

Good Morning NRU Travel Families,

I hope this email meets all of your families in good health! Just how unprecedented these times are for us as a community and a country cannot be understated. Despite it all and in light of what's happening across the country at the moment, I am certain that we all feel blessed and fortunate to be residing in the communities that we do throughout the New River Valley.

As a club, we have continued to monitor the discussions at the various levels with respect to the COVID-19 pandemic and the possibilities of a return to play in the summer and beyond. Though we continue to be hopeful of providing a platform for training with a possibility of game play in the near future, we believe that the time had come and was right to make a definitive decision for our Spring Travel families. We are truly grateful for the patience you have exercised throughout this process as we continue to deal with the various bodies that commission the sport in our region.

After careful consideration of the many factors that are at play, we have decided to implement a Credit/Donation/Refund policy that will essentially close off the unfortunate and unforeseeable loss of a Spring season this year, while providing families with the opportunity for a significant decrease in possible fees for the 2020-2021 season should it happen. As stated, we still hope to deliver some programming in the summer, but with the various leagues and associations starting to put plans in place for 2020-2021, we wanted to give our families closure on 2019-2020 as we were able to do with the other NRU programs.

In crafting a policy, we looked at the Spring and Fall as separate seasons. As you are all aware, the costs associated with our travel program are much different and exponentially higher than the costs of our other programs across the club.

Our Spring 2020 season fees include those paid to the leagues (CCL and Skyline) that are not being refunded, VT turf fees that are annual and included the first month of the Spring 2020 season, administrative costs that could not be recouped (including fees to the referee coordinator for his time and services rendered in staffing all our potential games for the season), and the first month of Spring 2020 coaching fees amongst other things. While we were fortunate enough to qualify for a PPP loan, that helped the club in specific costs to keep us operational and afloat for two months, those funds are for specific costs outlined by the government and could not be used to pay our coaches who fall into the 1099 tax not covered through the loan. We have some wonderful coaches at the club who take time from their families and other responsibilities to help our kids and we wanted to honor their commitment by paying them through the first month of the Spring.

Taking all of the above into account, as well as a few other factors, the Board of Directors approved a credit amount of \$400 of the 2020 Spring fees for the members of the club in the U11-U14 age groups that play year-round.

Our credit/donation/refund policy is outlined below as there are some considerations that apply:

1. NRU will provide a credit of \$400 to the accounts of families of kids in the U11-U14 age groups, who completed their annual payments for the 2019-2020 season. Any families who have not completed their payments for the 2019-2020 season will receive a prorated credit based on what their outstanding balance is. The credit will be applied to your account and will be reflected in a reduced balance owed for the 2020-2021 season i.e. Season fees of \$1100 will now be \$700 for 2020-2021 if you receive the full \$400 credit. If you have paid your \$125 deposit for 2020-2021 already, then your remaining balance would be \$575 etc. **A family that has paid in full for the 2020-2021 season will receive a refund check in the amount commensurate with the credit they are due to receive. If you had completed your 2019-2020 payments, your refund check will be \$400 etc. (Note: Service fees will not be refunded)**
2. Our hope is that all our families will return to play, but we know that some families may not want to or be able to for varying reasons. As such, we will refund families who completed their 2019-2020 seasonal payments with their \$400 check should they not be playing the 2020-2021 season.
3. **“Donate to NRU”**: If you are able to make a tax-deductible donation of your Credit/Refund fee or part thereof to NRU, we will ensure that these funds are used to support the recovery and growth of the club in the coming year. As you can imagine, these economic times have placed a financial burden on our Club that was not anticipated. While we have prepared for some contingencies, the ongoing support of our Membership through charitable contributions will be a key in our ability to provide future programming. Thank you for considering this option. The best way to do that would be to email myself and Paula with the breakdown in this regard and we will document it, and have Paula update the system with regards to balances. Conversely, we can apply your credit and you can also just write a donation check to NRU if that works better in terms of this choice for your family.
4. We have addresses on file for refund checks, but if your address has changed or needs to be updated, please pass that along to us.

Thank you once again for your patience as we have worked through this process. I know that there have been many questions levied over the course of the last few months and I hope that this gives some clarity and closure to the Spring. We also hope this will help give families some level of comfort that the club understands the uncertainties of next season, but we want to do our utmost to help our families through these times.

There were some questions as to why the offers for 2020-2021 were put out before we could finalize this policy especially with regards to asking for deposits while the Spring 2020 season wasn't delivered or reconciled. The rationale for having to ask for fees at that point was that both the VYSA and the

CCL/Skyline had been asking us to proceed with our player registration protocols as they would happen in a regular year and circumstance. As such we needed answers by certain dates for their forecasting and to hit the targets we need to for those organizations. We all wish that we can wait to know more in August about the likelihood of a fall season, but unfortunately, the VYSA requires us to submit our registrations by certain dates and the CCL/Skyline is requesting registration fees from clubs beginning in July and as such you can see how it all trickles back down to us. We as clubs have already asked the leagues about their policies on refunds to the clubs if this were the case as there is so much trickle-down that happens and affects what we can do. We already have had discussions with our facilities partners and I think those conversations have gone favorably.

Since the majority of families are on monthly payment plans that I believe start in September, we would not charge payments if there isn't going to be a league. Our hope is that we will definitely know by August what is taking place. Needless to say, NRU would work assiduously to refund the maximum possible amount back to families outside of costs that we ourselves cannot avoid, if we ended up in this place again. Additionally, I know that our discussions at Board level have been and will continue to be how we safeguard the families' financial investments in their kids being able to play as we move forward.

Finally, I also believe there were some issues that arose with the registrations where families were prompted with less options for payments in 2020-2021. We have been working with the people at SportsConnect/Blue Sombrero to work through this as there have been many changes on their platform. I think there are the options for Payment in Full or a Payment Plan at this time, and there is also the regular Custodial Fee that is due upon registration. It is my understanding that the Custodial Fee is always assessed during this registration period and I apologize if that may have been lost in all the info sent during the official offers.

Best Wishes of Health and Safety to your loved ones!

Sincerely,

Leslie