

Parkway Little League Refund Policy - 2020 Spring Season

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Parkway Little League families,

This has been a challenging time for everyone, and those of us who volunteer to serve on the Parkway Little League board are working hard as we consult with State, City, and Little League International officials to ensure our plans for a 2020 season are aligned with their official policies and recommendations. We have also been in close touch with other leagues and of course we have spoken with and received input from many Parkway families. We are all Parkway Little League parents ourselves, and we are acutely aware of the impacts of our decisions on players and their families, and for the need for transparency and for policies that reflect the financial, social, and safety-related challenges of COVID-19.

In light of this, Parkway Little League has developed the following refund policy for 2020:

- All Tee Ball and Instructional registrations will automatically be cancelled and issued a credit
- Any Minors and Majors cancellations requested **prior to June 1st** will be issued a credit
- All credits will be issued in full based on the amount paid, less the following amounts:
 - A \$30 charge to offset fees already incurred by the league
 - Any late fees and / or transaction fees previously incurred
- All credits will be available in each family's online account to apply to a future registration
- Families may request a refund instead of a credit **prior to June 1st** (see section below)

Any requests for Minors and Majors cancellations and all refund requests must be made in writing by sending an email to playball@parkwaylittleleague.org and include the following information:

- Players name and date of birth
- If requesting a refund by check, please indicate this with a current mailing address

Why are we issuing credits instead of refunds?

We hope that the vast majority of Parkway families will accept our plan to convert their cancelled 2020 payments into future season account credits. Due to limitations of our payment processing systems, refunds of this nature cannot be issued electronically back to credit cards. This means that these would need to be issued by check. With several hundred refunds to process, this places a significant administrative burden on the parent volunteers who run the league. Since we expect most will register again in a few months for 2021, we hope that issuing account credits is something that will work for most families. Thanks to all of the families for their understanding!

Thank you,

Parkway Little League Board of Directors