

Frequently Asked Questions - Phone Calls

General

- 1) Q: Are you open today/ what are your hours?
A: Which location? - Ballantyne, Northlake or Granite Street? SCB to the public daily 12pm to 8pm. SCN and SCG are open for pre-book rentals
- 2) Q: Is this the Northlake/Ballantyne/Granite location?
A: Our phone ring at all of our locations, what can I help you with?
- 3) Q: May I speak to person? / Can you transfer me to person?
A: I'm not sure if he / she is available, my name is _____, what can I help you with?
- 4) Q: What is the difference between the 3 locations?
A: Our Ballantyne location is a family fun center with things like bowling, laser tag, and arcade games. Our Granite and Northlake location are sports facilities.
- 5) Q: Are you hiring?
A: We are always accepting applications from anyone who is interested in joining our Sports Connection team. We do not accept applications by web or phone. You may come into any 3 of our locations and pick a one up.
- 6) Q: How much does it cost to get in? Do parents cost anything?
A: We do not charge an entry fee. Parents do not have to pay if not participating. Attraction prices may vary due to day of the week? We also offer combos. All Prices are Listed on our web site at www.SportsConnectionNC.com
- 7) Q: How much does it cost to play an attraction?
A: Attraction prices vary. Most attractions are \$10 each while rides are \$5/6. Bowling is \$7 for 1 Game / \$35for an hour (shoes rental is \$4.25).
- 8) Q: How old do they have to be to do attraction?
A: Most of our attractions are for all ages. Some you have to be a certain height. We do recommend being at least 7 yrs of age for laser tag.
- 9) Q : How much do I have on my card?
A : You would need to come into the Ballantyne location to check your balance.
- 10)Q: Can I get a discount for a very large group?
A: We do not offer discounts for large groups other than the group packages.
- 11)Q: Can we reserve laser tag ahead of time?
A: Yes you may you may purchase laser tag sessions as long as you have 4 people or more and is booked 24 hours advance.
- 12)Q: What is the Tax ID number?
A: 56-1944146
- 13)Q: What does a membership cost? (Fitness Connection Questions)
A: Are you looking for the gym? You will need to call Fitness Connection we are two different companies.

14)Q: What does your facilities offer?

A: Which Location? Ballantyne : Laser Tag, Bowling, Mini Bowling, Games , Ropes, Bumper Cars, Rock wall , Jump N Play North lake: All sport courts (11 Vball courts or 5 Bball courts) Granite : Volleyball and Pickleball courts.

15)Q: When are your busiest times?

A: Saturday is our busiest day of the week for all locations. Sundays can get pretty Busy also but nothing like a Saturday.

16)Q: What age do you have to be to come in alone?

A: Under 18 must have parent or guardian with them at all times at our Ballantyne Family Entertainment Center. You CANNOT drop off children/teens and leave, they must have an adult in the building with them.

Café/Food

1) Q: Do you serve alcohol?

A: Yes To People ages 21 and Over. Our Ballantyne location has bottle and draft Beer and Wine. Northlake has bottle beer.

2) Q:Can I bring my own snacks/pizza?

A: You can bring in prepackaged foods. NO pizza. No outside catered food without permission.

3) Q:Does your food have _____ (allergies)?

A: Check with Michelle and have customer email in specific question to SCOffice.

Birthdays

1) Q:What are your Birthday package prices?

A: Basic Package 1 \$199 , Deluxe 2-3, \$249 VIP \$299, Walk-Ins allowed also. Special Pricing possible for large parties or groups.

2) Q: What do I need to pay upfront for parties?

A: The deposit: the deposit is considered the full payment for the first 10 kids. The price for the first 10 children will vary depending on the party package you choose (ex: \$199, \$249, \$299). Parties are self-guided and do not include a host. A host can be added for \$25 per hour.

3) Q: Is the room time a part of the activity time?

A: No. All of the party packages come with an additional 30 minutes to the activity time spent in a party room to do cake, pizza, etc.

4) Q: What's included with the room?

