

## **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 below.
3. ONLY the Regional Commissioner can authorize any exceptions to 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 \$25 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 \$5 Regional Recovery Fee.
9. Refunds requested AFTER August 1st 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.



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## **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 upon the next registration. Payable through the registration site.
4. If the registrant refuses payback of the dispute fee within 15 days of notification, then their player(s) will be cancelled and any payments refunded, in accordance with the Regional Refund Policy.
5. ONLY the Regional Commissioner can authorize exceptions to these rules. No Coach, Team Parent or any other Board Member can authorize a waiver of this fee.



Michael Courtial, Regional Commissioner 638  
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