



# Frequently Asked Questions

*(as of Jul 2019)*

## PROGRAMME-RELATED MATTERS

### **What is the U12 Seasonal Programme?**

It is a 10-week programme that adapts a holistic and all-rounded approach to its curriculum – one that aims at teaching your child the technical and tactical aspects of Hockey, as well as inculcating strong character values and life skills.

### **Must my child have played Hockey before?**

This programme is primarily a learn to play programme for children who are new to the sport. However, if your child has played the sport before and is looking for more opportunities to improve their skills and just play more Hockey, we encourage him/her to enrol in our programme as well.

### **Will my child be at a disadvantage if he/she is relatively weaker as compared to his/her peers from the programme?**

At ActiveSG Hockey Academy, we recognise that children may develop at different rates. To ensure that no one child is at a disadvantage and all children will enjoy the sport at their own comfortable pace, our coaches will take into account every participant's stage of learning and level of ability before dividing them into well-balanced groups where each participant will be able to learn at a suitable pace that will challenge and encourage him/her to improve.

### **What does my child need to bring and wear for the programme?**

Your child is recommended to come in sports attire and sports shoes. Equipment, such as Hockey Stick, shin guards and long socks, will be provided. If your child already owns any of the items, feel free to bring your own.



## **PAYMENT & REGISTRATION MATTERS**

**Can I enrol my child in the programme after it has started? If so, will the programme fee be pro-rated?**

Yes, your child may join the programme at any point in time during the season. However, the programme fee is fixed at \$130 and will not be pro-rated. In addition, 30% of the fee can be offset using ActiveSG dollars.

**If I wish to withdraw my child from the programme before it starts or mid-way through the programme, can I get a refund?**

There will be no refunds for any course withdrawal or programme cancellation.

**What if any of the sessions is met with an unforeseen situation of bad weather or other circumstances?**

There will not be a refund in this instance and our coaches will attempt to conduct other related activities indoors or under shelter. Participants will be informed in advance in the case of any programme cancellation and details of replacement session, if any.

**I can't seem to register. I keep getting a "This programme is not suitable for your age group". How do I solve this?**

This happens when your child is not of appropriate age for the programme or you are using your own account to try and register instead of your child's account. For the former, do contact us for our advice on whether we can allow your child to register. For the latter, switch to your child's ActiveSG supplementary account and attempt to register again.

Information on how to register a supplementary account can be found here: <https://www.myactivesg.com/About-ActiveSG/Membership-FAQs#account>

**Can I use ActiveSG credits to pay for the programme?**

You may use your Active dollars to offset up to 30 % of the programme fee. The balance needs to be paid via cash/credit card.

**If you have any further questions, feel free to contact us at [ActiveSG Hockey Academy@sport.gov.sg](mailto:ActiveSG_Hockey_Academy@sport.gov.sg)**