

Atlanta Sport and Social Club

FAQ's

1. Rain Delays/cancellations will be updated by 4pm on the website

Any rain delays or cancellations will be updated on the website and app before 4pm on weekdays and 9am on weekends. Please note that if we need to make changes after these time frames for instances out of our control, we will update you as fast as possible. Rainout games are always rescheduled to ensure each team gets a full season.

2. I just registered, how do I know what to do next?

You will receive a welcome letter containing all the information you will need before game day (Including: team assignments, shirt color, week 1 game schedule and time). You will receive it about 48 hours before the season start date.

3. Can I pick a certain time to play each week?

We do offer schedule requests that you and your team can make. We cannot guarantee you will get the time you want, but we will do everything we can to try our best to accommodate your request!

4. How do I get my schedule?

You can find your schedule on our website under your player profile or on the Atlanta Sport and Social Club app

5. I have a friend that wants to play, can we be on the same team?

If you and another friend are signing up as individuals, but want to be on the same team, use the player request feature when registering and you will be paired together.

6. When will my schedule be up?

The first scheduled game will be up 48 hours before your first game. After the first game is played and we get the scores in, the rest of the schedule will be posted, so we can ensure parity amongst the teams and to accommodate schedule requests when possible.

7. How do I know which team I am on?

Once we get all registrations in, all individuals will be assigned to a team. You will find out your team in your welcome letter that will be sent to the email you registered with or on your player profile on the app or website

8. Can I pay after the payment deadline?

Teams with incomplete rosters/payment will not be put on the schedule until all members are paid for

9. I haven't heard anything about my league, is it happening?

If there are any delays starting your league you will be notified via email. You will receive a welcome letter with all the information about your league 48 hours before the first game.

10. How many teams make it to playoffs

4 teams make the playoffs in a standard season, some exceptions may be made for leagues with more than 10 teams and having larger playoffs

11. People that have been playing on my team aren't on my roster & we have playoffs tonight

You must have your finalized roster turned in by week 5 or your team will not be eligible for playoffs

12. What if my team doesn't have enough players?

You must have a minimum of 50% of your roster to play. You may pick up substitute players but they **MUST** sign a waiver, **NO EXCEPTIONS**. Link to the waiver is here : [Substitute Waiver](#)

13. How do I get in contact with my team?

The Atlanta Sport and Social Club app has a chat feature for your team to communicate on. It is up to the captain of the team to determine the best way for you all to communicate.

14. I signed up for the wrong league, can I switch?

Yes, please give us a call to the office and we will get you switched to the right league.

15. I can no longer play, can I get a refund?

You will get a credit back to your account if you inform us that you are unable to play the season. Credits never expire and can be used towards any future league with us. Please refer to our refund policy for further details.

16. I have a gift card, how can I use it?

When registering for your account, copy and paste the gift card or coupon code when it is asking for payment. If you have a gift card, you can find the code on your player page under "gift cards".

17. My payment didn't go through, what do I do?

- Check to make sure that the CRV number is correct
- Check to make sure the zip code is correct and matches the billing address
- Check to make sure there are enough funds on the card
- After checking all of those and it is still not working, please give a call to our office.

18. I missed the deadline, can I still play?

Give us a call and we will see if we can fit you in the league for the season! We cannot guarantee, but will do our best to accommodate.