



CHEERFACTOR
all-stars

2021 -
2022



Parent
GUIDEBOOK



**FULL
YEAR**

**PARENT
INFO PACKET**



4 LOCATIONS

*CHEERFACTOR FOXBORO
69 EAST BELCHER RD.
FOXBORO, MA 02035*

*CHEERFACTOR
HANOVER
342 CIRCUIT
STREET
HANOVER, MA 02339*

*CHEER
LEGACY
391 WEST
WATER ST.
TAUNTON,
MA 02780*

*NEW ENGLAND
TUMBLE FORCE
785 NOOSNECK HILL ROAD
WEST GREENWICH, RI 02817*

FACEBOOK:

CHEERFACTOR GYM

TWITTER:

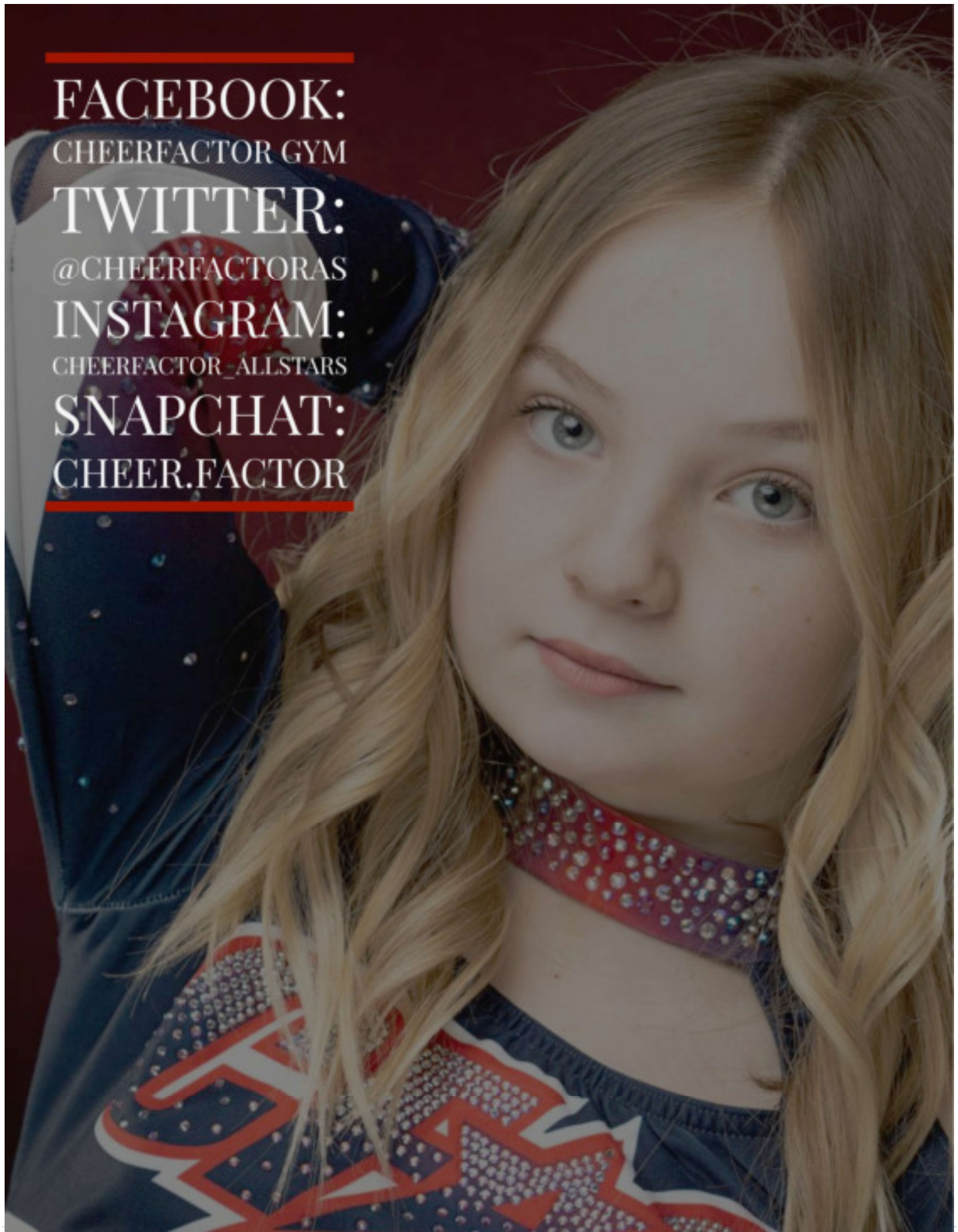
@CHEERFACTORAS

INSTAGRAM:

CHEERFACTOR_ALLSTARS

SNAPCHAT:

CHEER.FACTOR





CheerFactor All-Stars and the CheerFactor Foxboro & Hanover location is owned and operated by Christie Blushi. Cheer Legacy is owned and operated by Marianne Rogers and New England Tumble Force is owned and operated by Amy Wahlberg. All 3 women take great pride in this program and continue to strive to offer the BEST All-star experience in the industry.

