



TRAIN WITH THE PROS

Program Policies

We are committed to delivering a professional, safe, and high-energy experience for every player. The policies below help us maintain fairness, organization, and a positive environment for all families.

1. CANCELLATIONS & PROGRAM CREDIT

We understand that plans can change. Because space is limited and staffing and field permits are secured in advance, registrations are non-refundable unless a program is canceled by Pro Touch Soccer.

If you need to cancel:

7 or more days before the program start date:

You will receive full credit toward another Pro Touch Soccer program, minus a \$20 administrative fee.

6 days or fewer before the program start date:

You will receive a 50% credit toward another Pro Touch Soccer program.

Credits:

- Are non-transferable
 - Have no cash value
 - Do not expire
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2. PROGRAM SWITCHES

Need to reschedule? No problem.

- A \$20 administrative fee applies.
- Requests must be submitted at least 48 hours before the program start time.
- Transfers are subject to availability.

Switch requests made after a program begins cannot be accommodated.

3. EVENT CANCELLATION BY PRO TOUCH

While rare, a program may be canceled due to low enrollment, field permit issues, severe weather, or other unforeseen circumstances.

If this occurs, you will receive:

- 150% credit toward another Pro Touch Soccer program, or;
- A full refund upon request

Refunds are processed within a reasonable timeframe.

4. WEATHER (RAINOUT) POLICY

Player safety is always our priority.

If a session is canceled due to unsafe weather conditions (lightning, heavy rain, extreme heat, unsafe fields), you will receive credit for the affected session(s).

Weather-related credits are not refundable.

5. ATTENDANCE & MISSED SESSIONS

Missed sessions due to illness, travel, scheduling conflicts, or personal reasons are not eligible for refund or credit.

We encourage consistent attendance to maximize player development.

6. PROGRAM SHIRT POLICY

Each player receives a Pro Touch Soccer T-shirt at the start of the program.

- Players must wear their Pro Touch shirt during all program activities.
- Replacement shirts are available for \$20.
- Additional shirts may also be purchased for \$20 each.

Uniform consistency helps maintain team identity and safety visibility.

7. PLAYER SAFETY & MEDICAL RESPONSIBILITY

Parents/guardians are responsible for:

- Ensuring their child is physically able to participate
- Disclosing any medical conditions or restrictions
- Maintaining personal health insurance coverage

In the event of injury:

- Staff may provide basic first aid
- Emergency services may be contacted if necessary
- Parents/guardians are financially responsible for any medical costs

Participants are not covered under Pro Touch Soccer's medical or accident insurance.

8. ARRIVAL & PICK-UP PROCEDURES

To ensure safety:

- Players must check in with staff upon arrival.
 - Emergency contact information must be current.
 - Players will only be released to a parent/guardian or authorized adult.
 - Players will never be dismissed unsupervised into parking areas.
 - Prompt pick-up is required at the end of each session.
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9. BEHAVIOR & RIGHT TO REFUSE SERVICE

We are proud to maintain a positive, respectful, and development-focused environment.

The following behaviors will not be tolerated:

- Bullying or harassment
- Fighting or threats
- Abusive language
- Disruptive or unsafe conduct
- Disrespect toward coaches, players, or families

If misconduct occurs:

- A verbal warning may be issued
- Parents/guardians may be contacted
- A player may be removed from a session
- Continued participation may be denied

If removal occurs due to misconduct:

- Unused sessions are forfeited
- Refunds are not issued
- Any credit offered is at Pro Touch Soccer's discretion

Pro Touch Soccer reserves the right to refuse service to any participant, parent/guardian, or spectator whose behavior compromises safety or program integrity.

10. SCHEDULE CHANGES

Pro Touch Soccer reserves the right to modify:

- Schedules
- Locations
- Coaches
- Program formats

Due to weather, field availability, enrollment levels, public health guidance, or other operational needs.

11. PERSONAL PROPERTY

Players are responsible for their personal belongings.

Pro Touch Soccer is not responsible for lost, stolen, or damaged items brought to any session or event.

Policy Updates

These policies were updated on **February 3rd, 2025**, and are effective as of that date.