

Policy Number: REC001

Policy Date: 04/15/2023 Revision:

Policy Name: Refund Policy

Pike Soccer is a Non-Profit Organization that relies on registration fees to provide the game of soccer to its members and pay for our operating expenses. Expenses such as but not limited to, field/facility maintenance and improvements, affiliated soccer association registration fees and insurances through GA Soccer. While Soccer has a **NO REFUND** policy, we, the Pike Soccer Executive Board of Directors, do recognize there are situations that may warrant a pro-rated refund. Below are the situations that the Board has determined are potential exceptions to this policy and the guidelines for the refunds. These exceptions are to be reviewed and must be approved by the Board before determining if and how much refund to provide.

1. Season Ending Injury:

- a. In the event a player sustains a season-ending injury, refunds are available.
- b. To be eligible for a refund, the following information must be provided in a sealed envelope from the physician.
 - i. Documentation from the treating physician which should include:
 1. Players First and Last name
 2. Type of Injury
 3. Date injury occurred
 4. Estimated return to play date
 - ii. If the above criteria have been met, then a refund will be issued as follows:
 1. Full refund minus \$40.00 which covers any fees paid by the club to GA Soccer and Pike County Rec Authority.
 - iii. Uniforms cannot be refunded by the club as they are purchased through a third party vendor.

2. Moving Out of State

- a. To be eligible for a refund, the following information must be provided:
 - i. Copy of a utility bill with new address
 - ii. Rental agreement or mortgage statement with new address
 1. All documents must reference Parent(s) or Guardian(s) first and last name and new address.
 - iii. If the above criteria have been met, then a refund will be issued as follows:
 1. Full refund minus \$40.00 which covers any fees paid by the club to GA Soccer and Pike County Rec Authority.
 - iv. Uniforms cannot be refunded by the club as they are purchased through a third party vendor

3. Acts of God - such as but not limited to, natural disasters (excluding seasonal weather such as heavy rain, heat or snow) or global pandemics.
 - a. If a season is impacted, in part or in its entirety, then after review by the board a refund may be issued as follows.
 - i. Full refund minus \$40.00 which covers any fees paid by the club to GA Soccer and Pike County Rec Authority.
 - b. Uniforms cannot be refunded by the club as they are purchased through a third party vendor

Refund Policy FAQ's

Are there any other exclusions or situations that refunds would not be rewarded?

Yes, the following situations would result in a **NO REFUND**.

- Player, Parent/Guardian decides that he/she doesn't want to play soccer at any point after the season starts with Pike Soccer. .
- Non Payment on payment plans that are 30 days or more past due.
- Have been comped or received donation from the club for their registration fees.

What if I am on a payment plan, and my payments are current?

Refunds are calculated based on registration fees being paid in full. If you choose to pay tuition in full prior to refund being issued, then you can receive the appropriate refund as outlined above. Otherwise, refund will be prorated based on the total amount of registration fees you have paid.

I received a donation for registration, am I eligible to receive a refund?

No, you will not be refunded fees that were donated from the club. Those donations will be returned for future use.

I have a situation that is not outlined above, but my player cannot play this season, what do I do?

Should you have a situation that is not outlined above but impacts the players ability to participate in the season, please contact us to have your case reviewed.

Once the Board has reviewed the situation and evaluated all financial impacts, a decision will be made within 30 days of the initial review. During the review, the Board may request additional documentation to make their final decision, please make sure you provide requested documentation within 48 hours or your request will be denied.