



Lindale Soccer Association

Refund Policy

Purpose

The purpose of this policy is to establish a fair and consistent process for registration refunds while recognizing the administrative costs and commitments incurred by Lindale Soccer Association ("LSA") in preparing each season. The Board of Directors reserves the right to approve exceptions to this policy when extraordinary circumstances exist and doing so is determined to be in the best interest of the Association.

Refund Eligibility

LSA will refund the registration fee, less any applicable non-refundable online transaction fees, when LSA is unable to place a registered player on a team.

All other refund requests are subject to the following conditions and require approval by the Board of Directors or its designated representative.

Refund Requests

- All refund requests must be submitted in writing by email to info@lindale.soccer.
- Refund requests must be received no later than seven (7) calendar days prior to Opening Day of the applicable season.
- Requests received after this deadline will not be considered except in extraordinary circumstances as determined by the Board of Directors.

Administrative Fee

Approved refunds will be subject to a \$25 administrative processing fee, in addition to any applicable non-refundable online transaction fees.

Participation

No refund will be issued after a player has participated in any team practice, scrimmage, game, or other team activity.

Non-Refundable Items

The following registration charges and credits are non-refundable:

- Scholarships awarded by LSA.
- Family discounts, account credits, promotional discounts, or other registration credits.
- Late registration fees.
- Online transaction or payment processing fees.
- Registration insurance premiums or fees.

Any registration insurance claim must be submitted directly to the insurance provider in accordance with the terms of the policy and is not the responsibility of LSA.



Registration Credits and Discounts

Account credits, promotional discounts, and family discounts are:

- Seasonal;
- Valid for one-time use only;
- Non-transferable; and
- Non-refundable.

If a family discount or other registration credit reduced the original registration fee, the refund amount shall be adjusted accordingly.

Refund Processing

Approved refunds will be processed no earlier than the third week following the start of the applicable season.

Refund requests and supporting documentation shall be retained in accordance with the LSA ADAPT Program Policy and Document Retention Schedule.

Policy Review

This policy shall be reviewed annually by the Executive Officers and amended as necessary.