

Communication and Frequently Asked Questions

Communication

With such a large number of families, we will do most of our communications in the form of email. Please make sure you have a valid email address that you check on a regular basis. Also please make sure your email account is set up to accept emails from Cheer Envy. If you haven't already done so please make sure that you like our Facebook page. We post a lot of important information on Facebook such as dates and practice cancellations if needed. We do occasionally hand out important information in the form of hand outs for many things such as fundraising and other events. Please make sure you read all the information.

Coach Melissa Giles	863-797-5174
Coach Melissa Sims	863-529-4139
Coach Nikki Blevins	863-529-7204
Coach Courtney Robbins	863-513-5798
Coach Morgan Williams	863-797-9314
Coach Jamie Hicks	863-838-5515
Coach Kristi Nehring	863-398-4546

Frequently Asked Questions

***How do I pay my monthly payments?**

Payments will be paid online only at www.cheerenvy.yolasite.com. There you will find a payment link.

***How do I pay my invoice?**

Invoices will be paid with a check/Cash to Cheer Envy. Place your invoice and payment in a sealed envelope with your cheerleaders name on the outside. We will not except payment without proper labeling. An invoice box will be available for you to drop your payment at practice, **DO NOT HAND YOUR PAYMENT TO A COACH**. We do trust our coaches but they are extremely business during practice.

***Who do I go to if I have questions?**

Please email concerns or questions to www.cheerenvyofpolk@gmail.com. All concerns will be addressed within 24 hours. All coaches are busy during practice and crucial practice time will be wasted if we stopped to answer all questions.

***Can I fundraise for all my Cheer Envy expenses?**

We offer a variety of fundraising opportunities and the majority of the expenses can be covered by fundraisers. However, this fully depends on the fundraising goals and motivation set by the parent and cheerleader. The balance left after fundraising credits are the responsibility of the parent.

***When are Uniforms, Practice Wear, and Shoes delivered?**

Uniforms usually take 6 to 8 weeks to be delivered from the order date. Practice wear and shoes usually take 4 to 5 weeks from order date. Please note that these are just estimated times since we get these items from outside vendors and have NO control over actual delivery dates.

***When will I receive detailed info for competitions, such as times, location, spectator fees, parking, etc.?**

Itineraries will typically be provided to us by the competition host the Monday prior to the Competition. These will be posted and announced as soon as we get them.

***Will I receive a refund if my child decides not to cheer?**

Uniform fees include uniform, bow, shoes, and practice wear. Once the order has been placed for ANY of these items no refund will be issued. If you decide not to continue before orders are placed a \$100 administration fee will be assessed.

There are no refunds on registration fees, competition fees or monthly payments.

***What if my child is sick or injured and cannot practice?**

Practice is the most important thing in competition cheer. If your child can not practice due to an illness or injury we still expect them to come and watch practice unless they are running a fever or are contagious. We feel that this builds team bonds and dedication, both we feel are not only important cheer lessons but important life lessons as well.

***Will I be able to watch practice?**

Renting the rooms from the church help us to keep our prices low. Our practice rooms only allow us enough room for our cheerleaders and coaches. However, we will allow parents to come in from time to time to show off our new skills.