



TEAM Pittsburgh Dek Hockey Refund Policy

TEAM Pittsburgh Dek Hockey has set the following guidelines on refunds with regards to registration fees for our in-house and travel programs.

In order to request a refund, a written email should be sent to msursta@gmail.com with a detailed explanation for the request. After the request has been received our board will review and make a decision to move forward with the refund and how much of the cost will be refunded.

Refunds will be accessed for programs on the basis of the following:

- Injury
- Moving out of area

Unfortunately, refunds will NOT be assessed for programs due to the following:

- Weather cancellations
- Unhappy with team assignment
- Request not honored
- Scheduling Conflicts

In the event that the child was medically unable to participate in the sport he/she had registered for, a note from a doctor on letterhead indicating that the participant cannot participate is required.

If a parent has requested a refund due to medical reasons prior to the start of the season (prior to the start of practice), they will receive a full refund minus any service fees.

The amount of money that is refunded is contingent on how much of the season has passed as well as 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 warrant a refund as the entire cost of the season has already been incurred.

If a parent can provide proof that the child is moving from the areas, then a refund minus any service fees will be granted.

We understand that after a child has been registered in our program and in the event an unexpected scheduling conflict arises, we will NOT issue a refund. You will receive a credit for another program for the upcoming season. If the credit is not used within 1 year of receiving it, the credit will expire and no longer valid. You will NOT receive a refund.

Refunds that are awarded will be returned in the following ways:

- Credit Card Return – The registration amount will be returned to the registrants card account minus any service fees. This process can take up to 2-3 weeks.
- Check – If the credit card the registrant used to process the transaction is no longer valid or we are unable to process a credit card refund transaction for any reason, a check will be cut with the registration amount minus any service fees. This process can take up to 2-3 weeks.

TEAM Pittsburgh Dek Hockey will not give refunds or prorated fees for missed practices or games due to a participant registering for a program late.

TEAM Pittsburgh Dek Hockey reserves the right to waive this Refund Policy at its sole discretion at any time. Such waiver shall generally be in response to extenuating or highly unusual circumstances, and in no event shall the Executive Board be obligated to waive this Refund Policy.

**Thank You,
TEAM Pittsburgh Dek Hockey**