



# Sunnyvale Alliance Soccer Club

## Competitive Program Refund Policy

Effective August 1, 2016



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### Spring and Fall Seasons Competitive Soccer Fee Refund Policy

SASC collects one total fee per player per season, covering, among other things, registration, coaching, fields, insurance, etc. There are many processes and expenses kicked off immediately upon registration, as such, a portion of this fee is non-refundable from the day of registration. A few weeks into the season, the season's remaining expenses are locked down; at that point, the rest of the fee becomes non-refundable. The full details are as follows:

- Of the Competitive Soccer Fee paid to SASC, \$250 is non-refundable as soon as the player registration is complete.
- The Spring Season cut-off date for registration cancellation and refund requests is March 31.
- The Fall Season cut-off date for registration cancellation and refund requests is August 31.
- Collectively, these two dates are referred to as Season Cut-Off Dates.
- The entire Competitive Soccer Fee paid for a player is non-refundable after the Season Cut-off Date for the respective season.
- On or prior to the Season Cut-off Date, the refund amount is prorated, with the refund equaling the Competitive Soccer Fee minus \$250 non-refundable portion and minus 6% of the remaining amount for each week the team has completed training, including partial weeks. While the seasons typically begin in early March for Spring and early August for Fall, seasonal practice dates and pre-season tournament selection are at a team's discretion.
- After the Season Cut-off Date [i.e. April 1 (Spring) and September 1 (Fall)], no refunds will be issued for the Competitive Soccer Fee unless the player suffers an injury preventing him/her from completing their soccer season (doctor's note required) or the family moves out of the area (need to submit proof of new residency)\*. Once again, the refund amount is prorated, with the refund equaling the Competitive Soccer Fee minus \$250 non-refundable portion and minus 6% of the remaining amount for each week the team has completed training, including partial weeks.
- Example:
  - Player registered on August 10<sup>th</sup> for Fall 2016 and paid \$940; playing on a team with \$940 Competitive Soccer Fee.
  - Player's team started practices on August 1.
  - Family decides to not continue with SASC on August 26.
  - Player will receive as a refund \$524.40 calculated as follows: \$940 minus \$250 minus 4 weeks at 6% of remaining amount of \$690.
- Refund requests will be processed using an effective date of when the request was made or the date the injury occurs – please send an email to [competitive@sunnyvalesoccer.org](mailto:competitive@sunnyvalesoccer.org), with a cc to your team manager. In no circumstance will the request be considered after the respective season has ended.
- Situations not covered herein can always be brought to the attention of the SASC Competitive Director at [competitive@sunnyvalesoccer.org](mailto:competitive@sunnyvalesoccer.org), with a cc to your team manager.
- Refunds may take up to 6 weeks to process.
- Please note that each team also has a Team Fee that the player is responsible to pay. The Team Fee is set by each team and has its own conditions; but due to the financial commitments made by each team to leagues, tournaments, and equipment as teams are formed, it is highly likely that the Team Fee is non-refundable. Contact your Team Manager for more information.

## **Uniform Refund Policy**

- The refund policy for uniforms is determined by SASC's uniform provider.
- Typically, personalized items (e.g. jerseys) are not refundable and not exchangeable. Non-personalized uniform components (e.g. shorts, socks) may be refundable or exchangeable if they are unworn and in their original packaging.

## **Summer Camp and Winter Camp (if applicable) Refund Policy**

- Up to 7 days prior to start of camp: full refund less a \$50 per player administrative fee.
- Past the 7 day cut-off, no refunds will be given unless the player suffers an injury preventing him/her from completing the soccer camp (doctor's note required). In such situations, the refund amount is prorated by unattended camp days, after the deduction of the \$50 administrative fee.

\*For purposes of this requirement, moving out of the area means taking up residency more than 25 miles from the SASC complex.