

Captains

Subject: Winter Cancelled

Hi Captains,

Unfortunately, the province has not been able to move forward into 'Step 3' of the path forward in time to run a Winter season. **Winter is officially cancelled.**

We have considered different options for how to proceed with your Winter registration, and ultimately decided to automatically proceed with processing credits and refunds owed. We appreciate the flexibility our players have had by opting for credits or transfers in the past to help alleviate the financial burden of cancelled seasons, however we also know that times are hard for everyone and want to show that we value you by not requesting this once again.

This time around, we will not be sending out a form with multiple options but instead will proceed with the refunds and credits owed based on our [COVID-19 cancellation policy](#).

1. All Fall registrations that transferred to the Winter will receive a pro-rated amount for the incomplete Fall season in the form of 50% CSSC credit added to the Captain's account and a 50% refund back onto the card originally used to pay for the registration.
2. All Winter registrations will be refunded in full back onto the card originally used.

If you prefer full credits or the card on file is no longer valid, please reach out. Otherwise, refunds and credits will be issued in the coming weeks and you will receive a confirmation email once yours has been processed.

Our workforce is still temporarily reduced, and we may take longer than usual to reply to any inquiries. We continue to be humbled and truly appreciative of the support you have shown us. We look forward to sporting again soon! To continue to stay up to date on all CSSC-related COVID-19 developments, please visit our website [here](#).

Cheers,
The CSSC Team



www.CalgarySportsClub.com
Unit 180 - 4411 6th Street SE, Calgary, AB, T2G 4E8
403-244-PLAY(7529)

Individuals & Small Group Leaders

Subject: Winter Cancelled

Hi Individuals and Small Groups,

Unfortunately, the province has not been able to move forward into 'Step 3' of the path forward in time to run a Winter season. **Winter is officially cancelled.**

We have considered different options for how to proceed with your Winter registration, and ultimately decided to automatically proceed with processing credits and refunds owed. We appreciate the flexibility our players have had by opting for credits or transfers in the past to help alleviate the financial burden of cancelled seasons, however we also know that times are hard for everyone and want to show that we value you by not requesting this once again.

This time around, we will not be sending out a form with multiple options but instead will proceed with the refunds and credits owed based on our [COVID-19 cancellation policy](#).

This means **all Winter registrations will be refunded in full, back onto the card originally used.**

If you prefer full credits or the card on file is no longer valid, please reach out. Otherwise, refunds and credits will be issued in the coming weeks and you will receive a confirmation email once yours has been processed.

Our workforce is still temporarily reduced, and we may take longer than usual to reply to any inquiries. We continue to be humbled and truly appreciative of the support you have shown us. We look forward to sporting again soon! To continue to stay up to date on all CSSC-related COVID-19 developments, please visit our website [here](#).

Cheers,
The CSSC Team



www.CalgarySportsClub.com
Unit 180 - 4411 6th Street SE, Calgary, AB, T2G 4E8
403-244-PLAY(7529)