

## Frequently Asked Questions:

### ***Recreational + Junior Reds (Updated Nov 2025)***

#### **1) Summer Youth Recreational: (Most questions refer to all rec seasons)**

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**Q1: Why do I have to provide proof of age for my child? How do I provide it?**

A: Parents can take a picture of the proof of age document and email it to [info@nmsc.net](mailto:info@nmsc.net) or if they do not feel comfortable with that, they can stop by either of our offices and show us the document and we will update their file. We need to see that the player is age appropriate for the age division to make it fair for all our players in the league

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**Q2: Can my child play up/down a year due to play experience or friends in the division?**

A: Yes, but these need to first be reviewed by Mar as they will not be able to do this themselves. PowerUp will only show products that are age appropriate. We need to place the item in their basket before registration.

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**Q3: Is there a pro-rate since we will be away for half the summer?**

A: No, this is a team sport and when you register, we expect you to be there as much as possible to play with your [team](#). It is of prime importance that if you choose to go on vacations during the season to inform the coach so said coach can plan for attendance.

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**Q4: Can I register with all my friends?**

A: No, the recreational program is all about fairness, having fun and meeting new friends. See our Friend Request 1 only and it must be reciprocal. Multiple request will mean no request to be accommodate.

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**Q5: I plan to coach, can I pick my team?**

A: No, the recreational program is about fairness, having fun and meeting new friends. A ready made team gives an unfair advantage to that team and this program is for all levels of playing experience. If you would like to perhaps enquire about our competitive program, please let us know.

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**Q6: Will the teams be better balanced because there are many players who shouldn't be playing as they don't even know how to pass the ball?**

- Soccer is a sport where all abilities and experiences are welcome. Skill level and experience is no excuse to limit the accessibility to the sport to children and teenagers.
- In regards to balance, the club takes many different avenues to identify players and balance the league as much as possible.

A: During our indoor season, we **rank (Please do not use this word)** our players, but those who have joined us for only the summer will not be in our ranking database. We will do our best to make fair teams when we do not know the level of some of these new players. The recreational stream is for all levels of players, some of which are brand new to soccer. We hope all our players and families will strive to make everyone feel included. If your child wants to play at a higher level, please let us know and we will provide you with more information on the competitive stream.

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**Q7: On your website, Friend requests were due April 1st, but we didn't register until after that. Can you still accommodate?**

A: We will always try to accommodate the 1 reciprocal friend request, but after the friend request deadline, we cannot guarantee. Our focus is on balanced and fair teams above all. This will make the season enjoyable for everyone.

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**Q8: I registered but can't see the team?**

A: Rostering will be complete early May, therefore you will see your player's team a few days before orientation week.

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**Q9: I can't see the schedule?**

A: All dates, locations are on our website. The week of orientation, the full schedule will be viewable on your PowerUp. Please see your PowerUp before leaving your house each session to ensure you know the field location and time of session. Cell data at the fields are spotty and Coaches will not have access either.

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**Q10: When will we receive our uniforms? What if I am away?**

A: As per our website, Uniforms will be given on Orientation week at the field. Please ensure you know your player's team, otherwise our volunteers providing uniforms will not be able to tell you the team or provide uniforms. If you are away, You can pick up your uniform at the Clubhouse on Falconer starting Tuesday, May 20th during office hours. We will no longer have the uniforms at the field after orientation week due to storage space.

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**Q11: What dates, times and locations are available for my three kids?**

A: All information is on our website [nmssc.net](http://nmssc.net) under the right age divisions

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**Q12: Can we try a class before we register and pay?**

A: Unfortunately, for insurance purposes, we are not set up like that. You need to register to play.

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**Q13: Can we try and ask for a refund if we don't like it?**

A: Unfortunately, refunds can only be given 14 days prior to the start of the program. All refund details are on our refund policy on our website under policies.

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**Q14: My daughter broke her leg while playing. Can we get a refund?**

A: Season ended injuries are a reason for receiving a refund. You must fill out the form and add the doctor or hospital note to the form.

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**Q15: Do you have sibling discounts?**

A: For 3 siblings in the recreational program-Yes and it will automatically provide the discount upon registration.

