

## **Players Code of Conduct**

Being a registered player of Lakelands Toros Soccer Club is a privilege, not a right. The Code of Conduct encourages us to work together to play with good sportsmanship and to treat players, coaches, referees and parents with respect. Players agree to the following guidelines as a member and a representative of Lakelands Toros Soccer Club:

1. Players will be respectful in language and conduct at all times. Respect towards referees, coaches, player, opposing teams, parents and spectators is non-negotiable. Foul language is not acceptable or permitted.
2. Physically or verbally assaulting another player, coach, referee or spectator will result in automatic dismissal from the Lakelands Toros Soccer Club.
3. Players must be on time for all practices and games and listen to their coach at all times.
4. Players will not engage in bullying or hazing any teammate or people involved in the club. Will report any known incidences to coaches or club official.
5. The use of drugs, tobacco, vaping products and/or alcohol are grounds for dismissal from the team.
6. Players understand that what they post on social media (especially at club events such as practice, games, traveling, etc.) can be associated with, and impact the club. Posting inappropriate content on any social media are grounds for dismissal from the team.
7. If suspended and/or expelled from school, the player shall also be suspended from all club activities during that time. When reinstated to school, the player will be permitted to resume activities with Lakelands Toros Soccer Club.

## **Parent Code of Conduct**

Each person associated with Lakelands Toros Soccer Club is responsible for his or her behavior. Our players, parents, coaches and spectators are expected to always act appropriately. As a parent of Lakelands Toros Soccer Club, you pledge to support and uphold the following code of conduct:

1. Treat everyone involved in the game with respect (players, coaches, officials, opposing team – players, coaches and parents).
  - Coaches, not parents, are the ones we entrust to instruct our players. Coaching and/or instructing from the spectator sideline are not permitted. It may confuse, distract or frustrate the players as well as contradict a coach's instructions.
  - Be positive. Never yell or criticize your child or other players.

- Avoid confrontations or shouting matches with the parents or fans of an opposing team.
2. Treat Your Coach with Respect
    - Ensure your child has all his/her equipment and gets to practice and games on time.
    - Pick up your child promptly at the end of games or practices; don't make the coaches wait for you.
    - Disagreements with the coach do not belong on the public soccer field before, during or after a game or practice.
    - Questions or comments should be voiced later during an adult atmosphere (see conflict resolution protocols).
  3. No alcohol, drugs, family pets, profanity or fighting are ever permitted at soccer events.
  4. Parents are responsible for the behavior of any guest that they bring to any team activity.

Parents or Guardians registering their player with Lakelands toros soccer Club agree to the above Parent Code of Conduct. Failure to uphold any of these statements may result in disciplinary action by the Board of Directors or Director of Operations, which may include, but is not limited to, forfeiture to attend and watch your child participate in any practice, game, tournament, or any other club event.

### **Conflict Resolution Policy**

Lakelands Toros Soccer Club encourages an open forum for parents and players to express their concerns when it's presented in a manner that is appropriate and constructive.

**24-hour Rule:** Parents should not discuss concerns for 24 hours after a practice or game. This allows a cooling off period so the discussion can be appropriate, constructive and without the initial emotion.

### **Chain of Resolution**

1. Coach – The concern should be discussed with the coach first. The meeting should not interfere with practices or games.
2. Team Manager – If after discussing the concern with the coach, the issue is not resolved, he/she can present the issue with the team manager.
3. Director of Operations – If the concerned player/parent is not satisfied with the discussion with the coach or team manager, it can be presented to the Director of Operations.

4. Board Member – If the complainant is not satisfied it has been dealt with to their satisfaction by the coach/team manager and Director of Operations, then it can be brought to the attention of a member of the Board of Directors.

## **Financial Contract**

### Club Fees

1. A player's fees are determined by his/her team placement.
2. If Club fees are not paid in full, remaining balances shall be paid via a payment plan.
3. Payments can be made online through manual payments or auto draft. Payments can also be made by check.
4. Any non-payment in excess of 30 days may result in a freeze of the players registration. Players will not be allowed to practice, play games, or participate in any Lakelands Toros Soccer Club activities, until all outstanding fees have been paid.

### Refund Policies

1. Tryout/Evaluation Fees are Non-Refundable
2. Club fees are non-refundable except for relocation out of state and/or season-ending injuries. Refund requests due to injury require a doctor's note and must be submitted before the end of season.