

## **Weather Cancellation Policy**

At Soccer 5 Academy, the safety of our players, families, and staff is our top priority. Weather conditions in South Florida can change quickly, and we have a clear policy to ensure communication is timely and consistent.

### **Cancellations and Delays**

- All weather-related decisions will be made with safety first in mind, including lightning, heavy rain, or unsafe field conditions.
- Families will receive a notification through PlayMetrics at least 30 minutes before the scheduled session if a cancellation or delay is necessary.
- If a class is not cancelled prior to the start time but the weather becomes unsafe, the Academy will wait up to 15 minutes into the scheduled practice before making a cancellation decision.
- The call center cannot confirm cancellations. Please refer only to official PlayMetrics updates.

### **Makeup Sessions**

- The Academy will do its best to make up practices that are cancelled due to weather.
- However, makeup sessions are not guaranteed as they depend on field availability, weather conditions, and coach availability.

### **Communication**

- All families are encouraged to download the PlayMetrics app to receive the fastest updates.
- If you do not have the app, you will automatically receive weather updates via email.