

Welcome to Carolina One Volleyball! We are excited to have you as part of our program, and we anticipate a great 2017-18 season. The goal of this agreement is to make sure everyone – administration, coaches, players, and parents – knows 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.

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. We welcome enthusiastic and supportive players, parents, coaches, and administrative staff who are dedicated to working together to achieve our goals.

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 Palmetto Region, but throughout the Southeast and the country.
5. To emphasize the importance of hard work and teamwork.
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.
5. Families must commit to their team's tournament schedule at the first team meeting.

Palmetto Region Policies

1. All athletes must register with the Palmetto Region every year prior to tryouts.
2. Players who are trying out for multiple clubs are required to notify all clubs involved prior to tryouts.
3. All athletes must adhere to the USAV Code of Conduct.
4. 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 or player probations.
5. 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.

Team & Player Policies

Carolina One has five levels of girls' travel teams with varying commitment requirements. Below you will find a short description of each, the level of commitment expected, and the cost for each program.

National Teams

National teams provide the highest level of competition at Carolina One. National teams will be formed based on the commitment of players, parents, and coaches, and will consist of 10-12 players, one head coach, and one or two assistant coach(es).

National teams will practice two to three times a week for a total of 4-5 hours. In addition to team practices, National team members will participate in mandatory speed, strength, and agility training at LIFEperformance, two times per week. Position practices will be held on an additional night approximately 10-12 times during the season. **All practices are mandatory.**

National teams will attend 10-12 total tournaments throughout the course of the season, including at least one National Qualifier and either AAU or USAV Nationals. National teams will primarily attend tournaments outside of the Palmetto Region, in order to increase athletes' exposure to college coaches. Please note that due to region requirements, all teams are required to play at least two tournaments within the Palmetto Region in order to compete at the Regional Championships.

National team players and parents should plan to travel 2-3 weekends every month, and expect to attend tournaments 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 at the beginning of the season. If you cannot commit to the National team tournament schedule, please consider an Elite or Power team.

Players on National Teams are expected to make Carolina One a priority. Attendance at all practices, training sessions, and tournaments is **mandatory. National team players are expected to put club volleyball ahead of any school sports.** If you must miss a practice, you must inform your coach and team rep **a minimum of 24 hours in advance** so that the coach can plan practice appropriately. There is no exception to this rule! 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 can result in Carolina One withdrawing your membership without refund.

The cost for National team participation is \$2500 for the season and includes all practice fees, tournament entry fees, region registration fees, position training, speed and agility training by LIFEperformance, uniform package, volleyball, and coaching fees. Please refer to the Fees Schedule for more information on payment. Please refer to our website for more information on tournament schedules and travel.

Elite Teams

Elite teams are elite travel teams offering a very high level of competition and requiring the highest level of commitment. Teams will be composed of 10-12 players, a head coach and an assistant coach.

Elite teams will practice together two to three times a week for a total of 4-5 hours. In addition to team practices, Elite team members will participate in mandatory speed, strength, and agility training at LIFEperformance, two times per week. Position practices will be held on an additional night approximately 10-12 times during the season. **All practices are mandatory.**

Elite teams will attend 9-10 total tournaments throughout the course of the season, including at least one National Qualifier and either AAU or USAV Nationals. Elite teams will primarily attend tournaments outside of the Palmetto Region, in order to increase athletes' exposure to college coaches. Please note that due to region requirements, all teams are required to play at least two tournaments within the Palmetto Region in order to compete at the Regional Championships.

Elite team players and parents should plan to travel 2-3 weekends every month, and expect to attend tournaments 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 at the beginning of the season. If you cannot commit to the Elite team tournament schedule, please consider a Power team instead.

Players on Elite Teams are expected to make Carolina One a priority. Attendance at all practices, training sessions, and tournaments is **mandatory. Elite team players are expected to put club volleyball ahead of any school sports.** If you must miss a practice, you must inform your coach and team rep a **minimum of 24 hours in advance** so that the coach can plan practice appropriately. There is no exception to this rule! 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 can result in Carolina One withdrawing your membership without refund.

The cost for Elite team participation is \$2200 for the season and includes all practice fees, tournament entry fees, region registration fees, position training, speed and agility training by LIFEperformance, uniform package, volleyball, and coaching fees. Please refer to the Fees Schedule for more information on payment. Please refer to our website for more information on tournament schedules and travel.

Power Teams

Power teams are high-level teams offering strong competition and requiring a serious level of commitment. Power teams will be formed based on the commitment of players, parents, and coaches, and will consist of 9-11 players, one head coach, and one assistant coach.

