

## COVID REFUND POLICIES

DUE TO COVID - WE HAVE ESTABLISHED THE FOLLOWING REFUND POLICIES FOR OUR PROGRAMS.

IN THE PAST - WE HAVE ALWAYS BEEN UNDERSTANDING, ACCOMMODATING AND FLEXIBLE WITH PAYMENT PLANS AND REFUND POLICIES. UNFORTUNATELY - DUE TO FACILITIES HAVING THEIR OWN POLICIES AND CDC PUTTING RESTRICTIONS ON PROGRAMS - WE'VE HAD TO ESTABLISH SOME RULES.

### *INDOOR LEAGUES - HSIL, MSIL, LYTTLE STYX*

#### I. CANCELLATION ON BEHALF OF PLAYER/PARENT

- A. BEFORE THE 72 HOUR WINDOW
  - 1. FULL REFUND WILL BE ISSUED
- B. AFTER THE 72 HOUR WINDOW
  - 1. REFUND MINUS \$25 NON REFUNDABLE

#### II. CANCELLATIONS DUE COVID

- A. PLAYER TESTS POSITIVE
  - 1. CREDIT FOR SESSIONS MISSED (IF ANY)
    - a) HSIL - \$30/SESSION
    - b) MSIL - \$30/SESSION
    - c) LYTTLE - \$27/SESSION
- B. GROUP OF A PLAYER WHO TESTS POSITIVE
  - 1. CREDIT FOR SESSIONS MISSED (IF ANY)
    - a) SEE ABOVE FOR SESSION BREAKDOWN
- C. FACILITY SHUTS DOWN DUE TO COVID -
  - 1. CREDIT MINUS \$50 NON REFUNDABLE & DEDUCTION OF EXPENSES USED (WEEKS ATTENDED)
    - a) SEE ABOVE FOR SESSION BREAKDOWN

AS USUAL - THERE ARE NO MAKE UPS WITH INDOOR LEAGUES  
CREDITS CAN BE APPLIED TO ANOTHER INDOOR LEAGUE WITH NO EXPIRATION

### *TRAINING - PORTLAND & TOPSHAM*

#### I. CANCELLATION ON BEHALF OF PLAYER/PARENT

- A. BEFORE THE 72 HOUR WINDOW
  - 1. FULL REFUND WILL BE ISSUED
- B. AFTER THE 72 HOUR WINDOW
  - 1. REFUND MINUS \$25 NON REFUNDABLE

#### II. CANCELLATIONS DUE TO COVID

- A. PLAYER TESTS POSITIVE
  - 1. CREDIT FOR SESSIONS MISSED (IF ANY)
    - a) PORTLAND - \$30/SESSION
    - b) TOPSHAM - \$35/SESSION
- B. GROUP OF A PLAYER WHO TESTS POSITIVE
  - 1. CREDIT FOR SESSIONS MISSED (IF ANY)
    - a) SEE ABOVE FOR SESSION BREAKDOWN
- C. FACILITY SHUTS DOWN DUE TO COVID -
  - 1. CREDIT MINUS A \$50 NON REFUNDABLE FEE & DEDUCTION OF EXPENSES USED (WEEKS ATTENDED)
    - a) SEE ABOVE FOR SESSION BREAKDOWN

## COVID REFUND POLICIES

### *CLINICS -*

#### I. CANCELLATION ON BEHALF OF PLAYER/PARENT

- A. BEFORE THE 72 HOUR WINDOW
  - 1. FULL REFUND WILL BE ISSUED
- B. AFTER THE 72 HOUR WINDOW
  - 1. REFUND MINUS \$15 NON REFUNDABLE

#### II. CANCELLATIONS DUE TO COVID

- A. FACILITY SHUTS DOWN DUE TO COVID -
  - 1. FULL CREDIT