

Hello Winter Individual Players,

The COVID-19 pandemic has had an unprecedented impact on small businesses across Alberta. As you might imagine, the Sport & Social Club has been hit extremely hard. Although we are trying to innovate and offer new products and services to keep the lights on and staff employed, running sport and social events during a social-distancing lockdown is next to impossible. Over the past several weeks it has been absolutely heartwarming to hear from so many of you who are eager to start playing again. We miss you all and greatly appreciate the support that you have shown. When it's safe to play, we will be ready to do so.

#### General CSSC Update:

As a means to reduce costs and ensure that the CSSC comes out on the other end of this crisis, we are taking every measure possible: 80% of our staff are on a temporary layoff, the remainder of staff are working but deferring part of their income to a future date, many bill payments are being delayed, we have applied for all possible means of financial assistance, and more.

#### Winter Update:

Registration fees collected for the Winter season were fully used to cover our overhead up until March, at which time we generally start receiving registrations for the Spring season. We do not have cash reserves to cover the large amount of refunds after paying for equipment, facilities, coordinators, rent, and staff wages. On top of that, many facilities whom we pre-paid rental fees to are unable to refund us for unused dates, due to their own financial constraints.

We did not take this decision lightly, but can now confirm that we are financially unable to provide refunds or credits for **all** missed games without deeply jeopardizing the chance of the CSSC's long-term survival. As previously mentioned, the vast majority of your Winter fees went towards operating costs that were already spent when Covid-19 unexpectedly ended the season. We have heard from many players with differing views on refunds; some feel strongly that they are owed some form of credit and others are sympathetic to our situation. We truly value all perspectives and after countless hours of deliberation and budgeting, have decided on the following solution that we hope covers those of you who were hardest hit by the abrupt end to the season.

- Individuals who had 3 or more games remaining will receive a partial credit for an upcoming season, and;
- Individuals who had 2 or more games remaining who's per game price was \$100 or greater will receive a partial credit for an upcoming season.
- For those who were able to play the vast majority of the season and do not meet the above criteria, we hope that you can appreciate the challenging situation and our inability to compensate you. We truly wish we could.
- Over the past few weeks, we have been able to recoup some unused Winter season facility rental payments, and have managed to cut a few other costs that are directly related. These savings rounded up to \$27,000 and we are allocating them **fully** back to you via team and individual credits.
- We have created [this webpage](#) that outlines what will be credited back to each team and individual.
- It will take us many hours to process all of the credits; we thank you in advance for your patience. You will receive an email from us within the next 2-3 weeks with the credit owed.

We understand that this may be frustrating and disappointing for those that were expecting a refund, but we wanted to be transparent with our players. We have always prided ourselves on being a very ethical, customer focused organization and ask that you trust us. If we could have issued all of you a refund or even a credit, we would have. Unfortunately, all of our expenses were fully incurred before your season ended.

Many of you have been opting to help out the league by donating your credit back to CSSC. To those who have done so already, we can't thank you enough – every little bit helps a tremendous amount. If you would like to donate your Winter credit to the CSSC, please email us at [info@calgarysportsclub.com](mailto:info@calgarysportsclub.com). We thank you in advance for helping the CSSC battle through these unprecedented times. The foreseeable future will be very hard for us, but we are lucky to have such incredible members helping us through it.



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**Spring Update:**

We received an update yesterday from the City of Calgary that they have suspended all facility bookings until June 30th. Regretfully this means we will be without a Spring season, another devastating blow to our organization. If you are registered for the Spring season, we will be in touch with you shortly regarding full refunds or the option to transfer your registration to the Summer season.

Thank you for your understanding and support during these difficult times.

The CSSC Team



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