

FAQ'S FOR ACCELERATE FUTSAL CUSTOMERS



POLICIES & PROCEDURES

Where can I find information on Accelerate Futsal Policies and Procedures?

Please visit our website under [About Us](#) for our Terms & Conditions, Refund Policy, Code of Conduct, and COVID Response Plan.

PROGRAMS & ENROLMENTS

How do I enrol my child?

You can enrol your child in a program from the [Enrolments page](#) of our website and follow the prompts. Places in our programs are limited and so we secure placements on a first to enrol and provide full payment basis. A 'waiting list' is also available so we can advise of next available opportunities.

What program should I enrol my child/children in?

Program descriptions are available for viewing from our [Programs page](#). If you are still unsure, please contact us directly.

What is the duration of regular programs?

Our Futsal programs range from 8 to 10 weeks due to the variability of school gym hire which may be affected by school exam periods or school events.

What is the duration of sessions?

Typically, our Mini Accelerators (ages 5-8) sessions run for 45 minutes and our Academy (9-12) sessions 1 hour.

Do you offer tailored programs for full teams, schools, other clubs and academies?

Yes. Such requests are assessed on an individual basis and can be applied for by an email or letter Expression of Interest addressed to Accelerate Futsal Directors – info@acceleratefutsal.com.au

Do you offer one-on-one coaching?

We do not currently offer one-on-one coaching sessions as our coaches are often required to run group sessions for effective use of court hire arrangements. However, if you are interested in one-on-one coaching sessions please contact us so we can determine coach availability.

What to bring to each session?

Please ensure all participants have a drink bottle, shin pads, and suitable Futsal attire (shorts/jersey or t-shirt/long socks/indoor or futsal shoes) for each session.

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COMPETITIONS

Do you enter teams into Futsal competitions?

Yes. Accelerate Futsal regularly receives invitations to local, interstate & international Futsal Tournaments and Futsal Academy competitions. As Accelerate Futsal is not currently structured or resourced as a club we have limited capacity to enter teams for all those interested in competitions. We will be assembling a player register for the 2021/2022 Futsal season shortly.

UNIFORMS

How do I order uniforms?

We have a new and exciting partnership with JOMA Sportswear available for order from their [Next-Player Portal](#). They will be supplying our new training & playing uniforms. We encourage all Accelerate Futsal Academy players to purchase the new training kit inclusive of a shirt, shorts and socks. Although strongly encouraged, it is not mandatory for Mini A's (6 to 8 years) to purchase the Accelerate Futsal uniform.

Can I place orders, exchange or refund for uniforms through Accelerate Futsal?

No. Please order all uniform items from the [Next-Player Portal](#) or email mail@joma.com.au to arrange a return or refund. Alternatively, you can visit their locally based warehouse in Fyshwick, Canberra for support.

Where can I find uniform sizing information?

You can view the [Joma Size Guide](#) from their website or Next-Player Portal.

OUR COACHES, FEEDBACK & SOCIAL MEDIA

Are Accelerate Futsal coaches qualified?

Indeed, our coaches have United Futsal, AFC/FFA Football and Futsal Qualifications. We ensure all our coaches have relevant experience, completed required qualifications and checks (including ACT WWVP) before coaching for us.

Is Accelerate Futsal on Social Media?

Yes. Accelerate Futsal is on Facebook, Instagram and Twitter! Feel free to like, comment, suggest posts and refer others too.

What is Accelerate Futsal's feedback process?

Your feedback is important to us as we are constantly reviewing and updating our services to ensure the benefits of our programs are being well received. We will monitor and evaluate

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your child's progress throughout their Futsal journey with us and endeavour to provide feedback as required. However, please do not ask for feedback or provide coaches feedback during the session as this can be distracting to coaches and participants. Should you have any further questions please feel free to contact us directly.

SPONSORSHIPS & PARTNERSHIPS

Are Accelerate Futsal teams sponsored?

Where possible, yes. This approach reduces the playing jerseys uniform costs and cross promotes other businesses. If you know of a sponsor who would be interested in this opportunity, please encourage them to contact us.

Who are Accelerate Futsal's support partners?

Predominantly as a small and ever-growing local Canberra business we rely heavily on community support. We are not currently formally affiliated with any other Futsal providers. However, we are building strong collaborative local, national and international relationships. Some of our associates include: Joma Australia, Erindale and Gungahlin Colleges, My Gungahlin, Northside Community Service, BarTV Sports, Motivate Football Canberra, Timberwolves Futsal Club, Pro Futsal, United Futsal and more.