



## FREQUENTLY ASKED QUESTIONS

**For Hustle membership options...what if the leagues are not completed in the stated amount of calendar time?**

The calendar is just a guideline...the membership options are actually determined by the number of leagues. For example, if the player signs up for the Platinum Membership he/she is guaranteed participation in 3 leagues (running one after the other) even if it takes longer than 1 calendar year.

**How often are practices and are they required?**

Practices vary and are adjusted according to league schedules. Each team will practice about 2 times per week. Individual teams will begin practices 2-3 weeks before a league start date. Practice will continue while the league is in session. Weekly practices however, may be reduced based on the number of games the team will be playing in a particular week. Practices are mandatory.

**Where are practices held?**

Practices are held at either an outdoor court or a gym between Moanalua High School and the Kahala Mall area.

**Are parents able to watch practice?**

Parents are free to watch and we respectfully ask that they refrain from making comments or "coaching" their child during practice. As much as possible we want to emulate a classroom setting so that players can focus and learn. The rule of thumb being "let the players play, let the coaches coach, let the officials officiate".

**What gear items are included in the membership?**

Each player will receive a reversible mesh jersey top & shorts that will be used for practices and games. Each player will also receive a Hustle Basketball Club T-shirt that will be used as a warm-up for league games.

**What does my son/daughter receive beyond gear?**

Each player receives a Hustle Basketball Club Program Handbook. The Handbook contains sections on philosophy, goals, player expectations as well as offensive & defensive sets that we will run during games.

### What are the skill requirements for my son/daughter to participate on a Hustle Basketball Club Team?

The player must have some exposure to the game and a reasonable level of skill. An evaluation can be done by one of our coaches to see if the Club is suitable for the player.

### My son/daughter is signed up for a Performance Basketball Clinic session as well. What happens if they have a Hustle Club game at the same time?

If there is an overlap between the clinic and the game, the player is encouraged to participate in the game. A prorated refund for the clinic session that day may be returned to you. *Please note that the onus is on the parent to request a refund if there is a conflict and the request must be made before the clinic & game date.* If there is not a significant overlap between the time of the game and the clinic session, no refund will be given.

### What is your refund policy?

Hustle Basketball Club does not provide refunds after **7 days** of registering and making payment. Players who are injured and out for an extended period of time may submit a formal request for a refund consideration.

### My family has a busy schedule, if my son/daughter joins Hustle Basketball what can we expect in terms of communication from the Club?

We understand how busy life is nowadays and we respect your time and need to plan accordingly. Effective communication is a high priority and information will be available through multiple avenues and dispersed in a timely manner.

1. A Twitter account for Hustle Basketball Club will be established. Updates and notices about schedule changes etc. will be tweeted.
2. Monthly and weekly practice and game schedules will be e-mailed to you and posted to our Facebook page.
3. Phone and e-mail addresses for individual teams will be provided. Coaches contact information will be included as well.