

# NKSC Policy Statement Player Registration Refunds

September 2007

**Background:** Player registration refunds are occasionally required when players choose to switch programs or terminate play with a NKSC program.

It has been determined by the NKSC Board that costs are incurred during and after registration that must be recouped regardless of the amount a player has practiced and/or played. These costs include fees associated with the registration program, credit card processing, team scheduling, player liability insurance, fields, equipment, training & development, referees and other club specific administration fees.

In addition to fees incurred, withdrawal of players after registration many times prohibits another player from participating or may leave a team short of players.

From these standpoints, NKSC adopts the following Player Registration Refund policy:

## **Administration:**

1. Registration refunds should be requested in writing (email preferred) through the respective Program Coordinator and will only be processed when a written request is received. The Program Coordinator will reject the player from the Registration system and forward the registration refund request to the Treasurer to process.
2. Refunds will only be processed for Registration Fees previously paid in full.
3. The Treasurer will use these guidelines to ensure a standard and consistent refund policy is followed throughout the club and he/she will perform the refund administration in the Registration system.
4. If there are extenuating circumstances dictating deviation from this policy, the registration refund request must clearly state such circumstances with sufficient justifications. The NKSC Treasurer, with the input of the Program Coordinator, will determine if deviation is granted and to what extent.
5. Mandatory early season training (i.e. Coerver or equivalent) has been contracted for based on an expected number of players based on registrations. There shall be no opt out or specific reimbursement for this cost whether the player participates or not.
6. Refunds shall be credited to original credit card transaction through the Registration system or by check at the discretion of the NKSC Treasurer.
7. Any portion or all of the refund may be applied to another NKSC program.
8. Where a player is requesting a refund to transfer to another NKSC program, the transfer record function should be used with accompanying adjustments and a full refund of the old, and full re-payment of the new program registration costs should be avoided.
9. Refund Calculation:
  - Player rejected by NKSC for lack of players to form a team (prior to team formation): Full Refund.
  - Player rejected by NKSC for lack of coach prior to team formation: Full refund less \$10 service fee.
  - Prior to team formation in mid-July, full refund less \$10 service fee
  - After team formation but prior to 2<sup>nd</sup> Monday in Aug: 50% Refund on registration fee; full refund on Rec Jersey not picked up by player.
  - After 2<sup>nd</sup> Monday in Aug: No Refund of registration fee; full refund on Rec Jersey not picked up by player.

- No refund for late fees incurred.
- No refund for registration fees for any other program once the program or season has begun
- Exceptions for injuries and other unforeseen circumstances: Defer request to NKSC Treasurer for determination of appropriate refund if any.