A: Plates, cups. Napkins, lighter, candles, forks, knives, spoons, drinks.

5) Q: What if I want to add a host?

A: A host can be added for \$25 per hour. A host should be added when booking party but has to be added at least a WEEK before the party to make sure staff is scheduled.

- 6) Q: Is the room after or before the activities?
A: Normally after, unless otherwise requested.
- 7) Q: Can we go back in JNP after we are done with the room?
A: No.
- 8) Q: How much will it cost for extra time in the room?
A: An additional 30 minutes is an additional \$30.
- 9) Q: Does it cost money for parents if they are not participating?
A: No. Whoever is participating in the party activities will be counted as a participant and therefore charged.
- 10)Q: Can I use my coupon over the phone?
A: No. You have to come into one of our 3 facilities to use coupon.
- 11)Q: What activities would you recommend for age ___?
A: Mini-bowling: 2-5yr
JNP: 3-11yr
Bowling: 6yrs +
Games: Any ages
LT: 7yrs +
- 12)Q: Can I bring in decorations?
A: Yes, we accept simple decorations such as table clothes, Birthday banners, plates, cups, napkins, etc. But, confetti and piñata's are not allowed at Sports Connection. Nothing can be hung on the painted walls
- 13)Q: When can I set up the room?
A: Approximately 15 minutes before your scheduled room time.
- 14)Q: Does the package of ten include the birthday child or are they free?
A: The Birthday Child will be counted as one of the ten participants.
- 15)Q: What is your refund/rescheduling policy?
A: All cancelations are a \$50 fee.
B: If you wish to reschedule, there is no fee as long as you give us ten days notice. Otherwise, that is a \$50 as well.
- 16)Q: How many participants does the package cover?
A: All Birthday/Group packages cover the first 10 participants.
- 17)Q: What is the price for any participants over ten?
A: Basic Packages any extra participants is \$10 per person.
Deluxe Package is \$15 per extra participant and VIP Package is \$25 per extra participant.
- 18)Q: Can we request an hour of laser tag as a basic 1 package?
A: Yes.
- 19)Q: What times and dates do you have available for booking a party?
A: What dates and times were you interested in? I can check our calendar for you.

20)Q: Is a Group outing the same as a birthday party?

A: Birthday parties and Group Outings are scheduled and priced the same way. They are also based for the same packages.

21)Q: What do I need to do to book a party?

A: You would need to go to our website at Sportsconnectionnc.com and fill out a Party Request Form.

22)Q: If Games and Rides is one of my parties attractions how much would each child receive on a game card?

A: If you request 30 minutes in the game room each child will receive a \$10.00 game/ride card. If you request 1 hour in the game room then each child will receive a \$20.00 game/ride card.

23)Q: Can we bring in our own cake? Do you provide the cake?

A: No, you cannot bring in outside food. If you would like to provide pizza for your party we can provide you with pizza Hungry Howie's. No, we do not provide birthday cake, but we do allow you to bring in your own cake.

24)Q: What is the cost of Pizza?

A: We order our pizzas from Hungry Howie's or our Café. They are a extra large, 16 slices. if you prepay the cost is \$16.00 per pizza. If you order online with the discount code emailed to you then you will receive a 5% discount.

25)Q: Do you offer goodie bags? What are the prices?

A: No, we do not have goody bags, but you can purchase gift / game cards for kids.

26)Q:Do you offer balloons? Can we bring in our own?

A: We do not anymore.

27)Q:Do invitations cost extra?

A: No, they come with the party package.

League Questions

1) Q: Do you have any adult leagues?

A: At this time we do not offer any adult leagues. If or when we start any adults leagues the information will be on our website. We do have Adult Volleyball Open Courts at SCG and SCN.

CJV Questions

1) Do we have Local practice tonight?

