



## POLICIES & PROCEDURES

**Communications:** We communicate with our customers via email. It is essential that you provide us with accurate, legible contact information in order for you to receive important announcements about schedules, changes, team assignments and the like. Occasionally, our messages might end up in your “spam” or “junk” file depending on your service provider. Please approve email from us in order to make sure that you receive our communications.

**Team Assignment:** We automatically assign players from the same school to a team based on the feedback we have received from most customers. When a team roster reaches maximum, we cannot guarantee that you will be placed with your schoolmates. Late registrations may be vulnerable in this regard. We gladly honor requests to keep friends and neighbors together on a team to accommodate car-pooling, etc.

**Schedules and Team Assignment:** You will receive notification by email of the team to which you are assigned and of your team schedule. Schedules will also be posted on our website for your convenient reference. Please understand that our schedules and team assignments get developed very late in the process, once all the player registrations are received. Usually this means that teams and schedules are not developed until a few days before your first event with us. *If you register after the registration deadline, please call our office to get your team assignment; we cannot guarantee that team assignment messages will be sent to late registrants.* Jerseys: Included in most of our fees is a jersey that we provide you. The fee for a replacement jersey is \$25. All American issued jerseys must be worn for all league play.

**Scheduling/Game Time:** The game clock starts running at the start time of the game. For example, the clock will begin at 7:00 PM for a game scheduled from 7:00 to 8:00 PM. PLEASE BE READY TO PLAY AT THE TIME YOUR GAME IS TO BEGIN. If you are late, not only will you lose playing time, but your opponent loses out as well. Let's all be courteous to one another by being prompt.

**Game Play:** If there are no goalies present for a game, each team will shoot on a goal fitted with a “shooter tutor”. If one goalie is present, he/she will switch sides at halftime so that each team has equal opportunity to shoot against a human and a “shooter tutor”. Each team in our league is coached by a member of our knowledgeable staff. They are present to give advice and help to individuals during each game, to answer any questions or help you however they can, to manage the game clock and penalties, and to make sure that every player gets equal playing time.

Our games are refereed by certified MichLOA officials. Their calls on the field are final. Our expectation is that everybody will behave like good sports and respect teammates, opponents, parents, fans, officials, staff, and the facility. We reserve the right to suspend or ban a player without compensation, at our judgment, for poor behavior.

**Confirmation of registration:** If you register online via our website, you will receive an automated acknowledgement of your registration and payment. Due to the volume of registrations by fax and by mail, please understand that we cannot respond to you with a confirmation of your registration. If you would like to check with us by phone to confirm, our staff will be happy to assist you.



**Prorated Participation:** We do not under any circumstances allow prorated pricing based on partial participation.

**Late Registration Fees:** There is an additional \$25 charge imposed on registrations received after midnight of the deadline or registration close date.

**Refunds:** Full refunds are provided in the event that we cancel or reschedule a program after you have registered. In the case of acts of God or circumstances out of our control, every effort will be made to schedule a make-up event. If that is impossible, a credit toward future purchases will be issued upon request within 30 days. If you cancel participation before or within the first half of a session, you will be refunded for the remainder of the session less a \$35 cancellation fee. No refunds are available if you cancel after the midway point of a session.

**Cancellations:** You will be charged a \$35 handling fee if you cancel your registration for any reason. See above policy on refunds.

**Payments:** We accept American Express, Visa, Master Card cash, and personal checks. There is a \$30 fee charged for any returned checks.