



FACILITY POLICIES

Our Pledge to Customers

At SoccerCity we regard customer satisfaction as our top priority. To show how much we care about providing excellent customer service, we pledge the following:

- You will be treated with respect and courtesy at all times by our team of caring, enthusiastic and qualified staff.
- We will deal with your comments, suggestions and complaints promptly and fairly.
- We will offer a diverse and vibrant program of sporting and recreational activities suitable for everyone.
- We will do everything possible to provide a family oriented environment that is safe, clean and enjoyable.
- We will continually monitor the standard of service we provide in our strive for excellence.

If you feel at any time we are failing to honor our pledge to you, please do not hesitate to report your concerns to any staff member.

Parking

Parking is permitted only in areas marked as parking spaces. Handicap parking spaces are reserved only for vehicles that have proper identification. All other vehicles will be towed at owner's expense.

Behavior

Team coaches and managers are responsible for ensuring that their team, including spectators, observe all SoccerCity rules, regulations and policies. SoccerCity reserves the right to ban any individual or team from SoccerCity property, without refund, for misconduct committed therein. **Parents or Legal Guardians are responsible for their children's behavior.**

Actions by spectators, coaches and/or players may result in on field penalties, suspension or termination of a match, and in some cases forfeiture of the match. Any individual may be ordered to leave SoccerCity property for any reason at any time. Any match in progress may be suspended and possibly forfeited unless said person leaves the premises (including parking lot and all SoccerCity property).

Verbal and/or physical abuse of SoccerCity referees and/or staff will not be tolerated.

Required Equipment

- All teams are required to have matching colored shirts. Numbers are preferred (especially for youth leagues) but are not required.
- Players must wear shin guards while on the field. NO SHIN GUARDS, NO PLAY, PERIOD.
- **Absolutely NO screw-in cleats allowed.** Rubber molded cleats, turf shoes and/or tennis shoes are permitted.

Prohibited Activities/Substances

- Bringing alcohol or tobacco products on to SoccerCity property.
- Bringing outside food or drinks into SoccerCity at any time. Food and drink purchases may be made at the concession.
- Bringing gum, candy or food onto the field or into team bench area.
- Spitting on the field or in the team bench area.
- Bringing glass containers into the team bench area.
- Passing and/or handling of soccer or any other balls in the concourse area. Balls will be confiscated.
- Running, jogging or engaging in similar warm-up activities on the facility concourse (warm-up is only permitted once the team has taken the field).

Lost and Found

SoccerCity is not responsible for lost, stolen or damaged articles. Lost and found storage is located in the SoccerCity main office or the storage room. Items will be retained for a short period of time only. Lost socks, towels and other frequently abandoned items will not be retained.

Spectator Etiquette

Persons are not permitted to lean over the balcony railing. Refrain from game watching or coaching from behind the goal areas. Spectators will be directed toward bleachers or upper mezzanine areas.

Injuries/Medical Emergencies

Participants must sign a facility waiver form before participating in any activity. It is recommended that managers and/or coaches, at each game, carry medical release forms, blood kits, medical kits and extra uniforms (as a player with a bloody uniform may not continue). In the event a parent/guardian cannot be reached in an emergency, SoccerCity reserves the right to seek emergency care for the injured player, including ambulance assistance or hospital care, as may be deemed necessary given the circumstances at the time.

Assumption of Risk

Participants and parents/guardians herein, acknowledge and agree that attending or participating in sports may be hazardous and may result in injury.

Participants and guests assume all risks of injury incurred or suffered while upon the premises or as a result of using the facilities or equipment therein.

Contact Information

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