



Policy Title: Refund Policy

Date approved: 6/9/19

Purpose: Define when WYSA will issue a refund for player fees, etc.

Appendix: None

Policy:

1. Background
 - a. Once a player registers for soccer programming with WYSA certain expenses (insurance, facility use fees, uniform fees, etc.) are immediately or imminently incurred.
 - b. If a player registers and then chooses not to participate, the majority of the expenses for WYSA are still incurred and are not easily refunded from vendors. In several cases, a refund for WYSA is not possible at all.
 - c. WYSA is a not-for-profit organization organized and operated by volunteers
2. Desire to avoid unnecessary unpaid expenses
 - a. WYSA cannot sustain expenses for players who do not pay participation fees – except as outlined by the WYSA Scholarship Policy.
 - b. Any player who registers and pays for programming through WYSA and then:
 - i. Withdraws BEFORE the start of the soccer season may be issued a full or partial refund depending on expenses already incurred.
 - ii. Withdraws AFTER the start of the soccer season will not be issued a refund
3. Process
 - a. A player/family may request (in writing or by email to the club President or Treasurer) a refund of their player participation fees.
 - b. The request must be received before the first day of practice
 - c. The club President and Treasurer will discuss the request and if in agreement that a refund is appropriate and on the refund amount (full or partial) they may issue the refund directly.
 - d. The Board of Directors will be notified in a timely manner.
4. Appeal
 - a. In situations of unusual circumstance, a player or their family may request in writing or by email a refund not allowed by this policy.
 - b. The club President or Treasurer will then bring the matter before the WYSA Board of Directors for consideration.