



OAKVILLE FUTSAL CLUB

1370 WALLACE RD. UNITS 4-5
OAKVILLE, ON, L6L2Y2

REGISTRATION TERMS AND CONDITIONS

Refund Policy

- a. All refund requests require a 2-week notice (14 days) prior to the start of the program.
- b. All refunds are subject to a 5% administration fee.
- c. Refund requests that are less than 2-weeks' notice will require a medical note.
- d. If a program is cancelled, the participant is entitled to a full refund.

Spectator Code of Conduct

- a. Spectators are not allowed on the court.
- b. Spectators must stay in designated seating areas, and may access additional seating with CCTV viewing through Unit 4.
- c. Spectators will encourage fun and well-being, and be a positive role model. They will refrain from coaching from the sidelines to avoid participants being confused with instructions from their coaches.
- d. Spectators will encourage their participant to play by the rules of the game and resolve conflicts without resorting to violence or bad behaviours.
- e. Spectators will respect the coaches and game officials (referee) and their authority during the games. They will not confront, ridicule or demean officials.
- f. If a spectator has questions, they may take the time to speak to Oakville Futsal Club management to resolve conflicts and concerns. Please adhere to the 24-hour rule; allow 24 hours before submitting concern. Please ensure to submit concerns in writing for proper processing.
- g. Due to limited viewing space, we kindly request that one (1) spectator per player when possible. If your participant is not on the court, please allow for spectators of the current teams to have priority in the viewing areas.
- h. All youth attending must be supervised by an adult.

Player Code of Conduct

- a. Participants will play by the rules and with good sportsmanship.
- b. Participants will respect teammates, opponents, coaches and match officials.
- c. Participants will try their best and remember that winning isn't everything.
- d. Participants will not retaliate or use violence when frustrated or upset with an opponent.
- e. Participants will give their best effort, and attention at every session and be committed to their development.



@OAKVILLEFUTSAL



WWW.OAKVILLEFUTSALCLUB.COM



(905) 847-2010