- a. Go to www.carolinajuniors.com or look at DASH Calendar
- b. Click on Local Teams
- c. Ask customer what age group/location/Division her daughter is in
 - i. Example: 7-8 Gold at South location
 - ii. Could ask daughter's name and find this info under DASH account
- d. Website should read accurate time for current season
 - i. Future seasons will be posted after Gold tryouts

- 2) When will my Gold or Silver team play games?
 - a. Ask customer for their daughter's name
 - b. Under DASH account, her team should be listed
 - c. After clicking on the Team name, the team page should have a list of scheduled games
 - i. Games will not be scheduled until a few weeks into the season as we are still confirming teams. Planned weekends are on CJV website.

- 3) When will Gold tryouts be?
 - a. These dates should be listed on website.
 - b. They will be different for each age group and location
 - c. If they are unable to make tryouts but believe they are good enough for gold, have them send a request to office@carolinajuniors.com (only when they ask)

- 4) Can I setup a private lesson with coach? – SUBJECT TO CHANGE
 - a. All lesson are online for the current month

*Private Lessons are typically an hour long with one coach. They cost \$65 for an hour for one or two people.

* Semi-Private Lessons are typically an hour long with one or more coaches. The cost is usually \$35 per person.

- 5) Can I make a payment over the phone?
 - a. YES, you can!
 - b. Look up their name in DASH
 - i. Check account to see if they are invoiced. If so they click the “Make Payment” to process.
 - ii. If they want to sign up for a program and pay then you will, Sign up for program, click the \$0.00 to the left of the customer's name, this will add a payment to the cart, the check out as normal

Staff

- 1) Can you take me off the schedule for day?
 - a. Please follow proper call out procedures and send an email to Staff@sportsconnectionnc.com .

- 2) Can you tell me my login info?
 - a. Login using the email address listed in DASH. We can send a email to reset your password.

- 3) Call out Questions
 - a. More than 3 days before: Email Staff@sportsconnectionnc.com
 - b. 3 days or less: Email Staff@sportsconnectionnc.com AND Call the office at (704)583-1444.

Camps

- 1) How much does it cost for specific camp?
 - a. STFC and Sports Camp: \$60 per day
 - b. Half Day: \$35 per day AM 8:30 to 12:30, PM 1:00 to 4:30 PM
 - c. Volleyball Camp: \$220 per week

- d. CIT: \$150 per week
- e. Flex Pass: \$330 for 6 single day passes

All Camps also require an annual registration fee of \$25 (individual) or \$35 (family)

- 2) How late can they stay until I pick them up?
 - a. Super Terrific Fun Camp: 4:30 - 5:00 PM
 - b. Half Day STFC: AM 12:00 – 12:30 PM, PM 4:30 to 5:00 PM
 - c. Sports Camp: 4:30 - 5:00 PM
 - d. Volleyball Camp: 4:00 PM

Campers that stay later than the times listed will be charged a late pick-up fee of \$7.00

- 3) Do I get a discount if I have multiple kids?
 - a. There is no discount for multiple kids
- 4) What will they be doing at camp?
 - a. STFC and Half Day: These camps allow kids to enjoy **ALL** the Games, Activities, Attractions and Sports the Sports Connection has to offer, all while playing INDOORS. Half day kids will not get to so ALL the activities since they are only here half the day. We do try and have half day too the popular activities (Laser Tag, Jump and Play, and Games and Rides)
 - b. Sports Camp: Campers will do different sports through the day that the counselor has decided on. Campers CAN NOT pick a sport to focus on.
 - c. Volleyball Camps: All campers will receive a camp t-shirt. Campers should bring a bag lunch. Campers will be divided into separate groups based on age and skill levels during each camp. These groups will have 8-10 campers per instructor and each group will have an opportunity to work with all of the camp's coaches throughout the week.
 - d. CIT Camp: While learning the importance of service through hands-on training, CITs will experience all the fun of camp and building strong, lasting friendships. Each CIT will be partnered with different Camp Counselors to assist young campers in their daily sports and activities, and CITs will be evaluated on their performance.

Each camp has two snack times and lunch.

