



## Frequently Asked Questions

### Recreational

#### ***I've heard about this "Appreciation Discount". What is this?***

The appreciate discount is our way of saying thank you for your support throughout this time. The discount of 10% can be applied to all of our Outdoor Recreational Programs and will be realized at checkout for all new registrants.

#### ***Has the 10% Appreciation Discount been applied to my account? I don't see it.***

For all Bayhawks registered prior to May 28<sup>th</sup>, this discount has been included in your basket pricing. All new registrants in any of our Outdoor Recreational Programs will then see this added as a discount upon checkout.

#### ***What equipment does my Child need to participate?***

For the safety of all players involved and to uphold the laws of the game, all players must have shin guards and appropriate soccer shoes (can be cleats or running shoes) to participate. The club will provide a jersey for all participants. Shorts and socks will be provided to those in our U4+ age groups, and our U3 division will be required to provide their own shorts and socks.

#### ***Do all participants receive a ball?***

All participants in our U3 – U8 programs will receive a ball and are to bring it to their sessions. For our U9+ participants, the soccer ball's will be provided to your coaches to bring to the sessions.

#### ***How do I go about collecting my child's gear (jersey, shorts, socks, ball)?***

Prior to the season start, our coaches will be provided the uniforms for their teams. The coaches will then hand out the jerseys at the first game unless otherwise agreed upon.

#### ***What happens if the season start date is pushed back?***

As we continue to navigate through this, together, we understand that changes can occur. Should we have to start later than the week of July 6<sup>th</sup>, the club will refund/credit for each week that is missed.

### ***What happens if the season is cancelled altogether?***

Unfortunately, should we cancel the season, all participants will receive a refund. Please know that we will do all we can to ensure this does not occur.

### ***Are Spectators allowed at my Child's game?***

Yes, we will allow for one spectator per game, per player. If restrictions change, we will update this rule and advise our members.

Reminder, social distance protocols must be always adhered to and enforced for the safety of all in attendance.

### ***Will the games be at the same time and location each week?***

While we do our best to ensure consistency in the schedule, start time and location depend on the number of teams in the division and your registered age group. To prevent any confusion, we recommend that our members download the PowerUp Sports App to their phones to access their schedules at any time.

[For Androids – click here](#)

[For Apple – click here](#)

### ***Are there any adjustments to the laws of the game (rules) for this modified outdoor season?***

Yes, there are modifications to the regular laws of the game (rules) for this season. Ontario Soccer has advised that there will be:

- No heading the ball
- No throw-ins (only kick-ins)
- No spitting
- No high-fives when celebrating a goal

### ***Will there be a photo day this year?***

Unfortunately, there will not be a photo day this year due to the challenge of logistics coupled with Public Health guidelines. We apologize for the inconvenience and look forward to welcoming this day again next year.

### ***What happens if a game is cancelled due to inclement weather?***

Due to time constraints from the delay in season start, there will be no makeup games/days. All communication concerning cancellations will be communicated directly to those impacted via email, club website, and social media channels.

### ***I missed the 'Request a Friend' deadline, can I still send one in?***

Unfortunately, the deadline has passed, and we are unable to honor any requests at this time.

### ***What health & safety measures are in place to protect my Child?***

The health & safety of our members is top priority and therefore, we have implemented the following:

- All attending the field as a player or spectator are required to wear a mask, except for those with health concerns
- Spectators will be kept to a 1:1 and must follow social distancing protocols
- Sanitization measures in place (equipment, players and staff)
- Contact tracing logs

BSC will enforce all other health & safety requirements implemented by Halton Health.

### ***My financial circumstance has changed, how can the club help?***

At Burlington Soccer we believe that every child should have the opportunity to experience and participate in the beautiful game. With this in mind, we suggest the following:

[Canadian Tire Jumpstart Charities](#)

[Kidsport Ontario](#)

[Burlington Soccer Club Financial Assistance Program](#)

[Request for a Payment Plan](#)

Should you have any further questions about this topic or need assistance, please contact our customer service team.

### ***My Child is on the 'waitlist', what does this mean?***

As a result of government-imposed restrictions on numbers, some of our age groups have filled up. We recommend that you add yourself to the waitlist as should a child be unable to participate in the program they are registered for, we contact those on the waitlist to open the space for them. However, there is no guarantee that a space will open in the program and that your child will be moved from the waitlist. We always suggest the other programs we offer for your child to be able to participate in the sport they love (skills, camps, etc.).