



AT HOME (CONTACTLESS) SKATE PROGRAMS FAQ & Information

Thank you for joining us for Skate Like a Girl At-Home (Contactless) Programs! This document should answer many of your questions! If you have additional questions or concerns, please contact us at programs@skatelikeagirl.com

FAQ

How does the timing for At Home Programs work? How much time will I be spending in front of a screen?

Our At Home Programs generally meet twice a week and include the following:

Youth Programs Weekly Live Video Conference/Screen Time (approximate):

- 1 big group video conference (30 minutes) Sunday Mornings
- Individualized small group coaching (15-20 minutes) Saturday Mornings or Weds Afternoons
- Watching tutorials and inspiring skate related videos at your own pace/on your own time

Adult Programs Weekly Live Video Conference/Screen Time (approximate)::

- 1 big group video conference (45 minutes) Sunday Mornings
- Specialty Clinic (30 minutes) varying topics Thursday Evenings
- Watching skate related videos & communicating with coaches on Slack (messaging app) at your own pace/on your own time

Can I borrow a skateboard, helmet, or pads for At Home Programs?

If participants live in Seattle, Portland, or the SF Bay Area, we may be able to get you a set of gear to use for programs if needed. We will be prioritizing our participants who are on scholarship and/or low-income. We will be unable to ship gear, but could arrange drop-off, or pick-up. Contact your local chapter to communicate your gear needs prior to your program start date:

Seattle@skatelikeagirl.com Portland@skatelikeagirl.com SFBay@skatelikeagirl.com

I have a helmet but don't have pads. Are pads required?

Skate Like a Girl strongly recommends the use of pads, including wrist, knee, and elbow pads, although they are not required to attend. Helmets are required for participants and staff during program hours. If participants or parents are wondering which pads are of most importance, we would suggest wrist guards, due to the common nature of wrist injuries in skateboarding.

Can people attend if they don't live in Seattle, Portland, or the SF Bay Area?

We welcome participants from any locale. Please note that the program schedule is in Pacific Standard Time (PST).

What is PST?

PST stands for "Pacific Standard Time" and will be the time zone we will be using for At Home Programs. It is also commonly known as "West Coast Time". We wanted to make this clear for participants, as we welcome skaters from any locale to join us at At Home Skate Programs.

I'm in my 20s/30s/40s - am I too old for camp? Will I be the only adult?

You are never too old to start! We created teen/adult programs because we get a lot of interest from people who are over 18 and want to learn to skate for the first time or pick up a skateboard years after they first started. We have a lot of skaters in their 20s, 30s, 40s and up to their 50s and the oldest participant we've had was 65 years old!

I'm confused about the terminology you use and who your programs are for, can you provide more details?

ALL GENDER YOUTH

Welcome to all genders. Typically ages 5-12, with details specified on marketing materials and registration.

GRRLZ YOUTH

Welcome to girls, trans, non-binary and/or gender non-conforming skaters. Typically ages 5-17, with details specified on marketing materials and registration.

WOMEN &/OR TRANS

Anyone who does not identify as a cisgender male, including women, trans, non-binary and/or gender non-conforming skaters. Typically ages 13+, with details specified on marketing materials and registration. Many adults ages 20-30 participate, so no, you're not "too old"!

QUEER, WOMEN &/OR TRANS

Welcome to women, trans, non-binary, gender non-conforming, and or queer-identified skaters, including cisgender boys/men who identify as queer. Typically ages 13+, with details specified on marketing materials and registration. Many adults ages 20-30 participate, so no, you're not "too old"!

QUEER &/OR TRANS

Welcome to anyone who identifies as queer and/or trans, including cisgender boys/men who identify as queer. Typically ages 5+, with details specified on marketing materials and registration. Many adults ages 20-30 participate, so no, you're not "too old"!

PARENT FAQ

Will I need to supervise my child during At Home Programs?

The supervision of skaters is the responsibility of parents or guardians. For participants under the age of 12 we expect direct parent or guardian oversight of participants while skateboarding. For ages 13-17, parents or guardians must be at the same residence, but do not need to be watching their child directly. Participants over the age of 18 are highly encouraged to skate in sight of others, such as with or nearby house mates or family members, but this is not required.

Can I attend At Home Programs with my child?

We highly encourage parents or guardians of skaters under the age of 12 consider participating along with their child to increase engagement with the at home program curriculum. At a minimum, parents should be present with their child, watching them directly. Please review supervision question above for additional guidance.

Is this program appropriate for a 5 year old?

We will be designing the program to serve the typical ages of our programs, which start at 5. However, we understand that all young people are different, and some younger children may have trouble with our At Home format.

Do you recommend my child attend with a phone, tablet, or laptop computer?

Any of these devices will work.

What are the youth “skate buddy” sessions?

