



Virginia Beach City FC Refund Policy for Soccer Programs

Virginia Beach City FC abides by the following refund policies for its soccer programs.

Rec Soccer, GrassRoots, Childcare and School Programs:

No refunds will be given after the first game of the season, except if a player experiences a season-ending injury. Refund requests can be made up to one day before the scheduled first game of the Rec season for the appropriate age group. Players experiencing a season-ending injury (proved by providing a signed and dated letter from a doctor stating such) will be granted a pro-rated refund based on the number of games left in the season. Late fees, if applicable, cannot be refunded due to a season-ending injury. All refunds are subject to a \$5 processing fee to cover the cost of credit card processing fees. While rare, if the weather or some other unavoidable circumstance limits our program in any way, no refunds or other adjustments will be made.

Refunds for REC Soccer, GrassRoots, Childcare and School Programs are available as follows:

- More than 14 days before the start of the session = 75% refund
- 3 to 13 days before the start of the session = 50% refund
- 2 days or less before the start of the session = 25% refund
- After the session has started = no refund

Travel Soccer:

See Appendix A

Supplemental Programs:

Supplemental Programs are seasonal programs, fall, winter, spring and summer. While rare, if the weather or some other unavoidable circumstance limits our program in any way, no refunds or other adjustments will be made. For Clinics and Futsal up to two (2) make up dates will be used if needed for the season based on facility availability. No additional make up dates will be scheduled.

Supplemental Program Examples Include:

- Futsal
- Winter Academy (Clinic)
- Summer Camps
- Summer Academy Pro Experience (Clinic)
- General Camp Series - Programs offering a one week camp, Monday through Friday
- General Clinics Series - Programs offering one session per week for 6 to 8 weeks (Clinic)
- WPSL, U23 Women
- U23 Men

Refunds for Camps, Clinics and Futsal registration fees are available as follows:

- More than 14 days before the start of the session = 75% refund
- 3 to 13 days before the start of the session = 50% refund



- 2 days or less before the start of the session = 25% refund
- After the session has started = no refund

NOTE: If a program session is closed for reasons beyond Virginia Beach City FC's control (i.e. weather issues, facility availability, etc.), no refunds will be issued for those closed sessions. Exceptions would include camp or clinic sessions canceled due to under enrollment, as well as any specific player enrollment or placement situations that need addressing; Virginia Beach City FC hopes to address those issues prior to the start of a program session.



Virginia Beach City FC Travel Refund Fee Policy

PURPOSE

As members of Virginia Beach City FC's (VBC) Travel Program, players and the player's Parent/Guardian will have the occasion to request refunds of their annual Travel Program Player Fee. The procedures and practices contained within this travel refund policy will act as a guideline for the review and approval or denial of the requested Player Fee refunds.

These procedures and practices are based on comparable practices of neighboring travel soccer programs and are in line with what is considered reasonable and customary. Refunds covered by this Policy are limited to monies paid for the annual VBC Travel Player Fee.

Excluded fees include, but are not limited to, the VBC Travel Team deposit (non-refundable), team fees for the Player's VBC Travel Team (as assessed for the Playing Year on a team-by-team basis), and any monies for other VBC non-Travel programs (Ex. REC, Supplemental Programs, Camps, Clinics)

Acceptance of an invitation to join an VBC Travel Team is a commitment to the Travel Program for the 12-month soccer year, August 1 – July 31. VBC commits to providing the staffing, fields, equipment, and overall player development for a 12-month period. Expenses of the Club are incurred accordingly, with many expenses incurred 12 months in advance. As such, only in special situations will the VBC Travel Program consider a request for refund of some or all of the Player Fee.

Therefore, this Policy is designed to accomplish the following key points:

- Ensure the clear understanding of the Player and Player Family commitment in accepting an invitation to join an VBC Travel Team.
- Communicate the limited scenarios where a Player Family may be entitled to be refunded some or all of their Player Fee.
- Ensure the fair and equitable enforcement of a consistent guideline for the granting of refunds.
- Provide the appropriate level of business controls to ensure that VBC's finances are not jeopardized.

POLICY

General

Players accepting an invitation to join an VBC Travel Team must pay a non-refundable deposit. Failure to do so can void the Player's offer and cause the spot to be awarded to another Player. A roster spot is not accepted unless and until the non-refundable deposit has been paid and been deemed timely. At the same time the deposit is paid, the Player and Player Family financially commit to payment of the entire Player Fee (or prorated portion thereof if a Player joins a Travel Team during a season) ("Player Fee



Commitment”), which commitment is accomplished through a one-time payment or through agreement with VBC to make installment payments of the Player Fee, as such installment options are offered by VBC.

No Refund Request will be considered unless a Player Family makes the full Player Fee Commitment for the Playing Year (or remainder thereof), which is defined as the period commencing with that Travel Team’s fall practices, typically in August 1, and lasting through that Team’s spring season end, including any end-of-season tournaments.

