



**STEP  
3**

**Club Culture Liaison**

Some situations may require the Club Culture Liaison's intervention. If the issue has not been resolved satisfactorily at the team level, please contact the Club Culture Liaison. In most cases, she will include various personnel in the process of seeking and appropriate resolution to the player's issue or concern.

Note: If the Club Culture Liaison and/or his/her player is directly involved in the issue, the path of communication is as follows: child to coach, child and parent to coach, parent to Team Rep, parent to Director

## Financial Policies

Carolina One asks players and parents to understand that the Club is passing along expenses only. The Club does not maintain a balance to pay expenses. We ask parents to understand that we must pay our expenses on time and to have the courtesy to pay on time according to the fee schedule. Below are additional payment policies.

1. For 2020-21, please see our COVID refund policies for additional refund information.
2. Club fees are due in accordance with the provided schedule when the athlete and parents accept a position on a team.
3. Fees paid to the club are non-refundable except due to a season-ending injury, illness, or relocation out of the area. In this instance, refunds may be granted with a **written request**, to the Club Director, accompanied by a physician’s report where applicable. Refunds for season-ending injuries or relocations will be pro-rated based on length of participation and the total amount owed. Refunds will be calculated according to the total fees owed, not according to the amount paid at the time of injury/relocation. Refunds will follow the scale below:
  - 1-2 weeks after Nov. 20: 75% of total fees refunded (25% due if payment has not been made)
  - 3-6 weeks after Nov. 20: 55% of total fees refunded (45% due)
  - 7-9 weeks after Nov. 20: 25% of total fees refunded (75% due)
  - **No refunds will be issued if withdrawal is within 3 weeks of the end of the season.**
  - **Fundraising credits will not be refunded.**
4. **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.**
5. The club fee schedule included in this contract must be adhered to. An Athlete will not be allowed to participate until fees are paid as per agreement. Past due fees will be assessed a late fee of \$15.
6. **Outstanding balances at the end of club season (April 15) will be subject to late fees, small claims court, and/or debt collection, at the sole discretion of the Carolina One Board of Directors.**
7. There are no credits or refunds for players who are unable to attend practices or tournaments, regardless of prior notification.
8. Fees include all costs except travel, lodging, and food for tournaments. Fees for Juniors teams do not include position practices or speed and agility training.
9. Parents of sisters who both play on a Carolina One team will be given a 10% credit off the total club fees owed by the family. The discount will be taken off the final payment due.

## Fee Schedule

2020-21 Program Fees	Lump Sum Discount	Installment Payment Options			
		Payment 1	Payment 2	Payment 3	Payment 4
Due Dates	11/20/20	11/20/20	12/31/20		
In-House Teams	\$500	or \$265	\$265		

With the exception of the first payment, which can be turned in at the first practice, **all payments must be made through the online registration system.**

**Coaches will not accept payments at practice or tournaments.** Late payments are subject to a \$15 late fee. Outstanding balances at the end of club season (April 15) will be subject to late fees, small claims court, and/or debt collection, at the sole discretion of the Carolina One Board of Directors.