

## FAQ'S

**Question:** I have played or coached for GSA in the past but don't remember my User ID and/or password. How can I find this information?

**Answer:** If you have played or coached for GSA in the past but don't remember your User ID and/or password, please contact the GSA office by calling 972-530-2636 or by email to [registrar@garlandsoccer.com](mailto:registrar@garlandsoccer.com). **Do not** create a New User ID. If your information is in our system, we will provide it for you.

**Question:** When does Registration end?

**Answer:** Please check our website for these dates.

**Question:** How many games do we play?

**Answer:** All teams play a ten (10) game season. However, during the Spring season, the U16 and U19 age groups may only play an eight (8) game season.

**Question:** Is my child old enough to play soccer and what are the fees?

**Answer:** Please check our website under Players – Age Chart/Fees.

**Question:** Do I have to live in Garland to play soccer for Garland Soccer Association?

**Answer:** If you live outside the boundaries of the Garland Soccer Association, you must obtain a release from the Association in which you reside. The Garland Soccer Association boundaries include either the Garland Independent School District (except for persons whose street address is within the boundaries of the City of Rowlett) or the City of Garland, Texas.

**Question:** How do I register a child that is new to GSA?

**Answer:** All registration is done online. You can either go to [www.garlandsoccer.com](http://www.garlandsoccer.com); click on Player; online registration or come into our office and use our computers. Make sure all information entered in the Player's profile is that of the player. Guardian information is entered later in the registration process. Registration fees can be paid online; in our office; by mail or we can take payment over the phone. You will need to submit a copy of your child's birth certificate issued by a government agency. We do not accept hospital birth notifications. You can fax the child's birth certificate to the GSA office at 972-495-4432; email it to [registrar@garlandsoccer.com](mailto:registrar@garlandsoccer.com) or bring it to our office located at 1917 Apollo Road, Suite 200, Garland, Tx. 75044. **Players are not assigned to teams until the registration process is complete – this does include payment, releases if necessary and birth certificates.**

**Question:** How does my child get placed on a team?

**Answer:** After the registration is complete, the player's information is given to a committee that assigns players to teams based on their age group and their home address. Teams are formed based on neighborhoods whenever possible.

**Question:** Does Garland Soccer require background checks on their coaches?

**Answer:** Yes, all coaches, assistant coaches, managers, referees, board members, office staff and other volunteers are required to undergo a background check. This is done using an online process and kept on a secure site managed by NTSSA.

**Question:** Do I need to submit a birth certificate and release every season if my child is a returning player?

**Answer:** If the child is a returning player from the previous season we have the birth certificate on file. Releases must be submitted every soccer year – the soccer year starts in the Fall and ends in the Spring. If you have submitted a release for the Fall season, this same release is good for the Spring season. If you did not play in the Fall but want to play in the Spring, then you need to get the release for the Spring season.

**Question:** What is the GSA refund policy?

**Answer:** GSA assesses a \$15.00 administrative fee if a player is registered or assigned to a team. If your child decides not to play you will receive a refund less the \$15.00 administrative fee. You will need to call or email the office to request a refund. If your child is registered late and we are unable to place them on a team you will receive a full refund.

**Question:** If my child is a returning player but has missed only one season can they return to the team they played on?

**Answer:** A player that misses one season (does not play at all that season) can request to return to the same team and will be assigned to the team if there is space available and all other teams in the same neighborhood area are above the minimum roster limit.

**Question:** I would like to coach my child's team, is this possible?

**Answer:** We are always looking for coaches, but please understand that all of our coaches are volunteers. If you are interested in coaching you must complete the online NTSSA background check. Please contact the GSA office for details.

**Question:** Can I ask for a specific team?

**Answer:** GSA is a recreational soccer league. Players may not request specific teams/coaches and Coaches may not request specific players. Under special circumstances, such as siblings who are of the same age who want to play on the same team, this request can be honored.

**Question:** Who Provides the Uniform?

**Answer:** Each team decides on the uniform – color and costs. It is not included in the registration fee. The jerseys must have a number on the back and duplicates are not allowed.

**Question:** What other equipment will I need to purchase?

**Answer:** All players must have shin guards and a soccer ball for practices. Shin guards are mandatory at all games and practices. You can wear soccer cleats however they are optional. Size 3 balls are used for U4-U8, Size 4 balls are used for U9-U12 and Size 5 balls are used for U14-U19.

**Question:** Can jewelry be worn during the games?

**Answer:** No, for safety reasons, jewelry cannot be worn during the games. This includes earrings, bracelets, rings and necklaces.

**Question:** Where are the games played?

**Answer:** All weeknight games are played at Winters Park. Weekend games are played at both Audubon and Winters. Audubon will be considered the home field for teams that live in the South Garland Area.

General Information – All players play 50% of each game including tournament games.

If you have any problems that you can't speak to your coach about please let your age group director know.

All U4 through U8 players receive a participation award at the end of each season. U9-U16 receive placement trophies.

All board members are volunteers. They do not have offices within GSA and normally answer calls and emails in the evenings after they leave their regular day jobs.