When a Player and Player Family accept an invitation to join an VBC Travel Team, the Player takes a spot that could be offered to another qualified player. If, after accepting an invitation, the player withdraws from the VBC Travel Team, VBC’s ability to replace the Player Fee of that Player is uncertain, and, therefore, the potential damages to VBC are difficult to determine Accordingly, subject to the refund eligibility conditions set forth in Section “Refund Eligibility” below, VBC, the Player, and the Player Parent/ Guardian agree that the Player’s total Player Fee is a reasonable estimate of the amount of damages that VBC would incur and that such amount of liquidated damages is fair and reasonable and does not act as a penalty to the Player or Player Family Parent/ Guardian.

Refund Eligibility

Any Player meeting any one or more of the three criteria outlined below is eligible for a Refund consideration equal to a percentage of their Player Fee:

- Any Player who incurs a serious injury lasting no less than three (3) consecutive months in duration during the Playing Year, is eligible to receive a refund as provided in this Section “Refund Eligibility”. Eligible Players missing three (3) consecutive months of play during the Playing Year will be entitled to a refund equal to 10% of their Player Fee. Eligible Players missing two separate periods of no less than three (3) consecutive months of play during the Playing Year will be entitled to a refund equal to 20% of their Player Fee. To be deemed eligible to seek a refund due to serious injury, in addition to proving the requisite length of injury, a Player must also include as part of the Refund Request a doctor’s report, with information such as the condition of the Player, the probable duration of the injury, and any recommended physical therapy. The Player should state in the Refund Request whether she/he intends to remain on the roster after recovering from the injury and completing any rehabilitation period.

Injured Players are not entitled to a refund greater than 20% of their Player Fee.

- Player Families that relocate outside of league playing areas for the VBC Travel Program prior to October 1 of the Travel Year will be entitled to a refund equal to 20% of their Player Fee. Any Player Family that resides in the league playing areas for the VBC Travel Program as of October 1 of any given year will not be entitled to any refund due to relocation.
- In the event a Player accepts an invitation to join an VBC Travel Team and subsequently pays VBC the current (or greater) portion due of their Player Fee, and, due to an inability to form a full roster, that Player’s Team does not have a competitive calendar consisting of practices, tournaments or games



during the Fall, the Player Family is entitled to a 100% refund of any and all monies paid as contribution toward their Player Fee obligation. However, if the player is able to be placed on a similar level team within the club there will be no refund of the Player Fee.

In the event a Player is found to have met one or more of the three criteria above, and a proper Refund Request as provided for under this Policy is thus granted, the amount of Player Fee refund is applied to amounts already paid (not including the initial nonrefundable Travel Team deposit) any outstanding balance due. If the refund equals or exceeds pending installment payments, such future payments are forgiven or excused, and VBC will be obligated to suspend automatic payment arrangements. Thus, a Refund Request may incorporate both an actual refund and possible abatement of unpaid installment payments on the Player Fee.

Refund Request Submittal and Requirements

Refund Requests submitted on behalf of a Player will only be considered if that Player or Player Family Parent/Guardian has made the Player Fee Commitment, as discussed in Policy section "General". All refund requests must be submitted in writing and signed by one of the Player's parents or legal guardians. Completed and signed Refund Requests should be submitted to the VBC Club Operations Administrator, with a copy sent to the Club President.

All Refund Requests must include supporting documentation as defined in this Policy or as requested by VBC in consideration of a particular Refund Request.

Whenever possible, Player Families should attempt to file Refund Requests prior to the end of the fall or spring seasons. Refund Requests will only be considered if submitted with appropriate supporting documentation no later than two weeks (measured as 14 days) following that Travel Team's last scheduled regular season league play game. Refund requests submitted more than two weeks following the end of that Player's Playing Year will not be considered for approval.

RESPONSIBILITY & EXCEPTIONS

Each Player Family, the VBC Club Operations Administrator and Club President are responsible for complying with this Refund Policy.

The VBC Club Operations Administrator is responsible for accurately reviewing Refund Requests for compliance with this Policy. All requests meeting the eligibility criteria established via this Policy shall be approved and paid by the VBC Club President, per this Policy.

Any Refund Requests falling outside of this Policy and the eligibility limits under Section "Refund Eligibility" herein will be submitted to the Club President by the VBC Club Operations Administrator for consideration of a possible Policy exception. Any and all Refund Requests seeking a Policy exception will be brought before the Club President. No deviation from the eligibility limits of Policy Section "Refund Eligibility" will be permitted unless approved by the Club President. Any and all deviations from this



Policy are committed to the Club President’s discretion, and all such decisions are final with no right of recourse or appeal.

ENFORCEMENT

Player Families that do not comply with this Policy may be subject to delay or withholding of reimbursement and/or the denial of a Refund Request. Complete payment of the Player Fee, and thus fulfillment of the financial commitment for the Playing Year, can only be excused by the granting of a timely submitted and fully compliant Refund Request. Unless excused by a granted Refund Request, failure to fulfill a Player’s financial commitment for the Playing Year (through payment of the entire Player Fee) will result in the Player being deemed not in good financial standing. Any Player not in good financial standing – i.e., with Player Fee paid in full or paid in full less the amount of an approved Refund Request) – will be deemed not in good standing under VYSA Rules, and his or her rights to register with another Club limited accordingly.