CheerFactor All-Stars is one of the most respected and highly regarded cheerleading programs in Massachusetts as well as New England. In recent years our program has become nationally known for outstanding showings at the WORLD CHAMPIONSHIP, NCA ALL-STAR NATIONALS AND THE SUMMIT. Our program and its success as a whole, from Level 1- Level 6, and Tinys to Seniors are our top priority. We have earned more National Championships, Grand Championships, Program Championships, Summit bids and Worlds bids than any program in the area. The CFAS staff trains and competes our athletes at skill levels that engage and challenge them. We educate our athletes in self-confidence, respect, integrity, positivity, and athletic sportsmanship. We pride ourselves in our ability to train and coach our athletes in a professional, positive, and rewarding environment. We believe in open communication with the athlete and parent and work tirelessly to ensure the athletes and parents feel like valued members of the CheerFactor Family! We run our program professionally and take our customer satisfaction seriously. Your Family's All-Star experience is important to us. Our philosophy in making decisions is always PROGRAM first, TEAM second and the INDIVIDUAL third. This philosophy has always proved to set CFAS apart.

Cheer Factor High Performance Training Center LLC.

69 East Belcher Rd.
Foxboro, MA 02035

342 Circuit Street
Hanover, MA 02339

Cheer Legacy
391 West Water St.
Taunton, MA 02780

New England Tumble Force

785 Noosneck Hill Road
West Greenwich, RI 02817

Communication

We have set the following communications guidelines to ensure effective communication.

How to communicate with CheerFactor:

E-mail is the preferred method of communication with CheerFactor All-Stars. To avoid miscommunication we prefer important correspondence in writing. This also helps with keeping a fast and effective way for sharing information to others, ie, Coaches, front desk staff, team moms etc. Please note, we do our best to return emails in a timely manner (within 24 hours). We will return e-mails between the following hours:

Monday – Thursday: 2:00 pm-9:00 pm

E-mails will not always be returned Fridays, Saturdays or Sundays

Program Questions: Christie@cheerfactorgym.com

Christie is the only person who views this inbox

All-Star Inquiries and Questions: amunsey@cheerfactorgym.com

Billing and General Questions: jrodriguez@cheerfactorgym.com

Cheer Legacy: CheerLegacyGym@yahoo.com

New England Tumble Force: awahlberg@netumbleforce.com

A separate email list for all staff members and coaches can be found on our website.

FaceBook is not a mode of communicating with the owner and/or the staff about issues, concerns or questions. Facebook is used to share our athlete's videos, pictures, and information as well as to give positive encouragement and stay connected to our families in a fun, casual way. It is not intended to be a substitute from our official email address.

Call/Text on personal cell phones should not be a method of communication unless otherwise specified; if you are returning a call or if there is an emergency. NOTE: Team moms do have the cell phone numbers of the owner and staff and are permitted to call/text during competitions and emergencies.

ATHLETE TEAM GROUP CHATS are not allowed unless an adult (team mom or coach) is in the group. We consider a TEAM GROUP CHAT any communication that includes more than 30% of the team.

Communication from CheerFactor:

The majority of the communication you receive from CheerFactor will be via e-mail. You will receive a lot of emails from CheerFactor usually forwarded by the Team Mom(s). We highly encourage our families to create a CHEERFACTOR Folder within your email account so you can easily recall any information sent out.

Note that you are responsible for knowing any and all information that is sent; please be sure that you read each e-mail carefully. We do our best to keep our families informed of any and all happenings in the gym, so be prepared for lots of emails! Please note, if you are multiple teams, you will receive duplicate emails. It is not the responsibility of team moms to filter information. Everyone gets all information.

CheerFactor does run a TWITTER, Facebook, SnapChat and Instagram page. All athletes are subject to have their image displayed on all forms of social media.

Facebook: CheerFactor gym

TWITTER: @CheerFactorAS

Instagram: cheerfactor_allstars

SnapChat: cheer.factor

Communication with Each Other:

One of CheerFactor's missions is to build a family environment for all of our families that includes everyone, not just our athletes. With this being said, it is our hope that our athletes as well as our parents form great bonds and become more comfortable discussing things with one another. We expect that the CheerFactor ideals of sportsmanship will be upheld.

- Please refrain from any negative discussions in the parent room or on social media.
- Please refrain from discussing other athletes and/or families.
- Please refrain from discussing any coaching/routine issues.
- At NO time is it appropriate to directly contact event producers about competitions, results, bid processes or anything of that nature. Please send any concerns to the owners of CFAS.

CheerFactor reserves the right to remove families from the program for any negative behavior we feel is detrimental to our program.

Facebook Groups:

Cheerfactor team coaches will create private FB groups for every team. This is again a fun place to share encouragement, pictures, video's etc. Questions that may be answered on these forums are not always accurate; please email your important question for the accurate answer. Remember to keep the FB groups positive!

