

## **Quartz Hill AYSO, Region 638 – Refund Request Policy**

1. If your player drops from our program, you may be eligible for a refund of Regional Fees. Please read through the following information carefully. A Drop and Refund Request form must be completed if you wish to make a refund request. The form is online on our website <https://www.ayso638.org> or please contact our Regional Commissioner or Regional Registrar for assistance with the process.
2. The Regional Commissioner authorizes the Regional Registrar and Regional Treasurer to execute the Drop and Refund Requests as described within this document.
3. ONLY the Regional Commissioner can authorize exceptions of these rules. No Coach, Team Parent or any other Board Member can authorize a refund or specify a refund amount. Exceptions to this policy would only be considered for extenuating circumstances and handled by the Regional Commissioner on a case-by-case basis.
4. The Region is unable to Refund the \$20 Non-Refundable AYSO National Membership Fee. Any Refund Requested from the Region will be for the Regional Fees only.
5. All Refunds will be reduced by a \$5 per/player Regional Recovery Fee.
6. If a family was granted financial aid for one or more players, any refund granted would only be for the amount paid for the dropped player or players in question. Registration fees and/or financial aid is not transferable between players for the purposes of refund requests.
7. Refunds will be applied back to the Card used for registration, whenever possible. If that is not possible, then a physical check will be produced and sent via mail to the address provided in the request. If the check is reported lost or destroyed, a replacement check can be requested but will be reduced by the fees incurred by the Region to cancel/replace the check.
8. Refunds requested BEFORE 11:59 PM on August 1<sup>st</sup> (Fall) or March 1<sup>st</sup> (Spring) will be granted a Full Regional Refund, minus the \$20 Non-Refundable AYSO National Membership Fee and a \$5 Regional Recovery Fee.
9. Refunds requested AFTER August 1<sup>st</sup> (Fall) or March 1<sup>st</sup> (Spring) will be handled on a case-by-case basis. Consideration will be given (1) to the date of the request (2) team formation status, (3) the ability to fill the empty spot from a waitlist, if one exists, and (4) delivery of team uniforms. The Refund amount may also be reduced if the Region is unable to recover per-player expenses already spent.
10. No refunds will be granted following the first match weekend of the Core (6U-14U) season.

AYSO Region 638  
PO Box 4955  
Lancaster, CA 93539

## **Quartz Hill AYSO, Region 638 – Chargeback Fee Recovery Policy**

1. The Regional Refund Request Policy is to be the sole method used to cancel registration and request a refund. If the registrant circumvents the Regional Refund Request Policy by initiating a dispute with their bank, the region will challenge the chargeback request per the terms of the Regional Refund Policy.
2. The Region is currently charged \$35 per dispute, regardless of the outcome of the dispute.
3. The \$35 fee, or current charge if updated by the processor, will be charged to the registrant prior to being allowed to register any players for the current or upcoming season. The fee will be applied as a fee on the current registration. Payable through the registration site.
4. If the registrant refuses payback of the dispute fee within 15 days of notification, then their players will be cancelled and any payments refunded, in accordance with the Regional Refund Policy.
5. ONLY the Regional Commissioner can authorize exceptions of rules. No Coach, Team Parent or any other Board Member can authorize a waiver of this fee.

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## CORONAVIRUS CONTINGENCY REFUND POLICY – FALL 2023

In the event of a Full or Partial Cancellation of the Fall AYSO Season due to Coronavirus restrictions affecting the ability to play, Quartz Hill AYSO will evaluate what amount, if any, may be refunded or credited to players' accounts. Due to the many unknowns facing us we cannot list every possible contingency in advance.

We affirm that Quartz Hill AYSO is a non-profit organization with no requirement or target to profit from registration fees. However, some costs of operations are not recoverable and will have to be factored into any refund/credit amount that might be applied.

The declaration of a "Cancelled Season" will be made by Quartz Hill AYSO Region 638 in accordance with Area 10D, Section 10, the AYSO National Board of Directors and State and Local Authorities. Quartz Hill AYSO has the right to Suspend the season based on guidelines from the aforementioned parties, even if the season is extended beyond its traditional end date. Suspended play will not constitute consideration for a Refund/Credit.

In the event of a Full or Partial Cancellation, Quartz Hill AYSO will provide information via our website, [www.ayso638.org](http://www.ayso638.org), social media platforms and email on the determination of any Refund/Credit amount and expected processing dates. It is the parent/guardian's responsibility to make sure their contact information is accurate and up to date in the SportsConnect registration system.

Fall Registration Refund considerations will not apply to post-season play, including Regional, Area and Section League Tournaments and All-Star play.

Any Refund Requests not tied directly to a Full or Partial Cancellation of the Season will need to follow the Posted Refund Policy for Quartz Hill AYSO, Region 638.