

## **Plum Area Youth Soccer Refund Policy**

Plum Area Youth Soccer (PAYS) recognizes and appreciates the need to service its members by providing a vehicle to obtain refunds in the event that members become engaged in a conflict that requires a refund request or other unexpected event. The purpose of this policy is to outline what circumstance may qualify for a refund and how refunds will be considered and distributed if appropriate.

Questions concerning this policy may be addressed to the Registrar or PAYS Executive Board.

PAYS incurs insurance and administrative costs whenever a player registers or is placed on a team's roster. Therefore, the following refund schedule will exist for participants registered within a PAYS in-house, recreational, or travel soccer program.

### In-House and Recreational Programs:

- PAYS will offer a 90% refund of registration fees up to two weeks prior to the start of the in-house program season
- PAYS will offer an 80% refund of registration fees providing notice is given to PAYS between two weeks prior to the start of the season and the first scheduled game
- PAYS will offer a 50% refund of registration fees if notice is given after the first scheduled game of the season, but prior to the second scheduled game of the season
- No refunds will be granted after the second scheduled game of the season

### Travel Program:

- PAYS will offer a 50% refund from the time a player accepts their position on a travel team and up to the first week of the fall soccer season
- No refunds will be granted during the first week of the fall soccer season and anytime thereafter

Requests for a partial refund will be considered for soccer injuries, medical conditions, financial hardships, or other special circumstances, and granted upon board approval providing the refund request is prior to the fourth week of the season for in-house or recreational program participants or during the fall soccer season for travel program participants. In the case of an injury or medical condition, PAYS reserves the right to require a physician's note indicating that the injury or medical condition prevents the player from participating in soccer. A request for partial refund will not be considered after the fourth week of the season.

PAYS will only offer a refund for registration fees as established within this policy. PAYS does not offer refunds for uniforms or other costs that may be incurred by the participant.

To qualify for a refund, requests must be made in writing to the club registrar via email or by mail. The date of the request shall be the date of the email or the postmark date of the mailing. The Request shall include the name of the player, the program and division that the player is registered in, a brief description providing a reason for the refund, and the parent's name and address for payment.

Refunds are processed by check only. PAYS does not record credit card information and cannot process credits back to credit card transactions.