



## Refund Terms and Conditions

Any refund request must be completed, in writing (email or postal mail), and submitted to the AJAA office for consideration. All requests must be sent to the following email address: [info@ajaaonline.org](mailto:info@ajaaonline.org) and provide full details of the request consideration such as player name, sport, reason for request, etc.

### **For a Full Refund consideration (100% of Program Fees)**

- Must be received in writing or via email within 72 hours of when the registration was made, provided the registration was made prior to the date registration closes for that sport.
- May apply if a player transfers to a Select Team within AJAA from the House / Recreational League Program within the same sport.
- May apply If the player is selected to an ACSC team of the same sport (e.g. HS & MS Basketball).

### **For a Partial Refund consideration**

- If request is received 24 hours or more after registration closes for the sport in which a refund is requested, refunds may be considered, and will subject to an administrative fee of \$40.00.

**NOTE:** If the associated sport has begun practicing, no refunds will be considered. Exception:  
Tackle football

### **Medical Refund Request**

- Upon providing a doctor's response to injury or exception, the Director of Operations will determine the consideration of refund request. All reviews will be handled on a case by case basis. In order to prevent any undue hardship to the sport season, a credit will likely be issued for the next registration in place of a refund if the request has been received after opening day of the sport.

\*\*Family Fees are AJAA membership fees and are applied on an annual basis (calendar year). These fees are non-refundable and essential to the success of the organization and each player. If the families are only participating in one sports program and approved for a refund, the family may have the ability to seek a credit for the future year. If requesting a refund, please contact the AJAA office for details prior to the registration of your next sports season.