

## **FAQs – Soccer Stars**

### **How are these sessions made covid-secure?**

Our coaching staff have been running sessions across Salford since July and are well versed in socially distanced activities that are fun and engaging, but safe. We work closely with Salford City Council to ensure that how we plan our activities is in adherence with the latest government guidelines. All staff are issued with cleaning resources to reduce the risk of transmission as well as reducing how much equipment is shared between people. Activities are carried out in smaller groups than usual; this reflects the latest government guidance.

### **Why do you need my details?**

We take the details for all of our participants to ensure that we can remain compliant with track and trace procedures and to protect all staff and customers within our activities.

### **Can I watch my child during the session?**

Spectator guidance is continuously changing, please ensure that you are familiar with the latest guidance being offered by our sites on arrival. Salford Sports Village are clearly displaying their latest guidance on signage which is easily viewed by customers on arrival.

### **Can I pay by direct debit?**

Due to the current climate we are not taking direct debit payments for this course. This is to ensure that if regulations should change or if sessions need to be cancelled for any other reason, we can do so with as little disruption to customers as possible. We will be reviewing our direct debit approach for this course continuously.

### **If my child is self-isolating from school, can they still play?**

No. If you are self-isolating you should not attend any sessions, even if you are showing no symptoms. It is our priority to keep all customers and staff safe at all times, and we ask you to help us to do this.

### **If a member of our household is showing signs or symptoms, or have a positive test result, can we still play?**

No. If any of your household have displayed symptoms of covid-19 or in the event that a member of your household has tested positive, you must not attend any sessions for your self-isolation period.