



HOCKEY HEROES PARENT FAQ'S

Do I need a ClubSpark account to book onto a Hockey Heroes course?

Yes. Once you have selected the course you wish to book your child or children onto, you will need to register for a ClubSpark account under your name (as the parent/ guardian). Please note: you must be over 18 years old to register. You will then need to add your child or children onto your account by selecting the 'Add Player' option.

How much does the course cost?

Hockey Heroes pricing is as follows:-

- A new child starting their first course is £32 and this includes 6 sessions, 2 hockey sticks, a ball, a t-shirt and reward stickers
- 2nd course (if you choose to repeat) is £27 and includes 6 cones for use in the garden and a replacement set of stickers
- 3rd course (if you choose to repeat again) is £20 and includes 6 sessions

What can my child and I expect at a Hockey Heroes session?

To enjoy the session and to have lots of fun! Hockey Heroes believes in creating a sporting environment that allows all children regardless of gender, body shape or size or starting physical ability or confidence level to feel successful. Hockey Heroes does this through giving children the opportunity to develop fundamental movement skills, hockey skills as well as personal character skills (such as teamwork and perseverance) whilst, above all, having plenty of fun! Please note – parents are expected, and actively encouraged, to stay on site for the duration of the session.

My child is already a member of a hockey club, how can they get involved?

This programme is aimed at children between the ages of 5-8 who are new to hockey. It is likely that if your child is already playing hockey at a club, then Hockey Heroes would be too basic. It is also likely that the sessions provided by your club are more cost effective over a long period. If you feel strongly that Hockey Heroes is more suitable for your child, we would recommend speaking to the coach at your child's existing club.

Can children with disabilities and/or special needs take part?

All Hockey clubs are committed to being inclusive and will do what they can to accommodate any child who wants to play hockey. When booking onto a course there is a field where you can enter special requirements. You can also get in touch with the course provider to ask them any questions you may have in advance of the course starting.

What if my child has a medical condition?

Parents are asked to declare any medical conditions affecting their child when completing the registration form. You will also be asked to agree to the terms and conditions which states that parents must stay on site for the duration of the sessions and are responsible for meeting any particular requirements that the child may have. A first aider will also be on site.

Can I make changes to my child's kit order or return it for an exchange if unsuitable?

We ask that you carefully check the kit order and delivery address before completing your booking. You will receive a summary in your confirmation email. If you do need to make any changes, you can log into your ClubSpark account to make edits up to 48 hours after your booking is made.

Items from your kit order cannot be returned if unsuitable. We can only accept returns for incorrect or faulty items. We would ask you, in the unlikely event this were to occur, to contact hockeyheroes@englandhockey.co.uk to resolve the issue.

Please note - we do not give any guarantee that participant packs will be delivered before the start of your Hockey Heroes Programme where the booking is made less than 3 weeks before the Hockey Heroes Programme starts. If your first session takes place before your child has received their equipment pack, they will be able to borrow a stick and ball at the session from the club / course provider until their equipment arrives.

Why are there 2 sticks in the participant pack?

One stick is for the child registering for the programme to use at home and in all their sessions, and we have provided 2 size options so you can select which best fits this child. The right length should be the one closest to their tummy button when the stick is placed in front of them standing upright on the floor. The second stick is for a friend, sibling or parent to play with them at home.

I am signing up my 2 children. We don't need 4 sticks, can we get a discount?

Unfortunately, we cannot manage the complexity of providing different packs in our first year of launch. We hope that you can use the other sticks with other friends and members of your family. Alternatively you could donate any spare sticks to the club delivering the sessions.

What happens during extreme weather?

The course provider will notify parents about extreme weather arrangements via e-mail as far in advance as possible. If sessions have to be cancelled, extra sessions will then be added on at the end of the course wherever possible.

My child can no longer attend the course, how do I cancel?

You are able to cancel your child's place on a course within 48 hours of booking and will receive a refund (minus booking and transaction fees). After 48 hours you can still cancel your booking but you will not receive a refund as the personalised participant kit pack will be on its way to you.

What if the course is cancelled, will I get a refund?

If, for any reason, the venue, date and/or times of your Hockey Heroes Programme are changed at any date and/or time, the Club will notify you as soon as possible. If this is not acceptable to you, you will be transferred to an alternative Club, or you can cancel your booking and receive a full refund (minus booking and transaction fees).

Can I change my booking as I've noticed a course that suits my child better?

If the course is run by the same club, you can get in touch with the course provider and they will be able to move your booking. If the course is by a different club, unfortunately this is not possible. You would need to cancel your initial

booking and then re-book onto the other course online. Please note: you will only be able to receive a refund (minus fees) for your initial booking if you cancel it within 48 hours of booking.

The course running at the venue closest to me is fully booked, what can I do?

If there are no alternative venues near you with available spaces, we would advise contacting your local club to let them know you're interested and to see if they are operating a waiting list.

How else can I be involved as a parent?

Parent engagement in the session is encouraged and welcomed. At registration parents are also asked if they would be interested in helping out during the sessions. If you say yes the course provider may get in touch with more details, and they will then be there to support you all the way.

Will pictures be taken of my child?

In accordance with England Hockey guidance, clubs should have a photography and video policy in place which outlines how and where images will be used. Parental consent must be gained by England Hockey and shared with the club (via the booking process) before photographing / videoing a child. Children must not be named if images are used by England Hockey or clubs on websites, social media or other public domains.

What minimum standards are clubs expected to meet?

The Hockey Heroes programme is an initiative designed by England Hockey. All clubs delivering the programme are required to meet minimum safeguarding, risk and insurance requirements before they are allowed to run a course. Alongside this, all of our Hockey Heroes Champions (the deliverers) have received specific Hockey Heroes programme training and are fully checked through the Disclosure and Barring Service (DBS).

Is the equipment safe?

Hockey Heroes uses a special ball which is lighter and larger than a normal hockey ball. The smaller plastic sticks are designed especially for younger children and aim to help children to play the game while keeping them safe.

Does my child need to wear shin pads and a gum shield?

Due to the content of the course and the equipment being used there is not a requirement to wear shin pads or a gum shield. If you would prefer your child to wear them then please feel free to provide them.

What happens after the course if I want my child to carry on playing?

We would recommend speaking to the course provider who will be able to advise if further Hockey Heroes sessions are going to be running, or how your child may be able to transition into the clubs junior training sessions. If you still have questions on how your child can continue to play after the course, please don't hesitate to contact England Hockey – hockeyheroes@englandhockey.co.uk