



**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 promptly.

- **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 lost, damaged, or forgotten, a replacement can be purchased for \$20.
  - Additional shirts can also be purchased for \$20 each.
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#### **6. Behavior & Safety / Right to Refuse Service**

We maintain a positive, inclusive, and safe environment for all players. Disruptive or unsafe behavior will not be tolerated. Pro Touch Soccer reserves the right to refuse service, remove a participant from any session, and/or deny future registration for

behavior that jeopardizes safety or well-being, including but not limited to bullying, harassment, fighting, threats, intimidation, or abusive language or conduct toward other players, parents/guardians, spectators, or coaches.

**Conduct process (summary):**

- Coaches may issue verbal warnings and contact parents/guardians as needed.
- For serious or repeated misconduct, a participant may be removed from a session or the remainder of the program at the sole discretion of Pro Touch Soccer.
- In cases of removal for misconduct, unused sessions are forfeited and are **not eligible for refund**; any credit, if offered, is at Pro Touch Soccer's discretion.
- Parents/guardians are responsible for the prompt pickup of any player removed from a session.

Pro Touch Soccer also reserves the right to refuse service to any parent/guardian or spectator whose behavior is abusive or disruptive.

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**Policy Updates**

These policies were updated on **September 23rd, 2025**, and are effective as of that date.