Power teams will practice twice a week for approximately 3-4 hours total. In addition to team practices, Power team members will participate in mandatory speed, strength, and agility training at LIFEperformance, one time per week. Position practices will be held on an additional night approximately 10-12 times per season. **All practices are mandatory.**

Power teams will attend 8-9 total tournaments throughout the course of the season. Power teams will attend tournaments both within and outside of the Palmetto Region.

Power team players and parents should plan to travel 2 weekends per month, and can expect to attend tournaments on some holidays such as Martin Luther King Jr. Day, President's Day, and spring break. All families must commit to the tournament schedule at the beginning of the season.

Players on Power Teams are expected to make Carolina One a priority. **Power team players are expected to put club volleyball ahead of any school sports.** If you must miss a practice, you must inform your coach and team rep **a minimum of 24 hours in advance** so that the coach can plan practice appropriately. There is no exception to this rule! 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 can result in Carolina One withdrawing your membership without refund.

The cost for Power team participation is \$1600 for the season and includes all practice fees, tournament entry fees, region registration fees, position training, speed and agility training by LIFEperformance, uniform package, volleyball, and coaching fees. Please refer to the Fees Schedule for more information on payment. Please refer to our website for more information on tournament schedules and travel.

Regional Teams

Regional teams will have between 8-10 players and a head coach. Regional teams will practice together for a total of three to four hours each week, with practices held twice a week. Regional team players will have the option to attend additional position practices held approximately 10-12 times during the season. Regional teams will attend 6-7 tournaments throughout the course of the season, and will attend at least two tournaments outside of the Palmetto Region. **Regional teams should expect to travel 1-2 weekends per month, and may attend tournaments on holidays such as Martin Luther King, Jr. Day, and spring break.**

Players on Regional Teams are expected to make Carolina One a priority. Attendance at all practices and tournaments is expected. Coaches will work around conflicts with school sports, but players and parents are expected to notify the coach and the club director of any potential conflicts at the time of tryouts. If you must miss a practice, you must inform your coach and team rep **a minimum of 24 hours in advance** so that the coach can plan practice appropriately. There is no exception to this rule! **A minimum of one month advanced notice** is required if you can't attend a tournament. Players who miss more than five practices will be evaluated by the coach and club director to determine if that athlete should remain with the team. Failure to inform us of any practice or tournament conflicts can result in Carolina One withdrawing your membership without refund. All families must commit to the tournament schedule at the beginning of the season.

Cost for the Regional Teams is \$1100 for the season and includes all practice fees, tournament entry fees, region registration fees, position training, speed and agility training, uniform package, volleyball, and coaching fees. Please refer to the Fees Schedule for more payment information.

State Teams

State teams will consist of 8-9 players and one coach. State teams will practice twice a week, with one team practice and one combined practice with other State teams. The season will last from December to early April, and each team will play in 5 tournaments within the Palmetto Region during the season. Tryouts are required for State teams, as limited spots may be available. Players may be asked to participate on a Juniors team if there is not enough room on the appropriate age State team.

Due to a shorter season and limited training time, we ask that all State Players make the tournaments a priority. However, if you must miss a tournament, **a minimum of one month advanced notice** is required. **Players and parents can expect to attend approximately one tournament per month.** Please note that the final tournament of the season will be a 3-day tournament (Friday to Sunday), requiring some players to miss school on Friday. In 2018, the Regional Championship tournament is scheduled for April 6-8. All players must commit to attending this tournament at the time of tryouts or they will not be placed on a team.

The cost for State teams is \$750 for the season and includes all practice fees, tournament entry fees, region registration fees, position training, speed and agility training, uniform package, volleyball and coaching fees. Please refer to the Fees Schedule for more information on payment.

Levels of Play

During club season, you will encounter various terms for the level of play at tournaments.

Power/Open

In most tournaments, the stronger level of play is referred to as “Power” or “Open.” All of our National, Elite and Power teams will play in the Power or Open level of the tournaments they attend.

Club

In most tournaments, the second level of play is referred to as “Club.” All of our Regional and State teams will play in the Club level of the tournaments they attend.

Practice Policies

The policies below apply to all teams in the Carolina One organization for both team practices and LIFEperformance training sessions. Team coaches may have additional policies for their individual teams in addition to the ones below.

