



Southeast Trojans

Refund Policy 2025 Season

Southeast Trojans Youth Football and Cheer Non-Profit Organization Refund Policy

To better serve our families and participants, the Southeast Trojans has set the following guidelines on refunds for our football and cheer non-profit programs:

1. Refund Guidelines:

- Requesting a Refund:
 - To request a refund, please contact the Southeast Trojans via email at setrojans@gmail.com.
 - The request will be sent to our Executive Board for assessment.
- Refund Assessment Criteria:
 - Refunds will be assessed based on:
 - Date of Request
 - Injury
 - Reason for Withdrawal

2. Refunds Based on Date of Request:

- Prior to uniform fitting: Full refund minus a \$75.00 non-refundable deposit.
- After uniform ordering: No Refund.
- There will be case by case reviews. Ex: Military permanent change of station

3. Refunds Due to Injury:

- Refunds will not be assessed based on injuries for programs where the player is still participating in the program or has participated in practices or games.

4. No Refunds for the Following Reasons:

- Unhappy with team assignment.
- Weather cancellations.
- Request not honored (such as a coach, friend, or team request).

5. Refunds Based on Season Progression:

- The amount refunded will depend on how much of the season has passed and the reason for the refund. For example, a child who suffers an injury with only a short time left in the season will likely not be granted a refund since the majority of the costs have already been incurred.

6. Refund Methods:

- Refunds will only be processed for the member listed on the child's registration. Credit card refunds will be returned to the original card, and checks will be sent to the address listed on the unit.

7. No Refunds for Missed Practices or Games:

- The Southeast Trojans will not provide refunds or prorated fees for missed practices or games due to late registration.