

# **NEXT LEVEL VOLLEYBALL CLEVELAND**

## **Terms & Conditions & Participant Policies**

Effective Date: 12/2025

Welcome to Next Level Volleyball Cleveland! Our mission is to provide a positive, safe, encouraging environment where athletes can learn volleyball, build confidence, develop fundamental skills, and grow to their next level.

By registering for any Next Level Volleyball Cleveland program, the parent/guardian and participant acknowledge and agree to the following terms and policies.

### **1. REGISTRATION & PAYMENT**

Registration is considered complete once all required registration information and payment have been received.

- Program spaces may be limited and are available on a first-come, first-served basis.
- Payment reserves the participant's spot in the selected program.
- Participants may not attend a program unless registration requirements have been completed.
- Parents/guardians are responsible for providing accurate and current registration, emergency contact, and medical information.
- Program fees must be paid according to the payment schedule provided at registration.

### **2. REFUND & CANCELLATION POLICY**

Because Next Level Volleyball Cleveland reserves court space, coaches, equipment, and program resources based on registration numbers, payments help secure a participant's place in the program.

Participant cancellations:

- Refund requests must be submitted in writing.
- Refund eligibility may depend on how far in advance the cancellation is received and whether the program has already started.
- Once a program begins, missed sessions or participant absences are generally not eligible for refunds or make-up sessions.

**Program cancellations:**

If Next Level Volleyball Cleveland must cancel or significantly change a program due to circumstances outside of our control, including facility closures, severe weather, emergencies, or other unforeseen circumstances, Next Level will communicate available options, which may include rescheduling, a program credit, or a refund when appropriate.

### **3. ATTENDANCE & PUNCTUALITY**

Consistent attendance is important to an athlete's development and the success of the group.

Participants are expected to:

- Arrive on time and ready to participate.
- Wear appropriate athletic clothing and volleyball shoes.
- Bring any required water, equipment, or personal items.
- Notify a parent/guardian or Next Level coach when they will be absent.
- Participate respectfully and follow coaching instructions.

Next Level Volleyball Cleveland does not guarantee make-up sessions for missed practices, clinics, camps, or training sessions.

### **4. PLAYER CODE OF CONDUCT**

Next Level Volleyball Cleveland is committed to creating a positive and safe environment for every athlete.

Participants are expected to:

- Treat coaches, teammates, opponents, officials, parents, and facility staff with respect.
- Follow coach and facility instructions.
- Encourage teammates.
- Use appropriate language and behavior.
- Respect volleyball equipment and facility property.
- Refrain from bullying, harassment, fighting, threats, or intentional unsafe behavior.

Unsafe, disrespectful, disruptive, or inappropriate behavior may result in a participant being removed from a session or program.

### **5. PARENT/GUARDIAN EXPECTATIONS**

Parents and guardians play an important role in creating a positive volleyball environment.

Parents/guardians are expected to:

- Support their athlete in a positive manner.
- Treat coaches, officials, athletes, and other families respectfully.
- Allow coaches to coach during practices and competitions.
- Communicate concerns directly and respectfully with the appropriate Next Level representative.
- Follow all facility rules.
- Ensure their athlete arrives and is picked up on time.

Next Level Volleyball Cleveland reserves the right to address inappropriate parent/guardian behavior that negatively affects athletes, coaches, or the program.

## **6. SAFETY & ASSUMPTION OF RISK**

Participation in volleyball and athletic activities involves inherent risks, including but not limited to falls, collisions, contact with other participants, contact with volleyballs or equipment, sprains, strains, and other injuries.

By registering, the participant and parent/guardian acknowledge that participation in volleyball carries inherent risks and agree to assume those ordinary risks associated with participation.

Participants are expected to follow all safety instructions provided by Next Level Volleyball Cleveland coaches and facility personnel.

This section is intended as general business language and should be reviewed by an Ohio attorney before being used as a formal legal release or waiver.

## **7. INJURY & MEDICAL CONDITIONS**

Parents/guardians are responsible for informing Next Level Volleyball Cleveland of any medical condition, allergy, injury, limitation, or other information that may affect the participant's ability to safely participate.

Participants must report injuries or illness to a coach immediately.

