

NFL FLAG WEST GA ELITE REFUND POLICY

Standard league refund, cancellation, withdrawal, makeup-game, and payment dispute terms.

Applies to league seasons and events operated under West GA Elite unless replaced by an updated written version.

Effective Date. April 1, 2026

Organization. NFL FLAG West GA Elite / Preps Next LLC

1. General Policy

All registration payments made to NFL FLAG West GA Elite are subject to this Refund Policy. By submitting registration and payment, the parent, guardian, or participant acknowledges and agrees to the terms below.

Registration fees are used immediately to reserve roster space, support league operations, secure staffing, allocate field use, process administrative work, and prepare athlete participation materials. Because of these upfront commitments, refunds are limited and are granted only under the conditions outlined in this policy.

2. Non-Refundable Items

The following are non-refundable once purchased, ordered, issued, or committed:

- Player packages
- Uniforms
- Jerseys
- Flag belts
- Merchandise
- Optional gear or add-ons
- Processing fees
- Platform fees
- Credit card fees
- Administrative fees
- Any other custom or league-ordered items

3. Cancellation Fee

If a registration is approved for refund under this policy, it will always be subject to a minimum \$35 cancellation/administrative fee. This fee applies in all cases where a refund is issued, without exception.

4. Refund Eligibility Before Registration Closes

Refund requests made before registration officially closes may be considered for a partial refund only, less:

- the mandatory \$35 cancellation fee
- any non-refundable player package, gear, merchandise, processing, platform, or administrative costs already incurred

Submission of a refund request does not guarantee approval.

5. No Refunds After Registration Closes

Once registration has officially closed, all registration fees are non-refundable.

In addition, no refund will be issued once any of the following has occurred, whichever comes first:

- rosters have been formed
- divisions have been created
- schedules have been built
- uniforms or player packages have been ordered
- the athlete has participated in any practice, meet-and-greet, clinic, event, or game

6. No Refunds for Missed Events

No refunds, credits, discounts, or make-up opportunities will be issued for missed practices, missed games, missed meet-and-greets, late arrivals, scheduling conflicts, transportation issues, personal conflicts, or failure to attend assigned league activities.

Each participant is responsible for attending the scheduled practice, warm-up, and game times assigned by the league. If a participant does not appear during the assigned practice time, the league is not responsible for extending, rescheduling, or replacing that practice opportunity.

7. Weather, Field Conditions, and Circumstances Beyond League Control

If a practice, game, or league event cannot be played because of weather, unsafe field conditions, facility issues, government actions, public safety concerns, or other circumstances outside the league's control, the league may, at its sole discretion, reschedule or combine that event into a make-up date.

The league will allow for no more than one make-up game date per season for events canceled due to circumstances outside the league's control.

If more than one event date is canceled for reasons outside the league's control, the league is not obligated to provide additional make-up dates, refunds, credits, or reductions in fees beyond that single make-up opportunity.

8. Medical Withdrawals

Medical or injury-related refund requests may be reviewed on a case-by-case basis only if all of the following are provided:

- written request from the parent or guardian
- supporting medical documentation
- request submitted before the athlete participates in league activities

Even if approved, any refund will still be subject to:

- the mandatory \$35 cancellation fee
- all non-refundable package, merchandise, processing, platform, and administrative costs already incurred

Medical review does not guarantee a refund.

9. Team, Coach, and Buddy Requests

No refunds will be issued based on:

- team assignment
- coach assignment
- buddy request outcome
- division placement
- game time preferences
- dissatisfaction with roster placement or competitive level

Buddy requests and coach requests are considered when possible but are never guaranteed.

10. Removal, Suspension, or Dismissal

No refund, full or partial, will be issued to any participant or family removed, suspended, or dismissed from the league for:

- violation of league rules
- violation of code of conduct
- unsafe behavior
- harassment
- abusive conduct
- disruptive sideline behavior
- non-compliance with league policies
- false registration information
- conduct deemed harmful to league operations, staff, officials, participants, or families

11. Chargebacks and Payment Disputes

By registering, the payer agrees not to initiate a chargeback or payment dispute for any fee that is subject to this Refund Policy.

Any account subject to a chargeback, payment reversal, or disputed payment may be:

- suspended
- denied future registration
- referred for collections or recovery of funds
- assessed additional administrative costs associated with the dispute

12. Refund Request Process

All refund requests must be submitted in writing by the parent or legal guardian to the league's designated contact email.

A refund request must include:

- parent/guardian full name
- athlete full name
- reason for request
- date of request
- any supporting documentation, if applicable

Verbal requests, text messages, social media messages, or informal conversations will not be accepted as official refund requests.

13. Processing Time

If a refund is approved, the league will process it within a commercially reasonable time. Processing times may vary depending on payment processor, banking institution, and platform requirements. The league does not guarantee an exact refund timeline.

14. League Discretion

NFL FLAG West GA Elite reserves the sole and absolute right to interpret, apply, and enforce this Refund Policy. All refund decisions are final.

15. Policy Acceptance

By completing registration and submitting payment, the parent, guardian, and participant acknowledge that they have read, understood, and agreed to this Refund Policy in full.