



## WELCOME!

Welcome to First Tee – Greater St. Louis! When you register your child with First Tee, you are joining a family committed to positively affecting the lives of the youth in our community. At First Tee, we believe in developing experiences that are just as fun as they are meaningful, where kids feel excited to grow, safe to fail, and better equipped for whatever comes their way next.

First Tee coaches seamlessly integrate the game of golf with a life skills curriculum to create active learning experiences that build inner strength, self-confidence, and resilience. As your child progresses through our programs, the activities and life lessons will help empower them to take on whatever comes their way next.

Safety is a top priority for us during our classes. Kids are expected to be able to listen and follow instructions, particularly when clubs are being swung. We aren't able to offer individual 1:1 coaching, so the ability to follow along in a group is important.

The following policies and procedures help everyone, including staff, coaches, volunteers, participants, and parents, to maximize the benefits offered by First Tee. We welcome questions, comments, and feedback regarding our program at any time. Please plan to provide your feedback when we distribute our annual survey via email after the close of the fall session. Thank you for your interest in First Tee!

## PARENT COMMUNICATION

Once your child has been registered, all announcements during your child's session will be sent via e-mail to the address provided during registration. These announcements may include (but are not limited to) cancellations, rescheduling, time changes, weather announcements, event announcements, daily scheduled activity, and any other information pertaining to your child's session. In the event of an injury or emergency, the parent/emergency contact that you have provided during registration will be notified by a phone call.

## REGISTRATION

All registrations are done through our website at [www.firstteestlouis.org](http://www.firstteestlouis.org). Space is limited, and we do not hold places. Your child is considered registered once payment has been processed in full. ***Walk-up registrations will not be accepted. Coaches will not conduct financial transactions of any kind.*** You must complete your registration on our website

before your child may attend classes. No one may attend any First Tee programming until payment has cleared. *Late Registrations will be charged an additional \$20 processing fee.*

If your child has a birthday during the session and moves into the next age group, (for example registering at age 9, turning 10), they will be automatically placed in the older age group.

*Requests to transfer session locations and/or classes are subject to availability/space in the class. **No transfers within 7 days of the start of the session.***

## RETURNING PARTICIPANTS

- Use the same e-mail address that was used for past registrations.
- If you do not remember your password, click on 'FORGOT PASSWORD' and a link to reset your password will be e-mailed to you. **DO NOT CREATE A NEW ACCOUNT.**

## NEW PARTICIPANTS

- If you are new to First Tee – Greater St. Louis, please create a NEW ACCOUNT.

**We ask that you only register at one (1) location, on one (1) day ONLY.** Registering at multiple sites and multiple days during any session is prohibited. This practice creates a Wait List leaving a child(ren) from entering our program. Registrants found using multiple locations and multiple dates during any session will be contacted by our office.

## WAITLISTS

You will have the option to add your child to the waitlist if a class has reached capacity. If your child is selected from the waitlist, you will receive an email notification. **You will have 48 hours to log back into the system to complete the registration.** *If the registration is not completed during the 48-hour window, the opportunity will move to the next child on the waitlist.* After general registration closes, waitlists will no longer be available during the late registration period.

## FINANCIAL AID

First Tee – Greater St. Louis offers financial aid to qualified participants in the form of session scholarships. Students who qualify for free or reduced lunch through the National School Lunch Program are automatically eligible for financial aid at First Tee – Greater St. Louis. Staff will also consider financial hardships when granting financial aid requests. Scholarships are one-time per session use. Financial Aid can be applied for during the online registration process. **Late registration fees are not covered by financial aid.**

**Financial Aid recipients who withdraw late for the current session, forfeit financial aid for the next registration.** Your request will be reviewed by First Tee – Greater St. Louis and a determination will be made.

**Full Scholarship Requests:** You will receive an email letting you know the status of your request. If your request is approved, this will complete the registration process.