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**Q16: What if it rains? Do we cancel? Is there a refund or make up date?**

A: We play rain or shine! The referee will call the game if there is lightning, but weather is beyond the club's control and therefore we cannot provide refunds for weather conditions.

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**Q17: Why does my son's team seem so much younger than everyone else in the group? Are they playing in the right age group?**

A: We ensure all players are playing in their age groups. In the case of amalgamated age divisions (GU12/13), we ensure there is a balance between both age groups in all teams to ensure fairness. Keep in mind, some kids are bigger and taller than others. People come in all shapes and sizes and this doesn't have anything to do with their skill level on the field. Please be respectful.

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**Q18: My son is in U3/4 -why is he playing baby games like Octopus instead of playing a game against other teams?**

A: We follow our governing body's standards and our programs are all tailored to each age group and how they learn. This age learns soccer through age appropriate based games and small sided games. They do not have the focus to play full games at this age. We want them to fall in love with the game at this young age. It has to be fun!! For OSA standards you can see these on our website.

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**Q19: Is it paid coaches or volunteers? Are your coaches certified?**

A: U3-9 will be our coaches. U110-18, we rely on our volunteer parents to help deliver the program. Our coaches are certified and our volunteer coaches all have police checks.

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**Q20: Why no programs on long weekends, will we be reimbursed for missed sessions?**

A: We do not schedule our programs on long weekends since we do not have the field rentals on long weekends. Nothing is missed, since our schedule accommodates these long weekends. All programs will receive 1 Orientation week + 12 weeks of sessions.

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**Q21: If we miss the medals day, how can we pick it up?**

A: Drop by the club during office hours and they will have medals available the week after the last session

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**Q22: How can I be removed from the email list?**

A: Christian and Martin, change their email address from .com to .con That way they will no longer receive emails from us, but will still be in our system in case they want it reinstated. Legally, we cannot remove their email address.

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## **2) Summer Recreational Camp:**

**Q1: What dates, times and locations are available?**

A: All information is on our website nmssc.net under Summer Camp

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**Q2: Can we register for half days? Early drop off?**

A: We have full days, half days and for an extra fee early drop off/late pick up. Please see our website under Summer Camp for all the details

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**Q3: Do you accommodate allergies?**

A: Please check our website for full details. On Pizza days, our pizza supplier does not guarantee allergen free-please pack lunch on Pizza Fridays.

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**Q4: My child has mild autism, do you have coaches who are trained with special needs?**

A: We have a Panther Stars program on Saturday mornings with trained coaches but our Camp Coaches are not trained to lead children with special needs.

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**Q5: Will my kids learn new techniques, drills and have high performance training at camp?**

A: Please note: this is a recreational camp and open to players of all skill level. We focus on fun, meeting new friends and learning a few new skills as well as multi sport.

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**Q6: What if it rains? Or is too hot?**

A: The players will be brought temporarily to the school/community center in the case of thunder and lightning, but this is an outdoor summer camp. Always pack water, sunscreen and rain gear! Be prepared for all types of weather.

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**Q7: Will my daughter have other girls to play with at camp?**

A: Who registers is out of our control. We usually have a mix of girls and boys and ages, but we cannot guarantee this. Please let your players know ahead of time or grab a friend to register with for a week!

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**Q8: Are there paid coaches running the camp or is it all volunteers or students?**

A: We have several adult qualified coaches leading the camp with volunteer students who help deliver the program. If you have any questions, please ask our coaches when dropping off your player.

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**Q9: Do the coaches have First Aid training?**

A: Yes the coaches have First Aid training and know the concussion protocol.

### **3) Indoor Youth Recreational: Fall 2025 + Winter 2026**

**Q1: What are the program dates/Length?**

A: Fall - Oct 25th to Dec 21st (Saturdays U3-15 and Sundays U16-18) -9 Weeks  
Winter- Jan 3rd- March 29th (Saturdays U3-15 and Sundays U16-18) 11 Weeks

All ages/gender time slots on our website

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**Q2: Who are the coaches? Volunteers?**

A: This indoor season we have a combination of staff coaches and volunteers. U3-9 are staff coaches and U10+ are volunteers. Our Recreational Manager is also a Coach Developer who will help guide and grow the volunteer coaches throughout the season. All Coaches over 19+ must pass a police check.

