

WHAT HAPPENS TO MY COPA CREDITS FROM THE PREVIOUS MEMBERSHIP MODEL?

Dear valued COPA STC Member,

From the onset of the pandemic in March 2020, COPA adapted to find ways to provide flexibility for our members to continue attending. Navigating a worldwide pandemic that required social distancing and enhanced safety protocols for all of our members necessitated an easing of our original membership policies that all of our members committed to and signed upon purchase. Our membership agreement has always stipulated that COPA credits would expire 30 days after the missed class. The membership agreement also states that if you are a 1x a week member then you can only request up to 1 credit per month with no rollovers. Recognizing these policies may be difficult for parents in the unknown COVID world, we temporarily adapted our policies to allow parents to request multiple credits per month and temporarily extend the expiration of the credits beyond 30 days until further notice. To add even more flexibility to our members, we temporarily adapted our policy to allow members to freeze their credits instead of their credits expiring in the event they needed to pause their membership. The softening of the policies stated in your membership agreement has always been meant to be temporary in response to a COVID world.

Since June 2020, COPA STC has offered over 1500 unique make-up classes for our members to use their credits. These classes have been offered on a variety of days and times for every age group.

Although credits are only valid for make-up classes, we decided to temporarily adapt our policy and provide additional opportunities for members to use their credits.

1. Topical Classes - COPA has offered sessions under specific topics such as Dribbling and Ball Mastery, Super Striker Goalscoring, 1v1 Skills Building, Acceleration and Deceleration, and Athlete Strength and Mobility. Over 2000 spots have been available since 2021 in these topical classes.
2. Credits have been available to use towards COPA Camps. We have applied COPA Credits towards over 50 Holiday, Spring Break, and Summer Camps since the summer of 2020.
3. Credits have been available for use towards Pro Shop items.
4. We have allowed credits to be transferred between family members to allow families to use them as they wished.

On May 5th, 2022, we announced that our temporary credit expiration extension would be expiring on June 30th, 2022. All previous credits issued before May 5th would need to be used by June 30th and any future credits would revert to the policy stated in your signed membership agreement.

After June 30th passed, we have still been very flexible and lenient to allow members to use up their credits. Despite being contrary to the agreed membership policy and its members, we allowed frozen members to use their credits without re-activating their accounts and we allowed all active and frozen members to give their credits to friends and family.

As you know, we are making some very exciting changes to COPA on February 1st. Moving to our new software platform, DaySmart, allows us to offer more benefits to our members. All memberships will include unlimited training and allow for maximum flexibility by customizing your schedule. Members can register for as many sessions as they want and whenever is most convenient for their schedules. There is no longer a need to make up a missed session, just register for what your availability allows or cancel a class you cannot attend if your schedule changes. Since we now offer unlimited training, there will no longer be a need for COPA Credits.

As such, all existing COPA Credits housed in our current software, members.copastc.com will expire on August 1, 2023. While we feel that we've given ample opportunity to allow every family maximum flexibility to request and use credits, we want to provide additional time and opportunities to use your credits. Although we will not approve make-up requests for missed classes in January, we will still offer make-up classes through January 31st with increased offerings as a courtesy to our members. In addition, we will continue to allow COPA Credits to be used towards Spring and Summer camps and other potential member-only events through the summer of 2023. To use credits towards camps or single offerings in 2023, you MUST have an active monthly membership either upon purchase or when attending. As camp and other credit-eligible events are announced, we will send details on how to apply your credits.

Thank you for your understanding.

Sincerely,
Charlie Campbell
Managing Director

