



Important Camp/Clinic/Program Facts

FAQ (Frequently Asked Questions)

Most of your questions about our Programs may be answered below, but if not, please contact our office: 636-237-2220

****Below are our "standard" program facts. Some policies/procedures have, and will be, continuously updated to abide by all COVID-19 regulations per city, county, state and or federal guidelines.****

ELIGIBILITY: Programs are available to all youth hockey players of all ages and levels, unless the program name and description indicates differently. Synergy Hockey's suggested age requirements are typically between the ages of 5 or 6 to 16 years of age. Synergy Hockey does not offer a Learn to Skate program (contact your local hockey club for this) and all participants should have progressed through that program prior to attending one of our programs. Girls are welcome and encouraged to attend ANY of our programs. Synergy Hockey also welcomes goalies to attend camp to sharpen their player skills and skating skills, but Synergy Hockey does NOT offer goalie specific training. If you have questions about placement, contact our office.

- **SCHEDULES:** Ice times vary from rink to rink, and can also change last minute depending upon program enrollment numbers. With that said, PLEASE be sure to check our website and your email account the week or days before your event for the most updated schedule, specific to your program. **The times listed within the description section of our enrollment software, where you enrolled for your program are APPROXIMATE TIMES ONLY!** YOU SHOULD ONLY CONSIDER THOSE TIMES AS ESTIMATED START/END TIMES. For Camps and Clinics, you can expect your skater's schedule to look very similar to one of the schedules below, give or take 30 minutes from the start of the camp day to the end of the camp day. And again, **FOR ALL CAMPS/CLINICS, OFFICIAL SCHEDULES WILL BE POSTED ON THIS WEBSITE 5 DAYS PRIOR TO YOUR SCHEDULED START DATE.**

SAMPLE FULL DAY SUMMER CAMP SCHEDULE

Time	Activity
8:15-8:30am	Drop Off / To Locker Room To Dress
9:00am	On-Ice
10:30am	To Locker Room to Undress
10:45am	Off-Ice Session
12:00pm	Lunch
12:30pm	To Locker Room to Dress
1:00pm	On-Ice
2:30pm	To Locker Room to Undress
2:45pm	Off-Ice Session
4:00pm	Pick-Up

SAMPLE HALF DAY SUMMER CAMP SCHEDULE

Time	Activity
8:15-8:30am	Drop Off/ To Locker Room To Dress
9:00am	On-Ice
10:30am	To Locker Room to Undress
10:45am	Off-Ice Session
12:00pm	Pick-Up

- **INSTRUCTORS:** All instructors are hired and trained by **Jamie Rivers** himself. Jamie seeks the best for hockey training and coaching to provide the best possible training environment for your skater(s). Synergy Hockey requires all lead coaches to be screened by a reputable screening service.
- **LOCKER ROOM ASSISTANCE/POLICIES:** All locker room time is monitored by one or more camp instructors, until the locker room empties to a few skaters, at which time instructors are

to wait outside of the locker room door. Cell phone and electronic devices are NOT allowed in locker rooms, by attendees or camp staff. Should the use of a phone be required, individuals should step outside of the locker room to use. Please be sure your attendee can dress themselves and use the restroom (even when in full hockey gear) by themselves. Our staff CAN and WILL assist with tying skates and snapping helmet straps but CAN NOT assist with getting your skater dressed/undressed.

