



# TOCA Madison POLICIES & GUIDELINES

## GENERAL FACILITY GUIDELINES

1. All patrons must follow the Code of Conduct posted by the front entryway & the entry to the bench area.
2. Everyone using TOCA Madison's fields must have management approval & follow our fair play philosophies (please see the Sportsmanship section in our rulebook)
3. Everyone using the field is required to complete a liability waiver, either on paper or through our registration portal by creating a [customer profile](#).
4. There is no food allowed on the fields or in the bench area between the fields.
5. Only players & coaches are allowed in the bench area.
6. Children must be supervised at all times. This includes children whose parents/guardians are participating in a scheduled program. Make arrangements for your children to be supervised by another adult if you are playing.
7. The upstairs balcony is for spectating only. There is no running, soccer play, gymnastics, or anything of that nature allowed. Children are not allowed upstairs unsupervised.
8. Anyone willfully damaging facility property will be indefinitely suspended & may have criminal charges brought against them.

## REGISTRATION & REFUND INFORMATION

### League Information

1. Registration is accepted on a first come, first served basis. Each league has limited space. Acceptance into one league does not guarantee placement into additional leagues. TOCA Madison recommends that teams or individuals register as soon as possible to have the best chance of getting into a league.
2. All participants, teams (and their players) as well as parents and guardians are required to follow the rules and policies of TOCA Madison. All adult players or parents of youth players must have a completed, up-to-date waiver on file to participate in any activity at TOCA Madison.

3. An independent player withdrawing from a session or event requires a \$50 processing charge.
4. There will be no refunds for teams or individual players two weeks before the start of the session dates indicated.
5. A parent/coach must be present on the bench at all youth and high school games.
6. All participants must wear the proper shirt color, shin guards, and appropriate soccer shoes/cleats to participate.
7. A total team fee or a minimum of \$400 deposit is required to register any team for league play. This \$400 is non-refundable and is applied to the total team fee. This deposit does not qualify the team for any specials or discounts other than those described herein.
8. All team fees must be paid in full by the 2nd game of the session. Failure to pay in full will result in removal of the team and the manager from any further league play. Any team fees remaining after the first game will automatically be charged to the credit card on file.
9. Teams registering after the early bird registration date will be subject to the regular league fees.
10. TOCA Madison may require games to be played with government imposed mandates. We will make every reasonable effort to reschedule games as determined by TOCA Madison, however, TOCA Madison shall not be responsible for refunding or crediting games that require restrictions (eg. a mask mandate), were postponed due to an event, or effects of an event, that could not be anticipated or controlled. These events include but are not limited to natural disasters, viruses, floods, or other "Acts of God".
11. Players and managers are responsible to play in accordance with league rules and regulations which are available on our website.
12. Schedules are subject to change. League alignments may vary from session to session in an attempt to balance leagues. Days and times may vary from session to session.
13. Many variables go into aligning divisions. Your skill level information does not guarantee the division your team is placed into. Every reasonable effort will be made to equalize competition levels within the division of the league. However, TOCA Madison does not guarantee quality of play.
14. TOCA Madison reserves the right to require a team to submit a deposit of Good Faith. This deposit will be surrendered in the event that the team does not show up for a game. If the team does show up for all games, the Good Faith deposit will be refunded to the team.
15. Teams forfeiting games may be removed from the remaining schedule without refund.

#### Kid's Classes

1. Participants are allowed one free trial class to make sure the program is a good fit for them.
2. Payment & registration for a session is to be made after the trial class. Participants that join a session after the first class will be prorated the appropriate fee.
3. No refunds will be given for missed classes. If we are notified in advance missed classes are transferable, and can be used in the following session.

#### Field Rentals & Birthday Parties

1. All field reservations must be made in advance & be approved by management.
2. A valid credit/ debit card & a \$50 deposit are required when scheduling. The remainder will be charged to the card at the time of the rental.
3. TOCA Madison will reschedule rentals if we are notified at least 24 hours in advance.

#### TOCA Studio Training

1. Participants are allowed one trial session (free kick-off).
2. Guided session packages are pre-paid and all sessions must be used within 30 days of the first paid session.
3. Cancellation & Rescheduling Policy: Sessions can be cancelled or rescheduled if we are notified at least 24 hours in advance. If we are notified less than 24 hours prior to the session you will not be allowed to reschedule & the session will be paid for.