



FORCE SOCCER ACADEMY POLICIES AND PROCEDURES

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FSA Elite Soccer Training Program

Payments

- All registration payments must be paid via credit card. Please note a 2.65% fee applies for credit card payments.
- An initial 10% deposit is due upon registration. The remaining balance will be charged as four payments per season of play, payment details will be outlined in the commitment letter.

Please note that you are committing to a full season, October 1st, 2023 to September 30th, 2024.

Refunds

- In order to receive a refund from Force Soccer Academy, a Refund Request Form must be completed and submitted to the assistant coach within one month of registration. A Refund Request Form (RRF) may be downloaded from our website.
- All refunds are subject to an administration fee of \$100.
- There are no refunds of any fees if a player is suspended or removed from the Force Academy under the Code of Conduct or Discipline Policies.

- In the event of injury, or a move to another city, refunds will be calculated on a prorated basis. Proof of a move must be provided, and a valid physician's note must be provided with all refund requests related to injury.
- Refunds will be issued up to 30 days after payment has been made only.

Vacation

- In appreciation of the commitment of the coaches and staff of Force Soccer Academy, registered players are committing to 14 days of Force Academy approved vacation during the outdoor season and 14 days of vacation during the indoor season. No refunds are provided for tournament fees, etc. if the players opt to use their vacation time.
- Absences for extenuating circumstances will be reviewed on an individual basis and must be approved by the club director and the player's head coach.
- Families are requested to notify the coaching staff of any holidays planned with a minimum of 4 weeks notice so that arrangements and scheduling can be made effectively and efficiently.
- Reduced playing time may result in the event of extended absences from the program without club approval

Player Commitment

- A commitment to the entire training program for the full calendar year.
- Attendance at all training sessions, except for good reason such as sickness, injury or approved vacation.
- Attendance at all team meetings prescribed by the team Head Coach.
- Attendance at all league games, including pre-season exhibitions or tournaments.
- Commitment to any personalized training, injury prevention or injury management work.
- Commitment to any performance testing and/or evaluations performed by Force Academy
- Adherence to Force Academy's overall policies and codes of conduct.
- Adherence to Force Academy's player code of conduct.

Parent Commitment

- Be respectful of the Match Officials and the teams on the field.
- Refrain from using foul or abusive language. Keep comments positive.

- Be aware that persistent negative comments, bullying, microaggression and attempting to undermine the coach's instructions to players will serve as cause for the aggressor to be removed from the venue with the possibility of further penalizations.
- Refrain from coaching from the sidelines.
- Remember that you are here to support your child, and promote positive, sportsmanlike behaviors.
- Keep in mind that your attendance at Force Academy events is a privilege, not a right, and that the organization will be held responsible for the behavior of its fans. The organization and its officials also are empowered to request the removal of parents/spectators who will not abide by the league's Zero Tolerance Policy

Parental/Guardian Support for Player Policies

As an Elite member of the Force Academy, your child will be playing for one of the premiere football clubs in Ontario.

The support of the player's parents, family and friends is just as important as their training on the field.

As a parent of a Force Academy athlete, you agree to provide support to your athlete by encouraging:

- Mentally focusing on training more than winning or losing games.
- Providing support for mental, as well as physical fatigue from heightened training.
- Commitment required to integrated sport science programming and off-field training.
- Self-discipline required regarding proper nutrition and lifestyle management in the face of pressure from peers and friends who are not athletes.
- Support for the impact of a more limited social life and less free time compared to friends and siblings.
- Relaxation techniques to alleviate fatigue from significant travel, particularly on the weekend.
- Mental fortitude required to rehabilitate from injury if it occurs.
- Mentally recovering from defeat, rejection, or other developmental setbacks.
- Balancing the pressures of school with athletic commitments.
- Techniques to manage a drop in motivation, boredom or self-doubt.

- Attend training sessions when you can, understand your child's training regime and what they are focusing on.
- Discuss training sessions and their completion with your child, focusing on learning outcomes and positive points.
- Meet with your Head Coach at times prescribed by the Force Academy administration and understand what you can do to help support your child's development.
- Maintain a calendar of your child's training program and mark their progression through it.
- If you can, accompany your child to their league games. Show as much support for them as a spectator as possible. Remember that negative remarks to opposing players, coaches, parents or the match officials will only embarrass and stress your child.
- When a formal evaluation is given of your child, make sure you understand it. When discussing it with your child, reinforce the positives and development goals outlined.

Force Academy Surveys & Feedback

As Force Academy is a learning environment, active feedback is sought across the entire academy so that improvement is achieved on a seasonal and yearly basis.

However, the players are not the only ones evaluated in Force Academy. Evaluation extends to the League itself and those who actively deliver services and sessions.

To that end, you as a parent play an important role in providing feedback throughout the year that will be used to evaluate quality at Force Academy and make improvements in the program where necessary.

After each season, your team management will be asked to complete an evaluation of the season on a whole. In this questionnaire, they'll be asked to assess the venues, Force Academy communications, coaching staff, Match Officials and other factors that impact an enjoyable soccer experience for all.

It is essential that you actively forward your feedback to your team management after your game for inclusion in this survey. When doing so, follow these basic guidelines:

- Be honest, but fair. If criticism is warranted, give it. But do not exaggerate or be unreasonable in your criticism. Remember, your feedback directly ties into the performance management of people, so be aware of the impact of your feedback.

- If you were satisfied, make sure you say it! Too often, satisfied customers are silent and only unhappy customers speak up. It is important that good feedback, if deserved, is received by the Force Academy so it can retain good staff, central venues and event practices where indicated.
- Give specific examples if you can. If you have specific examples of where you experienced good or bad practice at the game, please give them. This will be important for Force Academy to work towards pinpointing where specific issues are and actively managing them in the future.

