

## 2016 SSC Recreational House League Programs - Frequently Asked Questions.

Member Zone - Online Registration		
1	What is Member Zone?	The online "registration" system where our members can manage their accounts and soccer program registrations. Access Member Zone from the main navigation bar on our website.
2	I am a new member. Do I have to create a user profile first before I can Register for a Program?	Yes. You need to set up a User ID and Password. Once you're in the system, you need to create New Guardian profile (includes your name, email, phone and address info). You can then ADD players (your children - names, birthdates).
3	I am a returning member. Do I have to create a new user profile?	No. You simply log in with your user id and password. It's important that you review your profile every year to ensure address, phone and email are accurate.
4	What if I forgot my password?	Select the "Forgot Password" icon and a re-set link will be sent to you. If you don't recall what email address you have in your profile - call the office for assistance.
5	My information has changed (i.e. address, email). How do I change it?	You can log into your account to update your information such as phone number, address, email, etc. Select 'Profile' on the left hand side, then select 'Edit Profile'
6	What does Mailing List Opt In (Yes) , (No) Mean?	In order to receive Club news, announcements and information about the programs you're registered for - you MUST have "YES" selected. If you have this as "NO" - you will receive no communications of any kind from the Club.
7	What type of payment is accepted for registrations done online?	Visa or Mastercard are the payments accepted for online registration.
8	Can I pay at the office? If so, what type of payment methods are accepted?	Yes. We accept Visa, Mastercard, Debit, Cash and Cheque. Cheques should be made out to: Saltfleet Stoney Creek Soccer Club Inc.
9	How can I get my tax receipts?	In the Receipts tab on the left hand side of your home page. These are automatically generated each year for members to access. If you are having trouble, contact the office and we can assist you.
Registration Process		
1	How can I Register?	You can register ONLINE through our website in the Member Zone area. You can also register at our open house events (see schedule on the website), <u>or</u> in person at the office during regular business hours <u>or</u> over the phone.

2	What is an Upper Program?	Upper - Refers only to the location of Practices in Upper Stoney Creek fields. Games are interlocked and will occur in both Upper & Lower Stoney Creek Fields.
3	What is a Lower Program?	Lower - Refers only to the location of Practices in lower Stoney Creek fields. Games are interlocked and will occur in both Upper & Lower Stoney Creek Fields.
4	Can my 3 year old and 5 year old play on the same team?	No. Members can only play "up" by 1 year as mandated by the Ontario Soccer Association.
5	What programs are coed?	Ages U3, U4 and U5 are Co-ed Leagues.
6	Can I request a friend to play with?	Yes. You can select "Friend Request" in the box that appears after you fill out the online waiver forms. It is important to note that both friends must have each others names listed in order for the request to be honored.
7	Can I request a certain coach?	No. You cannot request a coach as we are not always certain of our volunteer commitments each year. Please use the Friend Request process.
8	As a parent, how do I become a coach for my child's team?	When you register online, there is a section (noted in green) that asks if you'd like to Volunteer to Coach. If you select YES, it will take you to a brief Volunteer application.
9	I registered to become a coach, when will I hear something?	In the first couple of weeks of May, you will begin to get communications from the Recreational Director on the status of your coaching application and more information on your team and roster.
10	When does registration start/end?	Registration is open NOW and generally remains open unless divisions sell out. We close registration down 2 weeks after the season starts.
11	What is your refund policy?	Refunds are only awarded on or before April 30th/2016 with written request <u>however, a \$45 admin fee is non-refundable</u> No refunds after April 30, 2016
12	Now that I have registered, what's next? (When will I know what team my child is on?)	Approximately 2 weeks before the season starts, you should begin to receive emails from the Club including what team you're on, and who your coach is. You will also be shown how to access your teams schedule online and how to view location and maps to the field you'll play on.
<b>About the Programs</b>		

1	When does the season start/end?	The season kicks off the week of May 30th. The season ends the last weekend in August. Please check the website for details for each division.
2	What equipment does my child need to participate?	Shin pads are mandatory. Soccer cleats are recommended. A full bottle of water should be sent to each game.
3	What is included in the registration? (jerseys, socks, games, practices, balls etc)	Visit our website under the House League section for an overview of what's included by division.
4	What is the weather policy for cancelling games?	Games are only cancelled if the City of Hamilton closes the fields for excessive amounts of rain or by the referees discretion at the start of the game if there is thunder/lightning.
5	Are there games on long weekends?	No. However, rainouts may be required be played on a weekend.
6	Where can I find my team's season schedule?	This is found in the online Member Zone under "Schedules." You input your Division, Gender and Team Name and your weekly schedule is posted.
7	Where can I find addresses and maps for the fields?	This is found in the online Member Zone under "Facilities." You see listing of all of our fields with addresses and google maps.