

## FAQ'S

1. **Q. What is your academy start and end date?**  
**A.** Our programs typically begin in August at the start of the school year and end in July of the following year after the close of our Summer School program.
2. **Q. What are your office hours?**  
**A.** Our office hours are from 9:00-17:00.
3. **Q. What days do you offer classes?**  
**A.** We offer a variety of programs from Monday to Sunday (7 days a week).
4. **Q. Where are you located?**  
**A.** We offer programs at over 14 international schools in Bangkok, Thailand and in the Hong Kong area. See the list of schools and check the website for schedules and more info.

Bangkok	Hong Kong
NIST, Nist International School	CIS, Chinese International School
ISB, International School Bangkok	CDNIS, Canadian International School of Hong Kong
Bkk Prep, Bangkok International Preparatory and Secondary School	HKA, Hong Kong Academy
SISB, Singapore International School of Bangkok	
KIS International School	
Anglo Singapore International School	
St. Andrews International School	
Concordian International School	
Brighton College Bangkok	
King's College International School	
Shrewsbury International School	

5. **Q. Is transportation provided to your academy locations?**  
**A.** Unfortunately at this time we do not offer parents arrange transport for our player's transportation.

6. **Q. What is the typical class size and what is the ratio of coaches to students?**
- A. Classes range from 1 to 60 players. We employ 1 coach for every 8 students. We believe it is very important to maintain this ratio to ensure that students receive personalized attention.
7. **Q. If my child is injured can we receive a refund for missed classes?**
- A. Unfortunately we do not give refunds no matter what the cause. In the event of injury or illness we will offer a credit towards any Top Flight program we offer within the same term.
8. **Q. Are students required wear uniforms at every session?**
- A. Yes, students are required to wear the full uniform (jersey and shorts) at every training session.
9. **Q. What kind of shoes should be worn for training?**
- A. All players are required to wear proper basketball or athletic shoes (sneakers) at all training sessions for ankle support and overall safety. Students not wearing appropriate footwear will not be allowed to participate.
10. **Q. Can I buy shoes balls, equipment?**
- A. At this time Top Flight basketball does not sell shoes we do sell Spalding and Molten Balls upon request.
11. **Q. How do you divide the player in each session? We are worried that with a large group of kids with different skill levels our child may find playing with a mixed group too boring/challenging for their skill level.**
- A. At Top Flight we separate our kids by age skill level and sometimes gender to ensure each student is receiving the personal attention they need to maximize their potential.
12. **Q. What do we need to bring to each session?**
- A. TopFlight Uniform and basketball shoes.
13. **Q. How do we schedule classes, do we have to register on the website or can we register in person at the location?**
- A. Although it is possible to register in person we request that students register on our website before attending a new program.
14. **Q. What happens when we miss a class? Can we receive a refund for a missed class?**
- A. Students are free to make up a missed class in any other Top Flight Program during the same term of the missed class. Missed classes cannot be made up after the term has ended for any reason.
- \*Top Flight does not issue refunds for missed sessions, no matter the cause even injury.*
15. **Q. Is it possible for my child join a program after the start dates?**
- A. Yes, depending on available space students can join at any point in the term for a pro-rated price.

16. **Q. Where do you hire your coaches?**  
**A.** Our coaches are from the United States, Europe, Africa, Asia, and Australia. All the coaches we employ are either current or ex basketball players or coaches with love for teaching children. We believe this is important to ensure our players are receiving the best possible instruction.
17. **Q. My child does not have any experience playing basketball and is a beginner, is that okay, will they be able to keep pace with other students in the class?**  
**A.** Yes, our classes are perfect for students of all ages and abilities, from beginners to experienced basketball players. Many of our students have never touched a basketball until coming to Top Flight. Our coaches are experienced, qualified coaches who are trained to work with students of all ages and abilities.
18. **Q. How do we make payments for the programs?**  
**A.** All Payments due before the first day of program. Payments for After School Activities can be arranged by the school of the program provider. Payments for Weekend Programs and activities provided outside of school hours can be made to the following bank accounts. Please make sure to e-mail us with the proof of payment with your child's name and the name of program he/she registered for.

	BANK INFORMATION	
	Bangkok	Hong Kong
<b>Bank</b>	Bangkok Bank	HSBC
<b>Account Number</b>	031-0-21249-3	848 845335 838
<b>Account Name</b>	Top Flight Basketball Co. Ltd.	Top Flight Basketball Co. Ltd.
<b>E-mail to</b>	billing@topflightbangkok.com	info@topflighthongkong.com

19. **Q. What language are classes conducted in?**  
**A.** Our programs are instructed in English but we have coaches proficient in Thai and Mandarin.
20. **Q. Can students of any school attend the after school program of another school?**  
**A.** Unfortunately to attend an after school program of a school (ECA, ASA) the child must be a student of that particular school. All of our other programs; Weekend Academy, The LAB, Elite Teams, and Camps are open to students of any school.