



REFUND POLICIES FOR WAVE SOCCER CLUB PROGRAMS

Wave Soccer Club abides by the following refund policies for its soccer programs.

Wave Academy | No refunds will be given after the first practice of the season, except if a player experiences a season-ending injury. Refund requests can be made up to one day before the scheduled first practice of the Wave Academy season. Please note that any refunds requested before the first practice will include a \$30 deduction for the cost of the player's uniform. Players experiencing a season-ending injury (verified by providing a signed and dated letter from a doctor stating such) will be granted a prorated refund based on the number of games left in the season, as follows: a refund of 90% before the first game of the season, 60% before the fourth game of the season and no refunds after the fourth game through the end of the season. Late fees, if applicable, cannot be refunded due to a season-ending injury. While rare, if the weather or some other unavoidable circumstance limits our program in any way, no refunds or other adjustments will be made.

NOTE: If a program session is closed for reasons beyond WSC's control (i.e. weather issues, facility availability, etc.), no refunds will be issued for those closed sessions. Exceptions would include sessions canceled due to insufficient enrollment.

Competitive Soccer | As stakeholders of the Wave Soccer Club's (WSC) Competitive Program, competitive players ("Players") and the players' families ("Player Families") will have occasion to request refunds of their WSC Competitive player fee ("WSC Competitive Registration Fee" or "Registration Fee"). The procedures and practices contained within this Competitive Fee Refund Policy ("Policy") are designed to act as a guideline for the review and approval or denial of requested Player Fee refunds ("Refund Requests"). These procedures and practices are based on comparable practices of neighboring competitive soccer programs and are in line with what is considered reasonable, customary, and fair for all stakeholders.

Refunds covered by this Policy are limited to monies paid for the annual WSC Competitive Player Fee. Fees excluded from refund considerations include, but are not limited to, the WSC Competitive Program deposit (which is non-refundable), team fees for the Player's WSC Competitive Team (as assessed for the Playing Year on a team-by-team basis), and any monies for other WSC non-Competitive programs (e.g., Wave Academy).

Acceptance of an invitation to join an WSC Competitive Team is a commitment to the Competitive Program for the 3-month Fall season and/or 7-month Spring/Summer season. WSC commits to providing the staffing, facility and field rental and maintenance, equipment, U.S. Soccer membership, league entry, game fees and overall player development for these periods. Expenses of the Club are incurred accordingly, with many expenses incurred months in advance of game play. As such, only in special situations will the WSC Competitive Program consider a request for refund of any portion of the Registration Fee. Accordingly, this Policy is designed to accomplish the following key objectives:

- Ensure a clear understanding of the Player and Player Family commitment in accepting an invitation to join an WSC Competitive Program.
- Communicate the limited scenarios where a Player Family may be eligible for a refund of any portion of their Registration Fee.



- Attain fair, equitable, and consistent enforcement of an established guideline for the granting of refunds.
- Provide an appropriate level of business controls to ensure that WSC's finances are not jeopardized.

Players accepting an invitation to join an WSC Competitive program must pay a non-refundable deposit. Due to high demand for open roster spots, failure to do so will void a Player's offer and the spot will be awarded to another Player. A roster spot is not accepted unless and until the non-refundable deposit has been paid and been deemed timely. At the same time the deposit is paid, the Player and Player Family financially commit to payment of the entire Registration Fee (or prorated portion thereof if a Player joins a Competitive Program partway through the season) ("Registration Fee Commitment"), which commitment is accomplished through a one-time payment or through agreement with WSC to make installment payments of the Registration Fee, as such installment options are offered by WSC.

When a Player and Player Family accept an invitation to join an WSC Competitive Team, the Player takes a spot that could be offered to another qualified player. If, after accepting an invitation, the player withdraws from the WSC Competitive Program, WSC's ability to replace the Player Fee of that Player is unknown.

Any Player meeting any one or more of the three criteria outlined below is eligible for a prorated refund equal to a percentage of their Registration Fee, ***minus their non-refundable deposit***:

- **Serious Injury** | for any Player who incurs a serious injury lasting no less than three (3) consecutive months in duration during the Playing Season, refunds are considered as follows:
 - Eligible Players missing three (3) consecutive months of play during the Playing Period will be entitled to a partial refund equal to their Registration Fee.
 - To be deemed eligible to seek a refund due to serious injury, in addition to proving the requisite length of injury, a Player must also include as part of the Refund Request a doctor's report, with information such as the condition of the Player, the probable duration of the injury, and any recommended physical therapy. The Player should state in the Refund Request whether she/he intends to remain on the roster after recovering from the injury and completing any rehabilitation period.