1. Players should arrive at practice at least 10 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 should always wear t-shirts and spandex or 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. 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 **at least 24 hours ahead of time** so the coach can properly plan practice. Each player 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. Each coach will set their own consequences for late arrival at practice.
7. **Practice schedules for all teams will be available approximately one month in advance.** We request that you make Carolina One practices a priority. If you decide that your schedule has too many conflicts to play on a traveling team, please let your coach and club director know as early as possible so we can evaluate your team placement. **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.**
8. Carolina One 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 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 based on time of day and weather conditions. If at any time you feel you cannot safely attend practice due to inclement weather, 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. **All tournaments are mandatory.** If you have an unavoidable conflict, the player or parent must notify the head coach and the club director in writing at the first team meeting. Please note that tournament conflicts may affect a players' placement, particularly for Elite and National level teams. All families must commit to their team's tournament schedule at the beginning of the season.
2. Tentative tournament schedules are available at the time of tryouts. Finalized tournament schedules will be available in 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.** Please refrain from emailing coaches or club administration with these questions.
3. All athletes will wear **only** Carolina One apparel at all tournaments. Athletes should not wear high school, college, or other club apparel. Parents are encouraged to wear Carolina One apparel as well. 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. Every player is required to take an online course for line judging and assistant scorekeeping (libero tracker). In addition, players must be certified as either a referee or scorekeeper. Coaches will communicate to their players which online clinics they should take at the beginning of the season. Carolina One 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 team work schedule on an equal basis. **No players will be allowed to leave a tournament while their team is still officiating.**
5. While officiating, there will be no cell phones, iPods, CD players, 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 loss of points or match forfeit.
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, 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.
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 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.
8. Players are expected to stay with their teams at all times while at tournament playing sites. Consider the amount of time that is spent preparing for tournament play during practice, and respect your teammates' and coaches' hard work by limiting time spent with friends or parents during the

tournament. 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 support their teammates at all times while on the team bench. Examples of poor behavior include: not expressing verbal support for your teammates, carrying on side conversations, inappropriate discussions with the coach, 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 Carolina One 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 or score table during a match.

Tournament Playing Time

The goal of National and Elite teams is to compete and win at the highest level of competition, therefore **National and Elite teams have no guarantee of playing time at tournaments.** Coaches base decisions on playing time on a combination of a player's position, attitude, effort, strengths and weaknesses, practice attendance, opposing team lineups and future match considerations. National and Elite teams attend primarily two and three-day tournaments and can play an average of 7-10 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, not just one or two.

Power and Regional teams guarantee fair playing time. Fair does not mean equal. Playing time is earned during practice and is based on a combination of a player's position, strengths and weaknesses, attitude, effort, and practice attendance, and also includes 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.

State teams do guarantee some playing time for each player. This does not mean that every player will play in every game of a tournament. It does mean that each player will get to experience competitive match play. Coaches still must take into account a player's position, strengths and weaknesses, attitude and practice attendance. Players may be asked to play a certain position where they are only able to play back row or front row. Coaches will do their best to accommodate player's requests to play a particular position, but must also take into account what is best for the **team**.

No player or parent should attempt to address playing time concerns during a tournament. Carolina One 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). Coaches have the right to refuse to discuss any issues before the 48 hour time period has passed.

Travel Policies

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

General Travel Policies

1. When traveling to tournaments, Carolina One prefers that each player stay with her own parent or the team parent. The club or individual teams will reserve blocks of hotel rooms for most tournaments, however, it is the parents' responsibility to make a reservation and pay for all hotel rooms. We request that players and parents make an effort to stay at the designated hotel for each tournament. Hotel

information will be available 3-4 weeks or more prior to each tournament and will be distributed to teams by the Team Parent.

2. When traveling to overnight tournaments, curfew will be 11:00 pm all nights before a match. If the coaching or administrative staff is notified of any disturbances by Carolina One players, the offending player(s) will be asked to leave the site for the remainder of the tournament. Coaches may set earlier curfews based on their team's playing schedule.
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.

Stay to Play Tournament Policies

Certain tournaments, including 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, Carolina One has the following policies in place:

1. Stay to Play tournaments will be designated at the time the tournament schedule is distributed.
2. No individual should make non-refundable travel arrangements for any Stay to Play tournament without consulting with 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 designated hotel(s) for the entire duration of the tournament.
4. **Any individual violating this policy will be subject to a fine, payable to Carolina One, of not more than the cost of 1 hotel room at the designated hotel for the duration of the tournament.**

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. Each team will have a team parent that will communicate directly with the Parent Representative in regards to ideas, suggestions and issues involving each team or individual athlete.

