

# STARS FAQ's

For all *Login questions* please visit our [Login Instruction page](#)

## WAIT LISTS/CLOSED DIVISION:

- **How does the Wait List work?**
  - Once a division is full, a Wait List is started on-line. It is free to add your child's name to the Wait List and this is only done by you adding them on-line at ccvstars.com. As spots become available in that division, we will pull names from the Wait List on a first come, first served basis.
- **How will I know if my child is pulled from the Wait List?**
  - You will receive an email titled 'Wait List Update' that will contain a link to make payment and complete your registration for the division.
- **It says the division is closed – what does that mean?**
  - When 'DIVISION CLOSED' is posted that means that the division and wait list are full. However, we will continue to pull players who are already on the wait list.
- **If my child isn't offered a spot this season – will the Wait List roll over to the next season?**
  - Wait list's do not roll over from season to season.
- **Please mark your calendar for future registration open dates**
  - We open registration in June for fall sports and December for spring sports at ccvstars.com.
  - We also offer Basketball at our Peoria campus in the summer and that registration opens in April/May as well as winter with registration opening in October.
  - We offer camps throughout the year-refer to ccvstars.com for those dates

## TEAM PLACEMENT/PRACTICE/GAME INFORMATION:

- **When will I know what team my child is on and when their practice is held?**
  - Practice day and time depends on the team your child is placed on. Team Placement information is made available 17 days before the start of the season and can be accessed by logging into your STARS account at ccvstars.com.
- **When will we know where practice is held?**
  - The practice map will be available the week before the start of the season at ccvstars.com under your campus and sport.
- **When is the game schedule available?**
  - The game schedule will be available by the Monday of the *first game week* (refer to the Season Calendar at ccvstars.com under your campus and sport for date of your first game).
- **What if I see my practice information but don't hear from my coach?**
  - Still attend your practice at your scheduled time.

## DIVISIONS:

- **How are divisions divided (by age or grade)?**
  - Divisions are divided by grade level only (and by gender for soccer in Peoria & Surprise only).
- **Can my player play in an older (or younger) division?**
  - If you'd like your child to play in an older division please email [YouthSports@ccvstars.com](mailto:YouthSports@ccvstars.com) with your request. A director will review your request and contact you.
  - A child is never allowed to play in a younger division.

## DISCOUNTS: (revised 6/9/2018)

- **Do you have a Discount Program'?**
  - We now offer a discounted rate for first time registrants for most sports. This is offered only at our Surprise, Avondale, and East Valley campuses. The Peoria campus does not participate in this discount program.
    - There will be a registration available for 'First Time CCV STARS Registrant's' that will offer the special discounted rate. These registrations will be verified, if someone has registered mistakenly as a 'First Time Registrant' they will receive an email with a link to pay the remainder of the registration fee.

## REFUNDS:

- **Do you offer refunds?**
  - All refund requests must be submitted by emailing [YouthSports@ccvstars.com](mailto:YouthSports@ccvstars.com).
  - Refunds will be approved if you are requesting it before the division has filled or closed. If the division is closed or on a wait list, then approval from the division director will be required before a refund is granted.

## FIELD STATUS:

- **How do we know if the fields are still open during bad weather or school breaks?**
  - Field Status is posted at [ccvstars.com](http://ccvstars.com) for each Campus.

## CONTACT US

- **Peoria Campus**
  - Email: [YouthSports@ccvstars.com](mailto:YouthSports@ccvstars.com)
  - Phone: 623-298-2923
- **Surprise Campus**

- Email: [surprise@ccvstars.com](mailto:surprise@ccvstars.com)
- Phone: (623) 561-3679
- **Avondale Campus**
  - Email: [avondale@ccvstars.com](mailto:avondale@ccvstars.com)
  - Phone: (623) 298-2923
- **East Valley Campus**
  - Email: [eastvalley@ccvstars.com](mailto:eastvalley@ccvstars.com)
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