



# FAQs: SPRING 2020 RECREATIONAL SEASON



## 1. Will there be a Spring 2020 Recreational Season?

- As of March 27, 2020, the Spring 2020 recreational season has been postponed until May 4, 2020.
- However, any decisions by Harris County, State of Texas, and the City of Deer Park regarding the COVID-19 outbreak may affect the season.

## 2. What is the current Spring 2020 Recreational Season/Schedule?

- May 4 - Start of Season
- May 9 - First Day of Games
- June 27 - End of Season Tournament

## 3. Am I able to cancel my Recreational registration?

- DPSFC policy allows Account Holders to cancel their paid registration prior to the start of a season and receive a full refund. The start of the season is the first day of practice.

## 4. If I choose, how do I cancel my Spring 2020 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](mailto:secretary@dpsfc.com).
- Account Holders will have two options if they choose to cancel 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.

## 5. 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.

## 6. If DPSFC is forced to cancel the Spring 2020 Recreational Season, what will happen with my Recreational registration?

- If at anytime DPSFC is not able to conduct a Spring 2020 Recreational Season, Account Holders will need to complete the Recreational Cancellation Request form to identify if they are wanting a refund or an account credit.

## 7. 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 March 27, 2020. Form is also located on our website under DPSFC forms.
- Fill out the form and email it to [secretary@dpsfc.com](mailto: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")

## 8. 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.