**Partial Scholarship Requests:** You will receive an email letting you know the status of your request. If the request is approved, you will have **48 hours** to log back in to the registration system to pay the remaining balance and complete your registration. *Failure to complete your registration within 48 hours will result in your registration being cancelled.*

**Late Withdrawal Policy:** Financial aid recipients who withdraw within **7 days of the session start date** will forfeit financial aid eligibility for their next registration. Late registration fees are not covered by financial aid.

To ensure that financial aid is being properly utilized, First Tee – Greater St. Louis requires that all recipients are actively involved in the program. Financial aid recipients are required to attend a minimum of **80% of each session** (6 classes in an 8-week session or 5 classes in a 6-week session). **If the attendance requirement is not met, consideration for future financial aid requests may not be granted.**

## REFUND POLICY

- If you cancel **more than 7 days before** the first day of your session, you will receive:
  - A refund to your original payment method minus a \$10 processing fee, OR
  - Full credit applied to your First Tee account (no processing fee deducted from credit)
- If you cancel **within 7 days** of the session start date, **no refund or credit** will be issued.
- **No refunds or credits after the start of the session.**
- No refunds or credits are given for missed or sick days, and we do not prorate for any missed session days.
- All refund requests must be submitted in writing via email to [info@firstteestlouis.org](mailto:info@firstteestlouis.org). Phone requests cannot be accepted. Please include your child's name, registration details, and reason for cancellation in your email.

## ATTENDANCE/TIMELINESS

We place emphasis on timeliness and good attendance. All participants are encouraged to attend class regularly. Plan to arrive and check in at least 10 minutes before class is

scheduled to begin. Parents are expected to check their child in and out of class. NO DROP OFFS. Two late arrivals and/or pickups may warrant removal from a class. We regret that program fee refunds cannot be given under these circumstances.

The expectation is that parents or guardians stay for the class session. Parents or guardians who leave should return 10 minutes before the scheduled end time of class. Classes could end abruptly due to a change in weather, especially during the summer session with frequent thunderstorms.

If your child must miss a class, it is appreciated if a parent communicates about the absence with the lead coach or email [info@firstteestlouis.org](mailto:info@firstteestlouis.org). Please note there are no refunds/credits or makeup classes for absences.

## BEHAVIOR POLICY

We expect participants to come ready to learn. We also expect that participants will not interfere with the learning, safety, or well-being of others. Behavior expectations will be covered at the beginning of each session and reviewed as needed. Parents/Guardians will be notified after class if a participant is having difficulty following through in this area. If you know your child has difficulty in a group setting, please let us know in advance so we can best assist your participant – we may need you to stay to help monitor him/her for the safety of all. Repetitive disruptive behavior or any safety issues could result in your child being removed from a class or dismissed from the program indefinitely. We partner with families to create a positive learning environment for all participants.

## EQUIPMENT

Participants are encouraged to bring their own golf clubs if they have them. However, First Tee - Greater St. Louis is thrilled to provide loaner clubs to participants who need them. Participants are welcome to keep their loaner clubs as long as they are active with First Tee, this includes between program sessions. ***There is a nominal club rental fee of \$20.*** The fee is to be paid at the club fitting session that you attend. Financial aid is available upon request. Clubs are to be returned when your child is no longer active with First Tee.

***This program is provided to First Tee families thanks to our generous donors.***

Clubs can be requested during the registration process and are provided on a first-come, first-served basis. We will do our best to accommodate every request that we receive. If you have requested clubs for your child or indicated that your child needs to swap their current loaner set for a larger set, your child will be required to attend one of our club fitting events prior to the start of the session so that they can be fitted properly, and equipment can be checked out (see dates below). **Due to limits on our staffing and the high volume of requests, we are not able to make individual appointments or appointments**

between sessions for club fittings or returns. **Coaches will not be distributing clubs at classes.**

*Please note if you register during the late registration period, we do not guarantee clubs.*

All club fittings and returns are held at the First Tee – Greater St Louis office only which is located at our Highlands Golf Course program location (5163 Clayton Ave., St. Louis, MO 63110). Our office is located in the Pro Shop building. Please enter through the door adjacent to the putting green.