- **REGISTRATION/ENROLLMENT:** All program registrations must be done online. Confirmation/receipt emails will be sent to your inbox immediately upon the completion of your registration. **Further communication about your event will be sent through our Registration/Enrollment Software (Upper Hand) so it's crucial that your email is open to receiving these emails.** This can best be done by ensuring your confirmation email has been received immediately upon enrollment. If you think you have missed some communication about your event, please contact our office at info@synergyhockeyskills.com.
- Space in programs are limited; Synergy Hockey can only accept a certain number of skaters in each event. Do not delay in securing your spot. Every summer we have camps/clinics/programs that reach maximum capacity and we end up with many, many names on our waitlists. We can't stress enough how important it is to be sure you enroll early!
- **LATE FEES:** Late registration fees will be incurred for all registrations less than 14 days from camps start. Much of our organization, planning, and preparation for our programs are based off of our projected enrollment numbers. Therefore, we **HIGHLY ENCOURAGE EARLY ENROLLMENT!!** When enrollments numbers change only days before camp, it requires extra planning, last minute changes and additions, which always require additional expenses on our business, hence the reason for late fees.
- **CANCELLATIONS/REFUNDS:** All registrations are considered definite commitments. Should you need to cancel once registration is complete, registrant will forfeit any money already paid during registration. A switch to another program or camp week is allowable to avoid cancellation, but only if availability in another program will allow.
- **PAYMENT:** Synergy Hockey allows for payments from all major credit cards. Payment is required at the time of registration to secure your skaters place in the program. As event dates approach, any previously offered discounts (like Early Bird Discounts) will no longer be available or extended as demand and costs increase with increased enrollment numbers. As previously mentioned, most program fees increase exactly 14 days prior to event start date. If space allows, walk-on enrollments will be accepted and payment can be made at camp but late fees will be incurred.
 - **AUTOMATED PAYMENT PLANS:** Synergy is offering automated PAYMENT PLANS for most programs, which will allow you to extend your payments out to only a few weeks before the event! There is a minimal fee with each payment extension to cover credit card processing fees, which will increase your total camp fee slightly. **You will find these options available to you in the enrollment process, just prior to inserting your credit card information.**
- **BEHAVIOR POLICY:** Disrespect to instructors or other camp attendees, foul language, bullying, teasing and or other forms of misbehavior **ARE NOT TOLERATED!** Attendee and parents will be warned with first offense, and second offense will result in removal from camp with no refund. Our staff takes this VERY seriously and will not allow distractions that effect the performance and efforts of other camp attendees and or our coaching staff.
- **LUNCHES:** Synergy Hockey does not provide lunches. It is possible that an ice rink will offer a lunch option at an additional expense, but if not your skater will need a packed lunch each day, if he/she is enrolled in a full day option. A camp schedule with any lunch offering by the rink will be available on our website at least 5 days prior to your scheduled camp. Refrigeration for packed lunches will NOT be provided.

- **WHAT TO WEAR:** All participants MUST have full USA Hockey approved gear and hockey stick to participate in the on-ice portion of our events. Under-gear wear, t-shirt, shorts, socks and athletic shoes are also necessary each day. **Additional Items to Bring:** Older/used hockey stick (for off-ice stick handling drills), water bottle, and if necessary, a healthy, quick snack (banana, apple, granola bar) and a sack lunch (if it's a full day program).
- **DO NOT BRING:** Toys, electronic devices, additional money aside from what may be needed for lunch or snack, or anything that could get stolen. Synergy Hockey will not be held liable for lost or stolen items at camp (which also includes hockey equipment).
- **ATTENDEE RESPONSIBILITY:** Synergy Hockey requires all attendees to be responsible for their own equipment and items. Attendees should maintain a neat area in the locker room and keep all their items and equipment together. Synergy Hockey is NOT responsible for misplaced hockey equipment or items. It is advised that all equipment is labeled with your players name. Not a summer goes by that an item doesn't get misplaced in another skaters bag! Unfortunately, we can not be responsible for all items so PLEASE be sure your skater keeps good track of their equipment. Hockey bags will be safe in locker rooms during off-ice sessions. All hockey bags and equipment MUST be taken home with attendees after each day of camp; no items are to be left overnight for the next day. PLEASE REVIEW THIS INFORMATION WITH YOUR SKATER!!
- **JERSEY:** Will be provided to all summer camp/clinic attendees on the first day.
- **MEDICATION POLICY:** Synergy Hockey requires all medication to be handled and distributed by camp personnel ONLY (including over the counter medication). MEDICATION CAN NOT BE IN THE LOCKER ROOM OR IN POSSESSION OF ANY CAMP ATTENDEE AT ANY TIME. If your skater requires medication during camp (even if it may just be cough syrup or tylenol), not a problem, just be sure medication is in original packaging with the original prescription label indicating skaters name and dosage details. All medication must be placed in a ziplock bag with the attendees name clearly written on the bag. Once in the hands of a Synergy instructor, it will be placed in a lock-box until dosage time. Please contact our office for further instructions on how to handle medication at our events.
- **CAMP WAIVERS:** Upon initial set-up of your online account through our enrollment software, you will be asked to agree to our enrollment terms and conditions and our media terms and conditions. Both parts are very standard, should be fairly self explanatory, and both must be reviewed and agreed to for completion of your account. If your account was previously established (like with an enrollment last year or even earlier), then you already agreed/signed off on our waiver. One agreement is all that is required, a copy will be saved to your account to avoid multiple agreements of the same thing with each enrollment. Should you have any questions about any of the terminology or reasons behind the waivers, please contact our office. A copy of our Enrollment Terms & Conditions can be found in the link below.
- **DAILY DROP-OFF / PICK-UP PROCESS:** For Camps/Clinics: On the first day of camp, PLEASE arrive with your skater as each guardian (or person dropping off) will be given 2 duplicate Window Signs to use for pick-up - one to keep for yourself and one to give to another designated pick-up person. SYNERGY will assume that if you have our window sign, you are an authorized pick-up person for your skater. It will not be necessary to enter the ice rink for pick-up, just stick the sign in your window/windshield and we will assist your skater getting into the car at the end of the camp day. If you wish to come in the rink, bring your sign with you.