



Program Policies and Procedures

Registration

Registration for all programs must be done in advance through [the website](#). Our classes do fill up, especially at popular times and locations, so please plan to register when the upcoming session is announced. We are unable to reserve spaces and all registrations are first-come, first-serve. Please do not try to register your child in person at class; even if there is space in the class, our coaches are not permitted to accept new registrations. If there is space, you are welcome to sign up last minute, just please complete your transaction through the website before arriving to class and bring a copy of your confirmation email to show the coach. The registration period for programs will open approximately a month before the start date and close by the second week of class. If your child is on a waitlist, you will receive an automated message if a spot becomes free. If you still wish to register, you have 48 hours to accept the open spot and make your payment. After 48 hours the next participant on the wait list will be automatically moved up.

With limited number of coaches/volunteers and limited capacity in each session, parents may only register for one (1) class per session. This ensures that we can get as many participants in our program as possible without leaving anyone out.

Financial Aid

We offer financial aid to assist participants in economic need. Students who qualify for free or reduced lunch through the National School Lunch Program are automatically eligible for free tuition at First Tee – Greater Houston for certain programs offered. Families experiencing economic hardship are also welcome to receive financial aid through our pay-what-you-can option. When registering for classes, complete the Financial Aid section to apply.

Once we approve your request, you will receive an email inviting you to complete your transaction. Please keep an eye out for this email; your registration must be completed within 48 hours of receiving it in order for your child to secure a place in class. Please note that financial aid covers the class fee. No student will be turned away for lack of funds.

IN ORDER TO PROVIDE THE BEST POSSIBLE LEARNING ENVIRONMENT, WE REQUIRE THAT ALL PARTICIPANTS receiving aid ARE ACTIVELY INVOLVED IN THE PROGRAM. YOUR CHILD IS REQUIRED TO ATTEND A MINIMUM OF 4 out of 5 classes (7 year old class) or 6 out of 8 classes (8+ year old classes) OF EACH SESSION and arrive on time IN ORDER TO maintain good standing and receive aid in the future.

OUR ATTENDANCE POLICY IS IN PLACE BECAUSE OF OUR LIMITED CLASS SIZES.

Attendance

Our classes are offered in 5-week or 8-week sessions. Our curriculum is built around learning a new skill each week and working towards goals. For this reason, we place emphasis on good attendance. Coaches are required to start and end classes on time, no matter the number of participants present for class.

To be considered an active participant, you must attend 4 out of 5 weeks (7 year old class) or 6 out of 8 weeks (8+ year old classes) during a given session.

Cancellation and Credit Policy

You can receive a full credit to your First Tee account for your program session fee by canceling 4 days or more before the start of the session. For cancelations within or during the first 2 WEEKS of classes, you will receive a 80% credit. Please make all cancelation requests by emailing our program staff or firstteegreaterhouston@hga.org. Cancelations after the second week of programming are not eligible for a credit. First Tee – Greater Houston reserves the right to change the specifics of a class or activity, or to cancel a class, or an event. Prorated credits will be issued if less than 3 out of 5 classes

are held or without makeups (7 year old class) and 5 out of 8 classes are held or without makeups (8+ year old classes).

Transfers

Requests to transfer session locations **are subject to availability**. There is no fee for transferring your dates of registration. You must submit your transfer request at least 7 days in advance of your originally scheduled program.

Safety

Weather

In the event of a cancellation due to existing or expected inclement weather, program staff will notify participants and families of cancellation via email and/or text message. In the event of on-site cancellation, coaches must remain at the facility with participants until the participant's parent, guardian, or approved pick up person arrives. If no cancellation is announced, class is still meeting as scheduled. We will make adjustments to activities to work around mildly inclement weather such as light rain or wind.

Staff and Volunteers

Safety is a priority at First Tee — Greater Houston, and in the First Tee network globally. All employees, coaches, volunteers, and board members complete a background check prior to working with youth and are trained and certified through the Safe Sport program. This is a rigorous training designed to help adults recognize and protect against child abuse. [More information](#) on this program is available through First Tee headquarters. Coaches, staff, and volunteers are not allowed to provide transport to participants unless the parent or guardian has given permission and signed a transportation waiver.

Participants

Parents/guardians are required to sign a Program Participation Waiver during registration for each participant in their household prior to partaking in any First Tee activity. All participants must be signed into our programs.

Participants will not be released to someone who is not their parent, guardian, or listed on their registration as someone approved to pick them up from class. Exceptions may be made for older students; please contact us at

firstteegreaterhouston@hga.org or speak with our coaching staff. To ensure participant safety, the following behavior will not be tolerated:

- swinging clubs without permission from instructors
- running on the course and/or practice areas, or entering the pro shop and/or clubhouse at any time without permission from instructors
- bouncing or throwing golf balls without permission from instructors
- lack of attention or adherence to safety zones
- horseplay and behavior that may cause harm to participants, coaches, or volunteers
- horseplay, sitting, or driving near or in golf carts or any other motorized transportation
- name-calling of any kind
- any physical altercation
- Not following the Code of Conduct
 - Respect for myself
 - Respect for others
 - Respect for my surroundings

If a student displays inappropriate behavior, the following steps will be taken:

- *The coach will speak to the participant to address the problem and review acceptable behavioral expectations.*
- *If inappropriate behavior does not improve, the Program Director will notify the child's parent/guardian.*
- *If inappropriate behavior persists after parent notification, the participant will be asked to leave the program for the rest of the session and will not receive a refund of any kind.*
 - *To register for another session within our program, we will need a letter of recommendation from a teacher at his/her school stating they are capable of being in a classroom setting without displays of inappropriate behavior. Please send this letter of recommendation to our Program Director, Tuyen Nguyen, tnguyen@hga.org.*

First Aid

In the event of a severe injury or emergency involving a participant, program staff will call 911 immediately and provide first aid until help arrives. Minor or non-threatening injuries will be handled by the on-site coach. The emergency contact that you have provided during registration will be notified by phone call.

Parental Attendance

Space to Swing

Parents are welcome to stay and watch their child's session at a non-distracting distance to give both our participants and coaches "Space to Swing." Encroaching parents not only divert the attention of their own child, but also can distract the other participants in class. If assistance with your participant or their class is needed, the coach will determine how best to make each group of students feel comfortable and we ask for your support in those adjustments. We encourage parents who are interested in volunteering to contact us at firstteegreaterhouston@hga.org.

Dress

Participants should arrive for sessions dressed in accordance with our partnering golf course's standards. Clothing choices should also be appropriate for physical activity.

- First Tee shirt and hat (preferred)
- Comfortable shorts, pants, or athletic skirts
 - No denim or jeans
- T-shirt or collared shirt
 - No inappropriate designs or language
- Hats and visors are optional, but good on sunny days
- Sneakers or golf shoes
 - No open-toed shoes, flip-flops, high heels, sandals, boots, or cleats.

Media Policy

The use of phones, tablets, or gaming devices is prohibited during sessions unless otherwise instructed by the coach.