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 head 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. 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 management system. From this account, the player or parent will be able to access practice and tournament schedules, team contact information, personal financial and payment information, apparel sizes and uniform 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.
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. Due to physical constraints of some C1 practice sites, coaches have the option to conduct closed practices. This means that parents or fans will be asked to leave the court area for the duration of the practice. This is an individual coach's decision and we ask all parents to respect it.
8. **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 monies will become due and payable at that time.**

Grievance Policy

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, Carolina One understands that there may be situations during the season that will require mediation.

Grievance Procedure

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 **player** must first ask the coach for a meeting to discuss the issue. If the issue remains unresolved,
2. 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. Players and parents should never confront a coach or club administrator at a practice or tournament about any issue. Coaches have been instructed to walk away if this occurs and to notify the club director.**
3. If the issue remains unresolved, the parent should ask, **in writing**, for the involvement of the Club's Parent Representative. A meeting between the parent, player, Club Parent Representative, and Coaching Staff should occur at a scheduled time away from practice or a tournament.
4. If the issue remains unresolved, the parent should ask, **in writing**, for the involvement of the Club Director. A meeting between the player, parent, Club Parent Representative, Coaching Staff, and Club Director should occur at a scheduled time away from practice or a tournament.
5. 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 Director, and Board of Directors should occur at a scheduled time away from practice or a tournament.

Before requesting a meeting with your coach regarding playing time, please read the following information:

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 future matches. The coach should not be required to defend his /her thought process or conclusions in these determinations from match to match, and it is improper for a parent to request it. Additionally, please remember that 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 Carolina One conduct policies, concerns about a coach's personality will NOT be discussed.

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 or team.

In addition, 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 Director and/or Club Parent Representative 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, 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

Carolina One asks players and parents to understand that the Club is passing along expenses only and 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. Club fees are due in accordance with the provided schedule when the athlete and parents accept a position on a team. Athlete participation may be restricted due to unpaid or late fees. Past due fees will be assessed a late fee of \$15.
2. 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:

- 1-3 weeks following November 20: 65% of total fees refunded
- 4-7 weeks following November 20: 40% of total fees refunded
- Week 8 to end of season: 15% of total fees refunded

Fundraising credits will not be refunded.

3. **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.**
4. There are no credits or refunds for players who are unable to attend practices or tournaments, regardless of prior notification.
5. **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.**
6. As outlined in the travel policy section of this document, fees may be assessed for players who fail to follow any Stay to Play Policies.
7. 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.
8. All families must remit a credit card authorization form when a player accepts a spot on a team. Unless you choose to enroll in the monthly auto-draft program, this information will only be used to collect payment on overdue fees at the end of the club season (April 15). All credit card information for current accounts will be securely stored and destroyed at the end of the season.
9. C1 makes online payment options available as a courtesy to club families. All online payments will be subject to a convenience fee of 3%.

Fee Schedule

2017-18 Program Fees	Lump Sum	Installment Payment Options					
		Payment 1	Payment 2	Payment 3	Payment 4	Payment 5	
Due Dates Juniors Team	11/20/17 \$450	or	11/20/17 \$300	12/31/17 \$150			
Due Dates Boys Team	11/30/17 TBD	or	11/20/17 TBD	12/31/17 TBD			
Due Dates State Team	11/20/17 \$750	or	11/20/17 \$300	12/31/17 \$225	1/31/18 \$225		
Due Dates Regional Team	11/20/17 \$1100	or	11/20/17 \$300	12/31/17 \$300	1/31/18 \$250	2/28/18 \$250	
Due Dates Power Team	11/20/17 \$1600	or	11/20/17 \$400	12/31/17 \$400	1/31/18 \$400	2/28/18 \$400	
Due Dates Elite Team	11/20/17 \$2200	or	11/20/17 \$500	12/31/17 \$425	1/31/18 \$425	2/28/18 \$425	3/31/18 \$425
Due Dates National Team	11/20/17 \$2500		11/20/17 \$500	12/31/17 \$500	1/31/18 \$500	2/28/18 \$500	3/31/18 \$500
18 National Team	\$2200	or	\$500	\$425	\$425	\$425	\$425

With the exception of the first payment for travel teams, which will be turned in at the November meeting, **all payments by check should be mailed to:**

**Carolina One Volleyball
P.O. Box 6338
Greenville, SC 29606**

There is also a drop box available at the Imagine Center in the lobby for payments and fundraising materials. Coaches will not accept payments at practice or tournaments. Late payments are subject to a \$15 late fee, at the discretion of the club director. 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.