Dress Code

The CheerFactor dress code has been put into place to ensure the athletes are safely prepared to perform the skills required of them and uphold the CheerFactor image internally and externally to the gym.

Practice Dress Code

- A designated practice outfit will be assigned for weekday and/or weekend practices. This may be black on black or may be the new practice outfit (dependant on when the outfit arrives) Coaches will be clear about this come Fall practices.
- A cheer bow is preferred for every practice.
- Proper cheerleading sneakers (Varsity, white, indoor cheer shoes) should be worn to all practices and/or tumbling classes – no exceptions. **DO NOT FORGET YOUR SNEAKERS!!**
- Sports bras are required without additional bra straps showing.
- Oversized shirts or sweatshirts as well as oversized pants or sweatpants are not conducive to our sport and are not allowed to be worn during practice.
- Hair should be done tightly and out of your face – this includes swaying bangs.
- Cheerleaders should always have spunks or tight fitting shorts under their practice shorts at all times.
- **NO JEWELRY** should be worn at any time! This is a safety issue and we expect parents as well as athletes to ensure it is followed.
- Fingernails should be athletic length at all times (not past the finger tip). Again, this poses a safety issue for our athletes.
- Athletes must display proper hygiene during practices and tumble classes.
- Themed practices are optional for athletes to participate in and are meant to be fun.

Competition Dress Code

- Athletes must arrive in appropriate attire and wear all uniform items appropriately.
- No jewelry should be worn at any time. This is a safety issue and can cause a team to be penalized or disqualified from the competition.
- Appropriate competition hair and makeup should be completed before meet time. Hair and make-up information goes out mid season.
- Athletes should be “competition ready” for awards. (Looking the same as when you actually compete).
- Wear your uniform with pride and the way it is intended to be worn:

- It should be zipped/buttoned 100% and pulled up or down appropriately.
- Wear your top the way it is intended to be worn. If it is a full top it should be full at all times.
- White NO SHOW socks are required with your white sneakers.
- Nude sports bras are required for your uniforms; please ensure your bra matches uniform style and cut outs appropriately and no bra straps are showing.
- Hair must be a NATURAL COLOR. Any extreme hair colors may need to be approved by owners.
- IMPORTANT.....ATHLETES WITH THE CROP STYLE UNIFORM CANNOT BE SEEN IN THE CROP TOP AT ANYTIME UNLESS WITH THE FULL TEAM HEADING TO COMPETITION AREAS. THIS IS AGAINST USASF RULES!

Notes about the Cheerfactor Logo and apparel

- Personalization such as athlete name, age/level abbreviations...ie: j4, y2, m2 etc can be added to any official or unofficial merchandise and/or bows.
- CFAS, any CF or CFAS logo, CheerFactor and CheerFactor All-Stars or any Cheerfactor team names cannot be added to any official or unofficial Pro-shop items.
- CheerFactor will provide contact information to CFAS authorized vendors to our families. Authorized vendors will be able to provide custom apparel. These vendors will also be able to bling, embroider or heat press: Team names, CFAS, CheerFactor, or CheerFactor All-stars onto CFAS Pro-shop items

Christie reserves the right to make exceptions to these policies should the circumstance be acceptable.

Attendance and Injuries

ATHLETES MUST CONTACT TEAM COACH DIRECTLY VIA EMAIL WITH ANY ATTENDANCE ISSUES, REQUESTS OR NOTIFICATIONS.

Practice Attendance Policy 2021-2022

This is for any REGULARLY SCHEDULED PRACTICES

Summer Session (start of practice – September 3rd)

(Level 5/6) Must have coaches approval

(Level 1-4) No Limit

Athletes must notify coaches of any conflicts or absences by June 13th

Regular Season (September 6th - March 4th)

Four Absences will be allowed (level 1-6)

Athletes must notify coaches of any conflicts or absences by September 1st for Full Year and December 15th for Half Year.

Late Season (March 4th - April 15th)

One absence will be allowed (Plus any absences not used during REGULAR Season)

Athletes must notify coaches of any conflicts or absences by March 1st

*Arriving 30 minutes late or leaving 30 minutes early will count as an absence.

ANY ATHLETE FOUND IN NON-COMPLIANCE OF OUR ATTENDANCE POLICY WILL BE REMOVED FROM THE ACTIVE COMPETITIVE ROSTER.

Red Zones

- Practices noted as RED ZONE do not allow for ANY absences, NO excuses, ZERO exceptions
- RED ZONES are the week leading up to a regularly scheduled competition,
- This will be any/all practice from SUNDAY – FRIDAY prior to the competition weekend
- Some competitions will have EXTENDED RED ZONES. These weeks will be distributed separately to all families.
- After March, replacement of an athlete that was out the week prior to competition will be up to the discretion of the coach.