Next Level coaches may remove a participant from activity when the coach reasonably believes continued participation could place the participant or others at risk.

Parents/guardians will be contacted when appropriate.

## **8. EMERGENCY MEDICAL AUTHORIZATION**

In the event of an emergency, Next Level Volleyball Cleveland will make reasonable efforts to contact the parent/guardian or emergency contact provided during registration.

If a parent/guardian cannot be reached in a timely manner, the parent/guardian authorizes Next Level Volleyball Cleveland staff to seek appropriate emergency medical assistance for the participant when reasonably necessary.

Parents/guardians are responsible for providing current emergency contact information.

## **9. CONCUSSION & RETURN TO PLAY**

Next Level Volleyball Cleveland takes athlete safety seriously.

Any participant who experiences or is suspected of experiencing a concussion or other significant injury may be removed from participation.

The participant may be required to receive appropriate medical evaluation and clearance before returning to volleyball activities, consistent with applicable Ohio requirements and Next Level Volleyball Cleveland safety procedures.

## **10. PHOTOGRAPHY & VIDEO**

Next Level Volleyball Cleveland may photograph or record participants during practices, clinics, camps, tournaments, events, and other program activities.

These photographs or videos may be used for legitimate business and promotional purposes, including:

- Next Level Volleyball Cleveland's website
- Social media
- Flyers and promotional materials
- Program announcements
- Marketing materials

Parents/guardians may indicate during registration whether they DO NOT give permission for their child's photograph or video to be used for promotional purposes.

## **11. FACILITY RULES**

Participants and families must follow the rules of the facility where Next Level Volleyball Cleveland programming is being held.

This includes:

- Appropriate footwear and clothing.
- Proper use of equipment.

- Respect for facility property.
- Following facility safety requirements.
- Following instructions from facility personnel and Next Level coaches.

Damage caused by intentional or inappropriate behavior may be the responsibility of the participant and/or parent/guardian.

## **12. PROGRAM CHANGES**

Next Level Volleyball Cleveland reserves the right to make reasonable changes to:

- Program dates
- Practice times
- Locations
- Coaches
- Training schedules
- Program structure

when circumstances require a change.

Parents/guardians will be notified of significant changes as soon as reasonably possible.

## **13. DISMISSAL FROM A PROGRAM**

Next Level Volleyball Cleveland may remove a participant from a program when necessary due to:

- Unsafe behavior
- Bullying or harassment
- Fighting
- Threatening behavior
- Repeated disrespect toward coaches or participants
- Repeated violation of program or facility rules
- Behavior that substantially disrupts the program

Any refund or credit following dismissal will be determined by Next Level Volleyball Cleveland based on the circumstances.

## **14. TRANSPORTATION & PICKUP**

Parents/guardians are responsible for transportation to and from Next Level Volleyball Cleveland programs unless transportation is specifically provided as part of a program.

Parents/guardians are responsible for ensuring participants are picked up promptly at the conclusion of their scheduled activity.

Next Level Volleyball Cleveland should not be considered responsible for participants outside of the scheduled program time.

## **15. COMMUNICATION**

Next Level Volleyball Cleveland may communicate program information through email, text messages, registration platforms, team communication applications, or other designated communication methods.

Parents/guardians are responsible for reviewing program communications and schedule updates.

## **16. PARTICIPANT ELIGIBILITY**

Participants must meet the age, grade, skill level, or other requirements listed for the program in which they register.

Next Level Volleyball Cleveland may recommend that an athlete participate in a different program when doing so would better support the athlete's development or safety.

## **17. AGREEMENT**

By completing registration, the parent/guardian acknowledges that they have read and understand these Terms & Conditions and agree to follow Next Level Volleyball Cleveland policies.

The parent/guardian also acknowledges that they are responsible for making sure their participant understands the expectations for respectful, safe, and positive participation.

## **NEXT LEVEL VOLLEYBALL CLEVELAND**

**Train • Play • Elevate**

Our goal is to create a safe and encouraging space where athletes can learn the fundamentals, build confidence, develop teamwork, and prepare for their next level.

Website: [www.nextlevelcleveland.com](http://www.nextlevelcleveland.com)

Instagram: @Next\_Levelvolleyball