

## **PARENT FACT SHEET FREQUENTLY ASKED QUESTIONS**

### **1) Can I request a particular coach or team?**

Special requests are accepted, but NOT GUARANTEED. Our staff will make every effort to accommodate all requests; however, due to the popularity of the league not all requests can be honored. No request will be accepted for divisions that have a skills evaluation and draft.

### **2) Where do I go to register my child for a Youth Sport program?**

Registrations are accepted at the Parks and Recreation Office located at 15960 N. Bullard Avenue, Monday through Friday from 8am-5pm.

Special Saturday registrations are held for each program on the final Saturday of the registration period. Cash, check and Visa/MasterCard are accepted at the Administration offices.

To register online, you will need you will need to create an account on our registration website at [www.rec1.com/surprise](http://www.rec1.com/surprise). Once your account is created, you will be able to register for any of our youth sports offering through this resource.

### **3) Do you need volunteer coaches?**

YES! We are constantly recruiting volunteer head coaches and assistant coaches. All coaches are required to complete a background check before proceeding. Please contact the youth sports division at the Parks and Recreation Office at 623.222.2000 for more information.

### **4) What do I do if I missed the registration deadline?**

If you miss the deadline for registration, you may still register your child under the following conditions: A) Roster openings exist in the age division your child will play in.

B) A \$20 Late Fee is charged to the registration fee.

### **5) Who will contact my child for practice?**

The volunteer coach will contact the contact person listed on your families account after the coaches meeting. The head coach will decide practice times and locations and all efforts will be made to make it convenient for all involved.

### **6) What happens if I withdraw my child from the program?**

The Parks and Recreation Department will issue a refund or credit in the event of a withdrawal from a program, if the withdrawal is done prior to the start of the season. Any withdrawals after the start of the season and any subsequent credits will be issued on a case by case basis and are subject to a withdrawal fee.

### **7) Can my child play in a division in which he/she does not meet the age requirements?**

Consideration will be given for all requests for participants to play in a division that they do not meet the age requirements. All requests must first be approved by City of Surprise staff and will require the child's parent/guardian to sign a Waiver, which states that they understand that if for any reason their child is deemed to not meet program criteria due to issues relating to safety and/or program function, he/she may be removed from that division.

### **8) What if the team my child is on practices on a day that we are unable to make?**

Contact the youth sports division at the Parks and Recreation office if this scenario. If other teams have roster spots available, it may be possible to have your child moved onto one of those teams.