Extended Red Zones

- Extended Red Zones are 2 weeks prior to certain events
- Extended Red Zones are the two weeks leading up to a competition beginning on Sunday
- Extended Red Zones are The First Competition, Ocean City, Worlds, Summit

Returning Injured Athlete Policy

Any athletes that suffer an injury that prevents them from practicing more than two weeks MAY NOT be placed back on active roster immediately after recovery.

The athlete may be placed on a different team to perform until the former team coach feels as though the athlete is FULLY capable of performing with his/or her former team. This rule is to protect both the injured athlete from re-injury, and or unhealthy/unnecessary pressure or stress, as well as the team.

“Sitting Out” Policy

While we certainly appreciate athletes attending practices when they have a soft injury or a non-contagious illness, we have had instances where ‘Non-Participating’ in practices too frequently has become a problem. While non-participation in a practice does not count as an absence the following rule will be in place this season.

- FOR EVERY TWO PRACTICES THAT AN ATHLETE DOES NOT PARTICIPATE IN MORE THEN ½ THE PRACTICE, THAT ATHLETE WILL HAVE ONE ABSENCE MARKED AGAINST THEM

Concussion Policy

To protect the injured athlete, the team and the gym, ANY VERIFIED CONCUSSION DIAGNOSIS WOULD RESULT IN AUTOMATIC FILL-IN REPLACEMENT. Once an athlete is cleared to participate they will get their "spot" under the same conditions under the "RETURNING INJURED ATHLETES" policy. This new policy is due to the "open endedness" of concussion recovery. An athlete needs time to properly recover and not rush back, but in the meantime; the team still needs to continue to move forward.

Competition Attendance

We practice countless hours to prepare for competitions; therefore competitions are absolutely mandatory with NO exceptions. The countless hours and financial commitment our families put into these events does not go unnoticed so we have taken the following precautions into account to protect your commitments.

- In the event of an emergency in which the athlete will not be able to compete, the parent (not the athlete), must contact the gym owner, coach and team mom as soon as possible.
 - If the athlete is injured they are still required to attend the competition
 - If the athlete is too ill to attend the competition they do not need to attend

Please know that failure to notify the gym owner, coach and team mom in a timely manner will result in permanent dismissal from the team. Not competing in a competition should be the last resort. Athletes who do not attend a competition for anything other than what the OWNER finds to be an emergency are subject to removal from the roster.

Competition Tardiness

Tardiness at competition can cause extreme stress to team moms as well as team athletes. It is imperative to keep communication open with your team mom in the event that you may be tardy.

- If you are more than a ½ hour late 2 times for your meet time WITHOUT communicating with your team mom, your child will be replaced for 1 competition.
- If you are AT ALL LATE for your warm-up time WITHOUT communicating with your team mom ONCE, your child will be replaced for 1 competition.
- If you are consistently late for meet-time or warm-up time WITH communication to your team mom, you will receive a warning from the gym and will put your child at risk for being replaced for a competition

Injuries

While we do not plan for injuries and would wish to have an injury free season, they do happen in all shapes and sizes. Competitive cheerleading is a contact sport and like all contact sports we face injuries throughout the season. It is important to know that the CheerFactor Staff is first aid and CPR/AED certified. While we are certified to assess injuries we are not doctors. If at any time you

feel that your athlete needs to seek medical attention we encourage you to do so and follow the below guidelines.

- Any and all injuries that disrupt participation will be reported and documented in the CF INJURY LOG at the time of the injury (regardless of the size). Coaches or instructors fill-out the injury log. CheerFactor will send an email follow-up with the parent.
- If any athlete fails to report an injury, even if it doesn't disrupt participation, it could result in disciplinary action.
- Head injuries are serious and we encourage our families to educate themselves on concussions.
- After receiving medical care, all injuries that prevent/limit the participation of your athlete, must have written documentation from a doctor. This goes for both stopping participation and being "cleared" to restart participation.
- The CheerFactor Staff reserves the right at any time to use their professional judgment and decrease the athlete's activity.
- Communication is vital to the well being of your athlete. It is the parent's responsibility to communicate detailed information about your athlete's injuries and recovery time.

Conditioning

The CheerFactor Staff takes every and all precautions to limit injuries for your athlete, but unfortunately, we cannot prevent them all. Conditioning is vital to the limitation of injuries. We take your athlete's body very seriously and treat it with care!

All Star Cheerleading is a strenuous sport and requires athletes to be in top physical condition. This includes flexibility, strength and endurance. It is expected that our athletes participate in any and all pre/during/post practice workouts. These prevent injury. It is expected that our athletes take the drills in their tumbling classes seriously as these drills teach proper technique and technique can avoid injury. It may be necessary for an athlete to take extra condition/stretch/stung classes to properly condition for their readiness of competition. At any time a coach may request an athlete do conditioning drills, exercises at home or outside the gym. This will not be done without proper instruction from the coach to both the athlete and parent.

Crossovers & Fill-Ins Policies & Procedures

Crossovers and/or fill-ins are members of the team that perform/compete on other team(s) within the gym.

