



Missed or Failed Payment Policy

This policy establishes the procedures and consequences related to late, missed, or failed payments for player registration fees and associated team expenses. The purpose of this policy is to ensure the financial stability of the organization and equitable treatment of all participants.

1. Payment Obligation

By registering a player with the Club, the parent/guardian ("Account Holder") agrees to pay all fees and charges in accordance with the payment schedule established at the time of registration.

2. Delinquent Accounts

An account shall be deemed delinquent when any scheduled payment remains unpaid for seven (7) calendar days or more past its due date.

3. Consequences of Delinquency

- A. The player associated with the delinquent account shall be suspended from all Club activities, including but not limited to practices, games, tournaments, and other team or Club-related events.
- B. The suspension shall remain in effect until the account has been brought into good standing, meaning that all past due amounts have been paid in full.

4. Notification

The Club will make reasonable efforts to notify the Account Holder of a delinquent balance via email or other provided contact information. However, failure to receive notification shall not relieve the Account Holder of the responsibility to make timely payments or the consequences of delinquency.

Note: TeamSnap sends multiple automated emails to account holders when payments fail to process.

No Refund Policy

This policy establishes the Club's position regarding refunds and player releases. It is intended to ensure financial stability, operational integrity, and equitable treatment of all participants.

1. No Refund Policy

The Club maintains a **strict no refund policy**. By registering a player, the parent/guardian ("Account Holder") acknowledges and agrees that all fees paid to the Club are **non-refundable** except as expressly provided in this policy. The Club relies on registration commitments to plan and allocate resources for the entire season, including staffing, facility rentals, league registrations, and other expenses. Accordingly, when a player is registered, the Club expects that the player will **participate for the full duration of the season**.

2. Limited Exceptions

Refunds will **only** be considered under the following circumstances:

- A. **Season-Ending Injury** – If a player suffers a documented season-ending injury during the season, as certified by a licensed medical provider, a prorated refund may be issued at the sole discretion of the Club.
- B. **Family Relocation** – If a family permanently relocates to a residence outside of the Club's geographic area during the season, a prorated refund may be issued at the sole discretion of the Club.

Note: All requests for refunds under these limited exceptions must be submitted in writing and accompanied by appropriate documentation (e.g., medical certification, proof of relocation). The Club reserves the right to determine the validity of any claim and the amount of any refund issued.

3. Voluntary Withdrawal or Dismissal

Refunds will **not** be issued for:

- 1. A player's voluntary withdrawal from the program for any reason other than the exceptions noted above;
- 2. Dismissal or removal of a player due to violation of Club rules, codes of conduct, or policies; or
- 3. Dissatisfaction with team assignment, playing time, coaching decisions, or similar subjective factors.

Player Release Policy

This Player Release Policy establishes the requirements and procedures governing the release of players from the Club to another organization, team, or governing body. The purpose of this policy is to ensure that all financial and contractual obligations are satisfied prior to a player's release, and to maintain compliance with league and governing body regulations.

1. Requirement of Account in Good Standing

A player will not be released from the Club unless the parent/guardian ("Account Holder") has satisfied all outstanding financial obligations in full at the time of the release request.

"Good standing" is defined as having a zero balance on the account, with all fees and charges paid in full, including registration fees, team fees, and any other amounts owed to the Club.

If the account remains delinquent, the Club reserves the right to withhold approval or processing of the release request until the balance has been paid in full.

2. Delinquent Accounts

If a release request is submitted while the account is delinquent:

- A. The Club will notify the Account Holder of the amount due and provide instructions for payment.
- B. No release paperwork will be processed until payment is received and verified by the Club.
- C. The player will remain ineligible to participate in Club activities or with any other team until the release is completed.

3. Governing Body Compliance

All releases will be processed in accordance with the rules and procedures established by the league, association, or governing body under which the player is registered. The Club will not take any actions that would violate such governing regulations.

4. No Refunds

Processing a player release does not entitle the Account Holder to a refund of any fees previously paid to the Club. All payments made prior to the release are considered non-refundable, consistent with the Club's No-Refund Policy.