**Spring Session Club Fitting Dates:**

Saturday, March 7<sup>th</sup> from 9 – 11am

Saturday, March 21<sup>st</sup> from 9 – 11am

Wednesday, March 25<sup>th</sup> from 4:30 – 6pm

**Summer Session Club Fitting Dates:**

Saturday, May 16<sup>th</sup> from 9 – 11am

Wednesday, May 27<sup>th</sup> from 4:30 – 6pm

**Fall Session Club Fitting Dates:**

Saturday, August 22<sup>nd</sup> from 9 – 11am

Wednesday August 26<sup>th</sup> from 4:30 – 6pm

**End of Season Club Turn in Dates:**

**\*If your child is not returning to First Tee for the 2027 season\***

Saturday, October 24<sup>th</sup> from 8:30-10am

Wednesday, October 28<sup>th</sup> from 4:30-6pm

## **INCLEMENT WEATHER & MAKEUP CLASS POLICY**

In the event of inclement weather, First Tee may decide to cancel class. If class is cancelled, the parent/guardian will be notified via email prior to the start of class. If you do not receive an e-mail from First Tee that class has been cancelled, your class will take place at the regularly scheduled time.

Please note that some of our locations have indoor or covered areas available to them so class may not be cancelled at some locations during inclement weather.

**Classes and/or game play may be held in light rain. If it is raining lightly, participants should bring appropriate clothing to participate.**

**In most circumstances, classes will not be cancelled due to heat. Coaches will be mindful of heat and plan accordingly. Participants are encouraged to have a pre-filled water bottle with them at all times. NO water provided at the course. Class attendance is at the parent/guardian's discretion.**

In the event of an on-site cancellation after class has begun, parents will be notified, and coaches will remain at the program location with participants until the participant's parents arrive. Please be mindful that weather conditions can change quickly and we recommend you stay on site for the entirety of the class.

## **MAKEUP CLASS POLICY**

First Tee – Greater St. Louis operates at the discretion of the golf courses that generously allow us to use their facilities. Some locations will close in the event of inclement weather and we will have to cancel class. Due to the (sometimes) unpredictable weather in St. Louis we may have to cancel more than one class in a given season. First Tee – Greater St. Louis will utilize all resources and make every effort to provide make-up classes to accommodate for cancelled classes. Please note, that due to weather, daylight, and schedules it is NOT A GUARANTEE that make-up classes will be offered.

First Tee - Greater St. Louis makes every effort to deliver a minimum of 6 classes in an 8-week session or 5 classes in a 6-week session. If we fall short of this minimum due to weather cancellations:

- Maximum of 1 in-person makeup class (1 hour of instruction) will be scheduled if the facility can accommodate

- Day, time, and location of makeup class may differ from your original class schedule
- While there may be multiple cancellations due to weather, only 1 in-person makeup class will be rescheduled due to time, daylight, and staffing constraints.

If the chapter is not able to arrange a makeup class, a credit for the cancelled class(es) will be placed on your First Tee account (minus any financial assistance received). This credit does not expire and can be used toward future sessions. First Tee—Greater St. Louis will not refund to your original payment method (credit/debit card) in these circumstances.

## **ATTIRE**

Clothing choices should be appropriate for physical activity. Traditional golf attire is not required however, participants are encouraged to wear their First Tee t-shirt or a collared shirt if they have one. *Please, NO tank tops, halters, jeans, extremely baggy pants, or very short shorts.* Athletic shoes or golf shoes are recommended footwear. *Please, NO open toed shoes, flip flops, high heels, sandals, Crocs, boots or sports cleats or spikes of any kind.*

## **MEDIA POLICY**

The use of phones, headphones/earbuds, tablets, or gaming devices is prohibited during class unless otherwise instructed by the coach.