- A crossover is a full member of the team and is choreographed into the routine permanently.
- A fill-in is a temporary member of the team that might be in the routine for just one competition due to another athlete's injury/illness, etc.
- A permanent fill in generally starts out as a fill in (temporary member of the team), however becomes a permanent member as the injured athlete is not able to return or is replacing an injured athlete that is out for the remainder of the season due to a more serious injury.

Crossover Expectations:

- Practice attendance is mandatory and is the same for the crossovers primary team.
- Crossovers are to treat all teams they compete on equally and with the same importance and dedication.
- Being a crossover is a big commitment and responsibility for the athlete. Please be sure your family can make this commitment fully.
- Crossovers are responsible for all fees charged by competition companies to compete on more than one team. Note: because you pay a fee does not always mean you will receive more than one gift and/or championship gear.
- Crossovers are to pay their crossover monthly tuition by the tuition due date. Your financial obligations are the same for all teams.
- Crossovers will incur all travel expenses for their crossover team even if their primary team is not in attendance.

Fill In Expectations:

- A Fill in is expected to perform the duties they are tasked with to the best of their ability.
- Their role is to fill-in for the injured/ill athlete for a limited or designated time frame.
- A Fill in is not responsible for any cost associated with competing.
- A Fill in is responsible for any travel costs.

Permanent Fill In Expectations:

- Practice attendance is mandatory, based on the attendance policy
- Permanent Fill in is responsible for all fees charged by competition companies to compete on the new team. Note: because you are replacing an athlete does not always mean those fees have been paid in full in advance by the previous athlete, in some cases permanent fill ins may have a discount on crossover competition fee.
- Permanent Fill in is responsible to pay monthly tuition by the tuition due date, effective the 1st of the month following their addition to the team.
- Permanent Fill in will incur all travel expenses for their team

Financial Policies and Procedures

CheerFactor understands that participating in all-star cheerleading is a large financial commitment; therefore we understand how important it is to our customers to have a detailed explanation of where your hard earned money goes. All families must have a credit card on file on their parent portal account for automatic payments. Please refer to the pricing guide for all fees and the financial obligation information.

Explanation of Tuition

- Cost depends on team and can be found on the Pricing Guide, this includes all practice time, and allowed tumble practice time.
- Crossovers will pay an additional \$30 per month on top of regular tuition.
- Tuition is not increased or decreased with closings or added practices, longer practices or shorter months. Tuition is the cost of a CFAS season divided by 11 months.

Explanation of Discounts on Tuition

Sibling Discounts:

- Sibling discounts are available for Full Year athletes only. **(Tuition discount is not available for half-year athletes)**. The first child will be considered full price and the second will be half off their tuition. More than 2 siblings in the program, please see gym owner.
- Team moms will receive \$65 off of their monthly tuition. **(Limited Team mom discount is \$25 off their tuition)**. They will also receive a weekend or day pass for every event their team participates. That will be theirs to keep, unless the specific event producers limit gym personnel (Worlds, Summit and other large events).

Referral Program

- A full year athlete who refers a full year athlete the following season will receive free tuition in April of that year. More than one referral will result in more months free (working in reverse from April). (Limit TWO referrals awarded per athlete).
 - The free tuition is only applicable to one sibling and will be applied to the discounted sibling.
- A full year athlete who refers a half-year/Prep/Limited athlete for the current season will receive 50% off of tuition in April of that year. More than one referral will result in 50% off in more months (working in reverse from April). (Limit TWO referrals awarded per athlete).
 - The discounted tuition is only applicable to one sibling and will be applied to the discounted sibling.
- A Referral form must be filled out by October 15th for Full Year Referrals, November 15th for Limited and December 15th for Prep referrals

Discount Disclaimer.....Families cannot compile discounts, ie: Team Mom, sibling, early bird tuition etc. when eligible for multiple discounts, the highest discount prevails.

Financial Obligation agreement

1. All parents / guardians must understand that they assume full responsibility for all costs incurred as a member of CheerFactor All Stars including, but not limited to, gym registration/evaluation fees, monthly tuition, practice outfits, uniforms, competition and travel expenses, camp fees, or an other items(s), reservations or services purchased or rendered to CheerFactor All Stars and the payment in full of those items, regardless of any circumstances that may arise.

