



*TRAIN WITH THE PROS*

## Policies

### 1. Cancellation & Credit Policy

We understand that plans can change. If you need to cancel your registration, please contact us as soon as possible.

- **7 days or more before your program starts:** You'll receive full credit towards another Pro Touch Soccer program or event, minus a **\$20 administrative fee**.
  - **6 days or fewer before your program starts:** You'll receive a 50% credit towards another Pro Touch Soccer program.
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### 2. Program Switch Policy

Need to reschedule your registration for another Pro Touch Soccer event? No problem!

- For a **\$20 administrative fee**, you can switch your program to a different date or location (subject to availability).
  - Program switches must be requested at least **48 hours before** the program's start time.
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### 3. Event Cancellation Policy

At Pro Touch Soccer, we aim to deliver exceptional programs. However, there may be rare instances when we need to cancel an event due to unforeseen circumstances such as low registrations or field permit issues.

- **Notification:** We will notify all registered participants as soon as possible.
  - **Compensation Options:**
    - You'll receive **150% credit** towards another Pro Touch Soccer program or event.
    - Alternatively, you can request a **full refund** if rescheduling isn't an option for you.
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#### **4. Rainout Policy**

Your safety is always our top priority. If Pro Touch Soccer needs to cancel a session due to weather conditions, you'll receive credit for the affected day(s) to apply towards another Pro Touch Soccer program or event.

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#### **5. Program Shirt Policy**

We're proud to provide your player with a Pro Touch Soccer T-shirt at the start of each program to foster team spirit.

- Players must wear their T-shirts during all program activities.
  - If a shirt is forgotten, lost, or damaged, a replacement can be purchased for \$20.
  - Additional shirts can also be purchased for \$20 each.
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#### **Policy Updates**

These policies were updated on **December 20th, 2024**, and are effective as of that date.