RENSSELAER REGIONAL SOCCER CLUB

REFUND POLICY

Rensselaer Regional Soccer Club (RRSC) is a volunteer-run, nonprofit club. Registration fees pay for jerseys, field costs, equipment, referees and league fees.

BEFORE JERSEYS ARE ORDERED

You may withdraw your player and request a refund at any time before RRSC places the jersey order for that season. The timing of the jersey order varies from season to season. The date RRSC places the order, as shown in the club's order records, is the refund deadline.

AFTER JERSEYS ARE ORDERED

Once RRSC has placed the jersey order for the season, registration fees are non-refundable. This applies whether or not the player attends practices or games.

IF RRSC CANNOT PLACE YOUR PLAYER

If RRSC cannot place a registered player on a team, for example because there aren't enough players to form a team in their age group, RRSC will refund that player's registration fee.

PROCESSING FEES

Payment processing fees are not refundable. Approved refunds are for the registration fee paid, minus processing fees.

IF RRSC CANCELS THE SEASON

If RRSC cancels a season before it begins, registration fees, minus processing fees, will be refunded. Refunds are not provided if a season is shortened or games are cancelled because of weather, field conditions or other circumstances outside the club's control.

HOW TO REQUEST A REFUND

Email **support@rrsoccer.org** with your name, your player's name and the program. Requests are dated by when RRSC receives the email. Approved refunds are returned to the original payment method. Depending on your bank, they may take several business days to appear after RRSC processes them.

EXCEPTIONS

The RRSC board may, at its discretion, consider exceptions for serious circumstances, such as a season-ending injury or illness. Exceptions are not guaranteed.

> Questions about this policy? Email **support@rrsoccer.org**.