2. CheerFactor All Stars will no longer be able to carry customer balances. We are running on an extremely tight operating budget and even tighter profit margin this season and can longer carry the account receivables comparable to past seasons.
3. All payment due dates must be met.
4. All monthly payments are due on the 1st of the month.
5. Tuition pays are for training. It does not pay for the right to perform.
6. Vacation or time off is not prorated.
7. Hours of practice time will vary without tuition payments being adjusted.
8. All customers must have a credit card/debit card on file.
9. Your tuition will be automatically charged on the 1st of each month. If this charge is declined or you do not have a credit card on file to be charged, you will be charged a \$25 declined transaction fee. Any tuition not paid by the 10th of the month will be charged to the card for a second attempt. If the charge is declined a second time you will be charged an additional \$25 declined transaction fee along with a \$25 late fee.
10. If your Cheer Fee and/or Crossover Fee are not paid by the 10th of the month, the credit card on file will be charged for those fees on the 11th. If the charge is declined or you do not have a credit card on file to be charged, you will be charged an additional \$25 declined transaction fee along with a \$25 late fee.
11. Any payments resulting in non sufficient funds, declined credit card, expired credit card, returned check and electronic debits, etc. or you do not have a card on file to charge, you will incur a \$25 declined transaction fee. It is your responsibility to update your information with us if it changed (example, bank acct number, card number, exp date, etc).
12. All accounts must be in good standing to continue to participate in practices, competitions, and other events.
13. CheerFactor All Stars reserves the right to sit an athlete out of practice or to remove an athlete from their team at any time for failure to keep up with financial obligations.
14. Any monies received for an overdue account will be applied to the athlete's account items at the gym's discretion.
15. Any monies received from Boosters will not be applied toward tuition and are only applied toward tangible items based on Booster guidelines
16. All tuition / fees must be current before an athlete may collect any clothing / uniform or any other retail items.
17. Please refer to the Refund policy for all questions on refunds
18. Late fees of \$25 will be assessed on any and all past due fees at increments of 10 days, 30 days, 60 days, 90 days and 120 days
19. CheerFactor All Stars reserves the right to turn over all delinquent accounts to collection agencies and the parent / guardian will be responsible for all additional costs incurred

Refund Policy

Registration & Evaluation Fees:

- There are absolutely no refunds for All Star season registration fee(s) or evaluation fee(s).

Tuition:

Tuition is the yearly cost of being rostered on a CheerFactor All Star team, divided into 11 equal payments. Hours of practice time may vary, and such variation will not result in a reduction or reimbursement of Tuition payments.

- There are absolutely no refunds for Tuition already paid, this includes any pre-paid Tuition or pre-paid discounted Tuition.
- There are absolutely no refunds or discounts for missed practice (there are no additional charges for added practices).

Cheer Fees:

Cheer Fees are comprised of the majority of All Star season expenses, including but not limited to, competition fees. These fees are added up and then divided into 6 equal payments at the start of the season. Please review the Pricing Guide to confirm what is included in Cheer Fees for the season.

- There are absolutely no refunds for Cheer Fees for any reason UNLESS the competition company cancels the competition (please remember the competition fee is only a part of the Cheer Fee).
- There are no refunds for any reason on Camps or Choreography, which is included in the Cheer Fee.

Crossover Tuition / Fees:

Each athlete participating on more than one team will be charged a Crossover Tuition Fee of \$30 per team. Crossover Tuition Fees are the Cheer Fees associated with participating on additional teams. This cost is totaled and broken down into 2 equal payments following the Cheer Fee due dates.

- Crossover Tuition Fee refunds will mirror that of the Tuition & Cheer Fees policies outlined herein.

Refund Policy:

- Voluntary Withdrawal - If an athlete voluntarily decides to quit or withdraw during the All Star season, the athlete is responsible for any and all Tuition and Cheer Fees owed through the end of the month when the athlete provides written notice to CheerFactor.
 - In the event of the decision to withdraw from the program before the end of the All Star season, it is mandatory that a "Notification of Withdrawal" is emailed to the gym owner and the coaches.
 - A \$200.00 REMOVAL FEE per team will be applied to the final balance of any athlete withdrawing after August 1, 2021. This includes dropping a crossover team.
 - A final account balance will be determined by the return date of the "Notification of Withdrawal"
- Injury or Illness - If an athlete is injured or becomes ill during the All Star season, the athlete must provide Written Notice via email to the gym owner and cheer coaches that he or she will be unable to participate and for how long.
- The athlete will not receive a refund of Tuition or Cheer Fees for the month the injury or illness occurred, however, if the injury or illness will cause an extended absence, the athlete will not have

to pay while out during injury or illness. Depending on the date of return, Tuition and Cheer Fees for the month of return may be prorated.

- Removal from the program. – CheerFactor reserves the right to remove an athlete from the program for behavior that is inappropriate, negative or overall detrimental to the program.
 - Athlete’s family will receive an email notifying of removal
 - A final account balance will be determined and sent
 - All balances are expected to be paid in full
 - Cheer Fees and tuition will not be refunded per our financial policy
- If an athlete leaves the program under any of the circumstances addressed above, the athlete will still be responsible for the full cost of all practice wear, uniform, sneakers, etc. Those items will be held by CheerFactor for 30 days after CheerFactor is formally notified as specified above or 30 days after the items are received, whichever comes first. After the 30 days, the items are considered forfeited to CheerFactor.
- Gym Closure - Should there be an interruption in practices due to circumstances beyond the control of gym ownership, Tuition and Cheer Fees will still be due during those months the gym is closed and there will be remote All Star practices if practicable in the sole discretion of CheerFactor.

should an athlete be due a refund and have a current balance on their account, the refund will be deducted from their balance

Explanation of Choreography & Music Fees:

- Choreographers charge by the size of the team.
- Choreography and music fees are non-refundable even if an athlete leaves the team.
- If an athlete joins the team after choreography they will still need to pay for the choreography.
- Crossovers who are original members of the team will need to only pay once for Choreography and music.
- Fill-Ins are not required to pay any fees in regard to choreography and music.

