



FAQs: SPRING 2020 RECREATIONAL SEASON



1. Will there be a Spring 2020 Recreational Season?

- As of May 2, 2020, the Spring 2020 recreational season has been canceled.

2. What will happen to my paid Recreational registration?

- For the Spring 2020 Recreational season, DPSFC Account Holders will need to complete the Spring 2020 Recreational Cancellation Request form and submit to secretary@dpsfc.com by May 31, 2020.
- Account Holders will have two options to choose from for their Spring 2020 Recreational registration.
 - Option 1: Request a full refund.
 - Option 2: Request a credit to your account for the Fall 2020 or Spring 2021 Season.

3. Difference between a *Refund* and a *Credit*.

- If Account Holder chooses a **Refund**, the Recreational registration will be canceled in the system and a check will be mailed to the Account Holder's address that is on file in the system.
- If Account Holder chooses a **Credit**, the Recreational registration will be canceled in the system, and the Account Holder will be able to register the participant(s) for the Fall 2020 or Spring 2021 season at the Spring 2020 pricing.

4. What will happen if I do not fill out the form?

- All paid registrations that have not submitted a Refund/Credit form by May 31, 2020 will be canceled in the system and a Credit will be applied to the Account Holders account.
- Refunds will not be processed after May 31, 2020.

5. Where is the Spring 2020 Recreational Cancellation Request form located and how do I submit the request?

- The form is attached to the Membership Letter dated May 2, 2020. Form is also located on our website under DPSFC forms.
- Fill out the form and email it to secretary@dpsfc.com.
- Ensure that the Subject line of your email identifies Refund or Credit and the Player Name. (Example: "Credit for Jane Smith" or "Refund for Smith family")

6. If I request a Refund, when will I receive my refund?

- After submitting the Spring 2020 Recreational Cancellation Request form, please allow up to 3 weeks for the cancellation to be processed and refund check to be mailed to the Account Holder's address that is on file in the system.
- Once the registration cancellation has been completed in the system, you will receive an email letting you know we have canceled your registration and that a refund check will be mailed to the Account Holder address.