

FAQ – Covid 19

Will you be running next year?

Yes, we missed camp so much this year, we can't wait for summer 2021. Barring a government shutdown of the camp industry, we'll be back...better than ever. We strongly believe that the safety precautions and protocols that all day camps will follow will ensure a safe, healthy environment for all participants.

What safety precautions will you be taking?

We'll be constantly reviewing and implementing health and safety protocols as it relates to covid-19 and any other health issues as advised by local, provincial and federal health officials. As this advice is updated from time to time, we'll be ready to pivot and adjust our protocols to ensure the safest possible environment for our campers, staff and families. These protocols will involve limiting group sizes, disinfecting equipment, physical distancing, and wearing masks where needed.

How do I redeem my credit from last year?

When our registration is open for the 2021 camp season, we'll email you the process for redeeming your credit from last year. It will be as simple as selecting a method of payment called 'camp credit from 2020' during the registration process. If you are registering for more weeks than you have a credit for, instructions for payment will be included in this email. You can expect registration for camp 2021 to be open at the beginning of January 2021.

Is my 2020 credit towards 2021 non-refundable?

Yes, the 2020 credit is non-refundable and must be used towards the 2021 season.

What if I can't use my 2020 credit for the 2021 season?

You have the option of transferring your 2020 credit to a family member or friend. If you plan on transferring a credit to someone else, please email info@royalsoccer.com to inquire about this process.

What's new for 2021?

We are planning a fantastic 2021 season. We've been taking this time to redevelop our programming to ensure an exciting, engaging, active, fun and safe summer. Stay tuned for our announcements coming early January.

When will 2021 summer camp registration open?

We are currently working on all the back-end planning and programming for next summer. We plan to open our registration for summer camp 2021 by the very beginning of January.

What if I have a question about my account?

For any questions about your account or password, please contact us by telephone (1-800-427-0536) or email (info@royalsoccer.com) and one of our Customer Service Representatives will be happy to help you.