● **Relocation** | If a Family and Player moves more than 20 miles from the City of Eagan soccer fields prior to the start of the season, prorated refunds of remaining registration fees are as follows based on month the relocation occurs:

- **Spring/Summer Season**
 - July - December
 - 9U (2012) - 10U (2011) | \$400
 - 11U (2010) - 12U (2009) | \$615
 - 13U+ (2008-2002) | \$740
 - January
 - 9U (2012) - 10U (2011) | \$300
 - 11U (2010) - 12U (2009) | \$459
 - 13U+ (2008-2002) | \$555
 - February



- 9U (2012) - 10U (2011) | \$200
- 11U (2010) - 12U (2009) | \$306
- 13U+ (2008-2002) | \$370
- March
 - 9U (2012) - 10U (2011) | \$100
 - 11U (2010) - 12U (2009) | \$153
 - 13U+ (2008-2002) | \$185
- April - July | No refunds will be granted
- **Fall Season**
 - No refunds will be granted

● Resignation | If a player should decide to resign from the WSC Competitive Program for any other reason, prorated refunds of remaining registration fees are as follows:

- **Spring/Summer Season**
 - July - December
 - 9U (2012) - 10U (2011) | \$400
 - 11U (2010) - 12U (2009) | \$615
 - 13U+ (2008-2002) | \$740
 - January
 - 9U (2012) - 10U (2011) | \$300
 - 11U (2010) - 12U (2009) | \$459
 - 13U+ (2008-2002) | \$555
 - February
 - 9U (2012) - 10U (2011) | \$200
 - 11U (2010) - 12U (2009) | \$306
 - 13U+ (2008-2002) | \$370
 - March
 - 9U (2012) - 10U (2011) | \$100
 - 11U (2010) - 12U (2009) | \$153
 - 13U+ (2008-2002) | \$185
 - April - July | No refunds will be granted
- **Fall Season**
 - No refunds will be granted

In the event a Player is found to have met one or more of the three criteria above, the amount of Registration Fee refund is applied to amounts already paid (**not including the initial non-refundable Competitive Program Registration deposit**) and any outstanding balance due. If the refund equals or exceeds installment payments, such future payments are forgiven or excused, and WSC will be obligated to suspend automatic payment arrangements. Thus, a Refund Request may incorporate both an actual refund and possible abatement of unpaid installment payments on the Registration Fee.

Note: If a Player initiates a chargeback, and the dispute is mutually resolved or the dispute is ultimately found to be in favor of Wave Soccer Club, Wave SC reserves the right to hold the \$25 chargeback fee from the refund given.



All refund requests must be submitted in writing and should be submitted to the WSC Treasurer at treasurer@wavesoccer.org.

Payment Default | Wave SC is a not-for-profit membership organization and unpaid dues (including DIBS) represent funds not available to meet annual Club expenses such as equipment repair and replacement, city-and-county field rental, referee fees, etc. Any player account that is delinquent by one month or more will be notified by the Club, and may be suspended from participating in any club/team activity. If you are having significant challenges with staying up-to-date with registration fees, please contact our Club Admin to discuss your options. In limited instances, adjustments to your payment schedule may be considered, though cannot be guaranteed.

Team Fees Default | Team fees are managed by each individual Team Manager and Team Treasurer. Team fees are agreed upon by team parents and are how we subsidize our teams' additional training and tournament expenses. Unpaid team fees are not acceptable as they are a strain on other team families. If a player has team fees that are delinquent by one month or more, the Team Treasurer will notify the WSC Vice President and the player may be suspended from participating in any club/team activity. If you are having significant challenges with staying up-to-date with registration fees, please contact our Club Admin or Treasurer. In limited instances, adjustments to your payment schedule may be considered, though cannot be guaranteed.

Covid-19 policy | Due to the contagious nature of COVID-19, players and families accept the risk of potential exposure when attending events hosted by WSC. In the event that a team has a positive exposure and is required to quarantine or otherwise abstain from practices, games and other WSC events, there will be no refunds to families for sessions missed during the quarantine time.