How to pay CheerFactor:

- All charges are due as outlined on the pricing guide. Monthly invoices are not sent to customers individually.
- CheerFactor charges a late fee when payments are made outside the grace period each month, please refer to Financial agreement above
- Late fees WILL NOT be waived pending fundraising money payments from Boosters, you are responsible for meeting all payment due dates
- Our accounts are updated weekly at the end of each week from our daily postings.
- A payment box is located at all locations for your convenience
- We also provide an online pay system through our Parent Portal, Iclass Pro.
- Any accounts more than 30 days past due are subject to athlete remove from active roster at any time

Extra Stunting

- Mini/youth teams must schedule a stunt private in order to stunt extra. Must be supervised at all times, this is a liability and safety issue.
- Junior teams must be supervised. Best times would be during open gym. Athletes must pay for open gym to stunt. Junior aged team athletes may also stunt during other teams practices only WITH permission from the team coach during that time that they will supervise them.
- Senior teams must get permission to stunt by a coach in the gym at the time they wish to stunt. They also must be supervised.

Best times to stunt:

Open gyms (must be paid for)

Other team practices when a floor is available.... must have permission from a coach in the gym.

Gift Policy

Our policy is that holiday gift giving/end of season gift giving for our coaches is not necessary and even discouraged. Team moms are not allowed to collect money from athletes for coach's gifts. We are grateful that your family allows them to be part of your athlete's cheerleading experience.

Team Swag

All team swag should be coordinated by or with team moms.

- Regular season swag will not be permitted unless coordinated by the gym.
- End of season gifts/swag will be permitted if donated. No money is to be collected for end of season swag.
- Post season (Summit/Worlds) swag will be permitted. The maximum spend for swag is \$50. Unfortunately we cannot manage donations by families for swag. We ask that all teams try to be as reasonable as possible in this regard.

Please know that swag is not mandatory and not something that is expected by the gym as it is an additional cost for families. We know many teams do it as a celebration for post season competitions and accomplishments. We also receive lots of questions and would like everyone to be on the same page by putting parameters in place.

The CheerFactor Culture

CheerFactor prides itself in offering a fun, safe, organized and professional atmosphere for all of our athletes and families. This includes the atmosphere of the training facilities and the atmosphere of the events that we attend (Competitions, team bonding events, travel trips etc.)

Facility Etiquette

- Please place all trash in proper trashcans.
- Any food that comes in MUST be thrown away and cleaned up.
- Cheerleader lounges are for the CHEERLEADERS only and must be kept clean.
- Siblings must be supervised at all times.
- Toilets must be flushed.
- Let the staff know of any problems in the lobby/b-room EX: spills, clogs etc.
- NO PETS, Some people are allergic.
- No rearranging of chairs, seating etc.
- No OUTDOOR viewing. No sitting in the parking lot unless in your cars.
- Athletes should not be at the facility for long extended times when not in practice/class.
- No loud Cell phone use in parent room OR lobby.
- No profanity
- No negative talk about someone else's child
- No negative talk about your own child
- No negative talk about any other parent/coach/person/dog/TV show/place/thing etc
- Let's keep it POSITIVE.

The Owner of CFAS

Christie's primary role at CFAS is to serve as the main support to the coaches, parents, athletes and administrative staff. We essentially go where we are needed, when we are needed. Never hesitate to reach out with anything that you or your child needs. Christie bases any and all decisions on the good of the program and with fairness and consideration for all. After 12 years we believe this is what has set us apart as one of the largest gyms in the region.

- Manage day-to-day operations of the Foxboro Facility.
- Manage day-to-day operations of the CFAS program across the three locations.
- Manage, train, advise and support the coaches.
- Manage, train, advise and support the administrative staff.
- Manage and advise team moms.
- Support the athletes.
- Support the parents.
- Troubleshoot All-Star related issues or concerns across the three facilities.
- Support the Booster Club and Canning Organization.
- Manage and operate the CFAS Pro-shop.
- Manage the operations, financials and logistics of the CFAS program across the three locations.

Team Coach Role

To effectively instruct and/or direct the teams at CheerFactor as it relates to skills in the context of a competition routine at any and all team practices and/or events.

- To effectively coach his/her team to the best of his/her ability
- To assist athletes in their development as it relates to cheerleading.
- To provide positive support and guidance to teams during practices and competitions.

- To attend every team, practice and event.
- To communicate regularly with the team mom about important team announcements.
- To communicate regularly with the gym owners on team progress.
- To strategically plan competition events to run effectively for the team.
- To set practice plans to effectively run practices and meet gym expectations of team performance.
- To be on time
- To track attendance.

