



# Frequently Asked Questions (FAQ)

## Competitive 2020/2021

As of October 7, 2020

### ***What was the intention behind the increased number of installments? \*Added Information***

If everything shut down again, having a nimbler pay structure made sense this year. The first installment, identified as the deposit, is historically the largest due to the upfront costs we face for our programming. Beyond this, each installment is roughly 12.5% of the total and is billed equally across December – May. Should the pandemic shut the club down once again, we will stop the collection of all future payments and will review the number of installments and the amount remaining to be collected based on when we are able to safely return.

### ***Can I withdraw at any time? \*New***

Our normal policy is that you sign up for 1 year and are obligated to stay. However due to Coronavirus, we are changing that policy this year. If the Coronavirus situation worsens and you feel uncomfortable to continue, you can just stop the next monthly payment and stop attending. However, we would like you to come back to finish the year once the situation gets better and you feel comfortable returning. (Note that our fixed costs remain when people decide to leave; field costs, coach costs remain the same when 1-2 player leave)

### ***What happens to the deposit and installments if there is mandatory government shutdown? \*New***

We recognize the uncertainty of the pandemic and the way it is trending, coupled with the fact that the deposit is required in the coming days. We promise that should the Pandemic once again close the facility and cancel soccer we will review the amounts collected and promptly determine the amount to be returned to our members based on the timing of shutdown. As this 'shut down' could be in one week, many weeks or even months, it is hard to determine the amount. But we can assure our members we will once again promptly close down, review all costs and work to return money to you.

### ***Why is the price only marginally less than last year (\$100-\$300) but the offer is different?***

Some costs have risen due to Coronavirus; we had to reduce field time and capacity. As a collective, the Technical committee has sat at length to determine the costs for the 2020/2021 season. Our main objective was to ensure we were able to lower the price, remain competitive in the space and that the pricing reflected EMSC costs. Note that older teams cost more so prices normally rise in increments from year to year. For example, if we lowered the price by \$300, you may only see \$100 drop when there is a normal \$200 increase.

### ***Why has the Indoor Leagues been removed from our fees?***

The indoor leagues (MYISL, PISL) have been removed due to the lack of information, uncertainty with start dates and health & safety structures each league has in place. The Provincial Indoor Soccer League (PISL) has historically been paid for from the team's accounts, so this is not out of the norm. The MYISL was paid for from the fees, however, in connecting with a few clubs in PHSA, multiple clubs have elected not to enter this league due to roster limitations, numbers allowed within the space, unclear health & safety procedures and lack of alignment with PHSA and OS guidelines (rules). Furthermore, should these leagues not run or 'close down' similar to March 2020, this money would go directly back to you, reducing the delay and middleman.

***My team wants to enter an Indoor League, what can the club do to help facilitate?***

We are able to assist you with completing the paperwork, deadlines and collecting of fees for your team through PowerUp Products & Skus. Keep in mind, the team will not be entered until each member has made their payment.

***What if my team wants to play some exhibition games?***

Should your team mutually agree to participate in some exhibition games we would be happy to assist you with the process and procedures surrounding this - identifying a team to play, booking fields and match officials, applying for the AHEG (application to host) through Ontario Soccer, etc. Please note, all of these come at an additional cost to the team and can be paid through a team account (should you have one).

***What was the rationale behind staying outdoors through November (U11+)?***

The reason for this was to allow our teams more space on the outdoor turf and being outdoors it is theoretically safer than having the teams all inside. Furthermore, the weather is looking to be warmer than usual for the Fall, meaning the turf should be an excellent place to be for our older teams to continue (see [forecast here](#)). Please keep in mind all health & safety protocols as outlined by Peel Public Health & Ontario Soccer will be in place.

***Our schedule is showing 1:1 (1 clubhouse and 1 outdoor – U11+) what was the intent behind this?***

The intent behind this is to 'control the controllable'. We are better able to accommodate our teams to the best of our abilities within our facility and therefore, implement all the health & safety protocols (as outlined on the [website here](#)). The health & safety adjustments we have implemented for indoor are capped numbers (therefore, no parents due to social distancing); fogging of the facility using a DIN certified and environmentally sanitizing agent, extra sanitization of all high-touch surfaces; increased buffers between sessions to allow for sanitization; masks are mandatory until reached playing surface and for coaches at all times, and we are able to improve air flow through our doors at both ends of the facility. Separate entrance based on practice playing surface.

***Why did you select the Paramount Dome versus the Field House as your choice for December?***

Studies have shown that a dome has more air flow than a typical hard structured surface. It is important to note that the City has not yet guaranteed any field time and is only allowing booking through to the end of December. There are 400 hours (roughly) per week within the Paramount facilities; there are eight clubs & academies within the city all vying for this space. With the City also having their own programs, this means usable hours decrease and with each team and club (22 teams on average per club + recreational programs) requiring more indoor space this year due to school gyms being closed, you can imagine the challenge the City is facing.

***How was the credit at the end of the season determined? \*New***

The credit was determined based on a few things: number of actual sessions missed, coach fees, indoor league returns (if any), and summer outdoor league fees. All of the aforementioned items were distributed over the number of players registered to your roster to come up with the per player amount that was received. It is important to note that while we were mandated closed from March 14 – July 12 (17 weeks), we were able to return as promptly as possible and deliver programming to our members (2-3 sessions per week, festivals/games once open) and did offer our members sessions during the pandemic via zoom.