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**Q3: Will you rebalance the teams?**

A: We have the option to do so depending on each age division, but rebalancing will remain as minimal as possible.

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**Q4: Will the teams change from Fall to Winter?**

A: The registrants are always different season over season so teams do NOT stay the same. We like to give a variety of experience to each players, meaning changing teams and coaches as best we can while trying to keep teams balanced and respecting 1 friend request per player.

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**Q5: I love my Fall Coach. Can I request them for the Winter?**

A: Unfortunately, we cannot guarantee that Coach will be returning depending on their schedule. While we can appreciate when a player develops a great relationship with a coach, we prefer our players to have the benefit of multiple coaching voices and styles. This produces a more coachable and flexible player.

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**Q6: My player is looking to volunteer. How can I arrange for high school hours?**

A: We appreciate our player volunteers! We look for volunteers 14+ to help in our recreational program,, our summer camp and our L1 games. Please fill out the jotform on our website. <https://nmssc.net/volunteer-opportunities/>

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**Q7: What if we can only make half the games?**

A: While a few missed games are understandable and we know everyone is busy, but this is a team sport and when attendance is poor, the level of enjoyment suffers for all the kids registered.

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**Q8: Our child is the best on the field and feeling frustrated about the level of competition.**

A: The Recreational League is focused on fun and meeting new friends. It is open to kids of all skill levels. If your child is interested in a more competitive stream, please let us know and we will arrange for a player assessment to help get your child on the right path.

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**Q9: When do we pick up our uniforms and what if we miss?**

A: Uniform information will be sent out via PowerUp to all families with dates, times and location of pick up with alternative dates for pick up.

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## Junior Reds

### FAQ – Junior Reds Indoor Program

**Q1: What age is this program for?**

A1: This program is for boys and girls ages U6 to U13 (2020-2013).  
If your child is between around 6 and 13 years old, they can join.

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**Q2: How often and where do the training sessions happen?**

A2: The program has 2 sessions a week on indoor turf and 1 session in the gym for futsal.  
For example:

- Turf: Tuesdays & Thursdays at Mattamy Sports Park Dome  
5 to 6 pm
- Futsal: Sunday mornings at Rick Hansen Secondary School

Depending on age. 1 hour time slot between 9am and 1 pm

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**Q3: What is the cost and how do I register?**

A3: The cost is \$595 for the season (uniform extra).  
You register online using PlayMetrics.  
Payment must be made when registering, and spots are limited.

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**Q4: What will my child learn, and how is it different from just playing?**

A4: The program teaches children ball control, movement, confidence, and then lets them play in small sided game situations.

They learn how to move to find space, how to help their teammates, and how to enjoy the game.  
Our coaching uses small-sided games, guided discovery questions, and sessions built around player-decision making, not just drills.

The session plans follow age-appropriate progressions, meaning children learn step-by-step in a way that builds understanding, not just copying.

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**Q5: What if we cannot attend every week?**

A5: We understand sometimes families are busy.

But regular attendance is important so your child can learn and feel confident with the group.

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**Q6: Do players need a uniform?**

A6: Yes. A uniform kit is required for the program (shirt, shorts, socks).

The uniform is not included in the program fee and must be purchased separately.

Details on how to order will be provided upon registration.

Uniform prices vary 50-100\$ depending on stock and season

**Uniforms** - To order, please follow the steps below.

Step 1 – Follow this URL

<https://soccerworldcentral.com/collections/lfc-ia-mississauga>

Step 2 – Input this code

LFCIA-SW

Step 3 – Choose the “Junior Reds Package”

Step 4 – Choose the size and process the purchase.

Soccer world (our uniform supplier) send them to the club. Club's staff will distribute them on the field.

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**Q7: What is the refund policy?**

A7: There are no refunds once the program has started.

If the program must stop due to facility closures or weather, the club will communicate credits or rescheduling options.

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**Q8: How does my child move to the next level of soccer?**

A8: When the player starts looking for a greater challenge. Coach, club and parents work together to schedule a tryout session with the grassroots program.

There is no pressure — children move forward when they are comfortable and prepared.