CheerFactor Administrative Role

CFAS has a variety of staff members on hand that assist with the administrative and operational end of the CFAS Program. This staff can include a variety of roles such as account receivables, collections, billing, customer service, etc. Please note that our administrative staff does not have allowance to make circumstantial decisions. Any and all extenuating circumstances on policies and procedures must go through Christie.

Team Mom Role

To serve as the administrative support and arm to the coach and owners of CheerFactor. The team mom is NOT a coach or an assistant coach, he/she should not be found giving instruction (beyond logistical) to any athlete. The Team Mom's are there to promote the CFAS rules, not enforce them.

- Communicate any and all messages from the gym/coaches to the team in a timely manner (within 24 hours).
- Coordinate and organize team bonding events for the team with the guidance from the gym/coaches.
- Actively communicate any and all team and gym related issues/rumors/etc.
- Attend at least one practice per week to answer questions for other parents and meet with the coaches/owners (as necessary).
- Manage the team on competition days: arrival times, appearance, meeting spots – all logistics.
- Coordinate "Swag Bags" etc. for teams for special events (i.e.: Travel Trips, Summit/Worlds etc.)
- Coordinate "Special Dinners" etc. for teams for special events (ie: Travel Trips, Summit/Worlds etc.)

Competitions

The list of all competitions has been distributed. CheerFactor will be attending 7 competitions from the list that was distributed. The final team competition schedules will be available August 1st. Travel dates and Red Zone dates will come along with that final schedule.

Attendance

Please review the attendance policy for attendance questions.

Parent Agreement

- We understand the commitment that we are making as a family to the coaches, staff and other All Star team members of CheerFactor
- We intend to participate for the entire season, June 2021 until the final competition in April/May 2022
- If for some reason, circumstances occur which require our withdrawal from the program, or we are removed from the program, we do not expect any refund of tuition or competitions fees/expenses. We also acknowledge with withdrawal fee after August 1st.
- We understand that a maximum of three school days may need to be missed in order to attend competition
- We understand there are seven to eight national competitions, as well as several regional competitions that every athlete is required to attend and I will have my athlete there as instructed
- We understand that an athlete may be replaced by an alternate, change position or be dismissed from the team for missing practices, not adhering to the payment arrangements, or negative conduct.
- We understand that if my athlete participates in activities other than at this gym, my All Star team comes first
- We understand that an athlete may not be allowed to compete if they miss a practice during red zone prior to a competition and that we will not be refunded for the competition fees
- We understand that consistent negative conversation will not be tolerated and if it becomes a detriment to team unity and chemistry athletes or parents participating will either be dismissed from the program or told not to attend practice
- We will promote good sportsmanship at all times
- We also understand that the coaches and staff reserve the right to dismiss my child or myself from the gym for inappropriate behavior.
- We have read the pricing guide and the above Parent Guidebook and understand its contents

Athlete Agreement

- I understand the commitment that I am making as an athlete to the coaches, staff and other All Star team members of CheerFactor
- I will participate for the entire season from June 2021 until the final competition in April/May 2022
- I understand that if I participate in activities other than at this gym, my All Star team comes first
- I will have good sportsmanship to my fellow teammates and other competitors while at competition
- I agree to set a good example by making good grades and having a good attitude
- I understand that a maximum of three school days may need to be missed in order to attend competitions
- I understand that there are seven to eight competitions, as well as several regional competitions that I am required to attend and I promise to be on time
- I understand that I can be dismissed from the team for missing practices
- I understand that I may not be allowed to compete if I miss a red zone practice prior to a competition
- I understand that consistent negative conversation will not be tolerated, and if it becomes a detriment to team unity and chemistry, I can be dismissed from the program
- I understand that the coaches and staff reserve the right to dismiss me from the team for inappropriate behavior
- I understand my role as an athlete of this gym and agree to follow the guidelines in the above Parent Guidebook and agree to follow the guidelines set out before me by my coaches, the staff and my parents

Social Media Policies

At CheerFactor we are not only concerned with developing excellent athletes but developing athletes with excellent character. As a program, we reserve the right to remove any Athlete from our program that violates our Social Media Conduct Guidelines and Policies listed below.

- Members of CheerFactor may not use our name and likeness for social media or message board handle names. For example, using CFASchick123 is not allowed.
- Members of CheerFactor may not post on messages boards using our name, likeness or brand
- Members of CheerFactor may not post inappropriate photographs with CheerFactor logo, name or likeness
- Members of CheerFactor may not use CheerFactor's name or likeness to promote a product on social media
- Members of Cheerfactor may not use the Cheerfactor name to create a team social media account or page. We have one official social media account which is the only account officially used by Cheerfactor
- Members of CheerFactor found engaging in illegal and/or underage activities are subject to removal from the program
- We have a zero tolerance online bullying policy. Any athlete who uses social media to bully another person, regardless if the other person is an athlete at another gym, our program or an athlete at all – is subject to immediate remove from our program