

Travel Program Communications Policy

Arlington Soccer strives to continually improve our Travel Program to provide an educational, fun, and safe learning environment for all its players. To that end, we welcome your feedback and encourage families to communicate questions, issues, and comments with the club.

To make communicating with the club as efficient and productive as possible, please refer to the information below and feel free to refer back to these guidelines during the year. The staff is committed to responding to all emails within 48 hours of receipt (72 hours if received over the weekend).

Typically, your primary point of contact should be your team's head coach. The coach is best positioned to answer questions about your schedule, your player, and your team's plans.

Club/Travel Program Questions

If you have questions about the club or the travel program, such as club policies and procedures, safety concerns, curriculum, unresolved issues, or concerns about your coach or Age Group Manager, please reach out to the Director of Coaching or Technical Director.

Team-Specific/Player-Specific Questions

If you have questions about your team, your player, your schedule, or other team-specific questions, please ask your coach and Age Group Manager. If the situation is not resolved or you need additional assistance, please reach out to the Director of Coaching or Technical Director.

Administrative Questions

If you have questions about administrative items, such as registration (league, tournaments, player passes, etc), finances (club fees, team fees, reimbursements), team volunteer roles (treasurer, registrar, coordinator, uniforms, etc), facilities, uniforms, and the like, please email info@arlingtonsoccer.com who can direct your question to the appropriate staff member.

The club also has a Travel Program Feedback form available on the Policy page which can be used.