Each week skaters will be given tutorial videos to watch and will be practicing on their own. Inevitably, skaters will have questions and need support. The skate buddy sessions will be a space for our coaches to support skaters further. Check-in’s will NOT be one-on-one due to safety, and instead will be done in groups of 2-4, which could include multiple coaches. We want to create the opportunity for our skaters to make a positive connection with a role model as well as fellow skaters.

ADDITIONAL INFO

WHAT YOU NEED

- **Steady Internet Connection** - *Capable of video web conferencing/streaming*
- **Charged devices** - *For participating in video conferencing/streaming*
- **Ability to download an app to your device** - *for video conferencing and/or messaging such as Slack, Microsoft teams, etc*
- **Water** - *to stay hydrated*
- **Sunscreen** - *if you will be in direct sunlight while skating*
- **Skateboard & Helmet** - *Make sure the helmet is securely fastened (buckled and tightened straps). We highly recommend the use of elbow, knee & wrist pads, too!*

SKATEBOARDING GEAR 101

If your/ your skater does not own their own skateboard, see the first question in FAQ. If you/your skater does own their own gear, **we have a few tips and suggestions:**

- Although they seem like a good deal, mass-produced skateboards from department stores will make it harder for your child to roll, gain speed, and turn. Further, they add to the risk of falls due to an inability to properly steer or roll. **We HIGHLY recommend investing in a higher quality board, or using one of our professional quality boards.**
- Proper pads are very important. Good pads cover the elbows and knees completely, and have large plastic plates to allow sliding on concrete without skin contact. The straps should fit snugly around knees and elbows, without easily falling off or constricting movement. Helmets should fit snugly on the head, without causing headache (too tight) or sliding around on the head (too loose).

PRONOUNS

At Skate Like a Girl, we are committed to creating spaces where participants and coaches of all genders feel welcome. Every day we skate with little boys with long hair, girls who hate pink, and many more skaters in-between and beyond. In order to not misgender anyone, we ask our coaches and participants to share their pronouns with the group. If participants don't wish to share their pronouns, and opt to use

their name instead, that's totally cool. If you have additional questions, please contact programs@skatelikeagirl.com.

PARTICIPANT CODE OF CONDUCT

- Follow all directions given by Skate Like a Girl coaches during at-home programming
- Be respectful to the coaches and other skaters
- Do your best to ensure everyone feels welcome and safe
- Wear a securely-fastened helmet while skating. *Helmet use is non-negotiable!*
- Skate Like a Girl highly recommends wearing all (elbow, knee, wrist) pads.
- For skaters under the age of 18: Helmet/Pad use must be enforced by parent/guardian
- Communicate appropriately by not interrupting others while they are speaking, no using foul language, gestures, or unfriendly tones of voice
- Stay in communication with your coach and let them know if you will not be participating in any of the sessions

If skaters do not follow this code of conduct, they will be issued a warning and their family will be notified. If behaviors do not change after a warning, skaters may be removed from the program.

DISCIPLINARY EXIT

We typically do not honor refunds for youth who miss days of skate programming due to a behavior related expulsion. Refunds in this case will be dealt with via our Directors on a case by case basis.

GENERAL REFUNDS

All registrations have a 10% non-refundable deposit. This non-refundable deposit covers administrative processing and costs of registration. Any request for refund will be honored in full, minus the 10% non-refundable deposit, if requested more than 14 days prior to the first day of the program. No refunds will be processed within 14 days of the program start date, however, we can honor a program credit to be used towards a different program. Refunds can only be processed (a) back to the original form of payment or (b) as a credit towards a future Skate Like A Girl program.

PROGRAM CANCELLATION POLICY

In the event of program cancellation participants are entitled to a make-up program, program credit, or pro-rated refund equal to the program time that was missed. To request your refund, contact programs@skatelikeagirl.com.

INJURY POLICY

Participants who are injured during Skate Like a Girl program hours to the point that they can no longer participate (e.g. sprain, broken bone) will be entitled to a full cash refund or program credit. Please contact us at programs@skatelikeagirl.com to request your refund.

SATISFACTION GUARANTEE

If for any reason you are unsatisfied with your experience, you must contact us at programs@skatelikeagirl.com within 24 hours of the start of the program. Skate Like a Girl will honor a full refund (minus 10% non-refundable deposit) or program credit for any participant who did not have a positive experience within 24 hours of the first day of a program.

COVID-19 SPECIAL POLICIES

The current situation has made it difficult for us to plan for the future. Nevertheless, our goal is to give participants and families a minimum of 2 weeks notice about a cancellation of the program, and in best cases a month or more. We have amended our refund policy and will issue either full credits for future Skate Like a Girl programs or financial refunds (minus a 3% credit card processing fee) for any programs cancelled in conjunction with recommended COVID-19 health and safety protocols. For folks requesting refunds prior to official cancellation, they will be subject to our standard refund policy.