- 5) Is lunch included in the camp cost?
 - a. Lunch is not included in the camp cost. Each camper should bring their lunch or purchase the optional hot lunch for \$7.00. Snacks can also be purchased from our café twice a day.
- 6) What is the difference in the different type of camps?
See question 4
- 7) What is a flex pass?
 - a. With the FLEX PASS, your child can choose to come to specific DAYS of camp instead of having to choose a whole WEEK of camp. The Flex Pass is good for the "Current year" calendar year. It can be used for Summer Camps, School Break Camps, and Holiday Camps. The Flex Pass is per camper. They are not transferable or refundable and we do not prorate the Flex Pass.

- 8) Can I pay an extra charge to drop off early/ Pick up late?
 - a. Early Drop off is from 7:00 – 8:00 AM and is \$7 per day
 - b. Late Pick up is from 5:00-6:00 PM and is \$7 per day

KNO

- 1) How much does it cost?
 - a. \$25 per child
- 2) What time do they need to be there/time to pick up?
 - a. KNO is from 6:00 PM to 9:00 PM.
- 3) Do parents need to stay with them?
 - a. Parents are not required to stay with their child. However, some parents decide to participate in other attractions (Ex: Bowling Laser Tag and Games) while their children are with Kids Night Out.
- 4) Do I need anything besides a waiver?
 - a. Payment if this hasn't been processed prior to drop-off.
- 5) What activities will they participate in?
 - a. Laser Tag, Jump N Play, Bowling, Rock Climbing, Mini Bowling, and Arcade Games
- 6) How many slices of pizza does each child receive?
 - a. Children receive 2 slices of pizza
- 7) Is there someone watching over the kids at all times?
 - a. Children are supervised at all times by specific KNO staff.
- 8) Does the parent need to sign a waiver or can I if bringing my child's friend?
 - a. We prefer the parent of the child who is attending fill out the waiver since the information is most accurate. However, if this hasn't occurred prior to drop-off, the parent who is dropping off children can fill out and sign waiver.
- 9) Do we stay with them? Or just drop off?
 - a. Kid's Night Out has designed for parents to have the freedom to drop off their children at the Sports Connection.
- 10) When is Kids night out held?
 - a. Select Friday Nights, check website.
- 11) What are the ages for KNO?
 - a. 6-13 years old

Bowling / Rentals

- 1) How far in advance do I need to make a reservation?
 - a. We prefer 24 hours to make a reservation, but during slow days you may be able to do them in the morning for that night. Your judgment.

- 2) How much does Bowling cost?
 - i. 1 game per person for \$7,
 - ii. 1 lane for an hour (fit up to six in that lane) for \$35
- 3) How much do shoes cost or are they included?
 - a. See above for when included. They cost \$4.25.
- 4) Do you have to wear bowling shoes?
 - a. Yes.
- 5) Do you have any lanes available?
 - a. Check with bowling counter
- 6) How many people can be on a lane at a time?
 - a. We can fit up to six on one lane.

Pickleball

- 1) Q: Do you have pickleball at your facility?
A: Yes, We do have pickleball at our Granite Street location most days and Northlake on special days for lessons and programs.
- 2) Q: How much pickleball cost?
A: Open play is \$5 for members and \$8 for Non-Members, but subject to change.
- 3) Q: Can you rent pickleball courts? How much is a court rental?
A: Yes, you can rent a pickleball court but it depends on court availability
B: Courts are \$10 per hour for members and \$15 per hour for Non-Members (there is a 2 hour minimum with rentals)
- 4) Q: When can I come in to play?
A: We have open play on different days/times through the week. You would go online to <http://www.sportsconnectionnc.com/leagues.html>, Select pickleball then you will see the link the sign up genius. This will allow you to sign up for your preferred date and time.
- 5) Q: Can you sign me up for open play?
A: No, You would have to go on sign up genius and register yourself.
- 6) Q: Can you remove my sign up for open play?
A: No, You would need to go on sign up genius to remove yourself. If it is within 24 hours you will need to email the pickleball office at office@pickleballcharlotte.com and a director will remove you