



# Atlanta Fire United Soccer Association

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**Policy Number: B005**

**Policy Name: Refund Policy [5/26/20]**

Atlanta Fire United (AFU) is a Non-Profit Organization that relies on registration fees to provide the game of soccer to its members and pay for our operating expenses. Expenses such as but not limited to, field/facility maintenance and improvements, Affiliated Soccer associations registration fees and insurances, and salaries for Coaches. While AFU has a **NO REFUND** policy, we, the AFU Executive Board of Directors (EBOD), do recognize there are situations that may warrant a pro-rated refund. Below are the situations the EBOD have determined are potential exceptions to this policy and the guidelines for the refunds. These exceptions would still be reviewed and approved by the EBOD before determining if and how much refund to provide.

- Season Ending Injury
  - In the event a player sustains a season-ending injury, refunds are available.
  - To be eligible for a refund, the following information must be provided:
    - Documentation from the treating physician which should include...
      - Player's First and Last Name
      - Type of Injury
      - Date Injury occurred
      - Estimated Return to Play date
  - If the above criteria have been met, then a refund will be issued as follows:
    - If the injury occurs on or before August 1st, then 80% of the membership fees will be refunded
      - The 20% retained by the Club covers player registration and related expenses the club incurs at the start of the season.
    - If the injury occurs after August 1st, then a prorated portion of the membership fees will be refunded.
      - U8-U14 players (Fall and Spring Season)
        - Injury occurs between 8/1 and 10/31: 60%
        - Injury occurs between 11/1 and 12/31: 40%
        - Injury occurs in 1/1 and 2/28: 20%
        - Injury occurs after 3/1: 0%
      - U15-U19 players (Fall Season ONLY)
        - Injury occurs between 8/1 and 9/30: 50%
        - Injury occurs between 10/1 and 10/31: 25%
        - Injury occurs after 11/1: 0%
  - **Uniform fees cannot be refunded by the Club or Lloyd's Soccer.**

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- Moving out of State
  - To be eligible for a refund, the following information must be provided:
    - Copy of a Utility Bill with new address
    - Rental agreement or mortgage statement with new address
      - All documents must reference Parent(s) or Guardian(s) First and Last Name and new address.
  - If the above criteria have been met, then a refund will be issued as follows:
    - If the move occurs on or before August 1st, then 80% of the membership fees will be refunded
      - The 20% retained by the Club covers player registration and related expenses the club incurs prior to the start of the season.
    - If the move occurs after August 1st, then a prorated portion of the membership fees will be refunded.
      - U8-U14 players (Fall and Spring Season)
        - Move occurs between 8/1 and 10/31: 60%
        - Move occurs between 11/1 and 12/31: 40%
        - Move occurs in 1/1 and 2/28: 20%
        - Move occurs after 3/1: 0%
      - U15-U19 players (Fall Season ONLY)
        - Move occurs between 8/1 and 9/30: 50%
        - Move occurs between 10/1 and 10/31: 25%
        - Move occurs after 11/1: 0%
  - **Uniform fees cannot be refunded by the Club or Lloyd's Soccer.**
- Acts of God – such as but not limited to, natural disasters (excluding seasonal weather such as heavy rain, heat or snow) or global pandemics
  - If a season is impacted, in part or in its entirety, then the following will be reviewed by the EBOD to determine the amount of refunds to be issued
    - The duration of the impact relative to the total season of play
    - The amount of season completed at the point the season was impacted
    - Total operating expenses to be paid during the duration of the impacted season
- When and if possible, a season may be extended rather than cancelled. If a season is extended or delayed but still is or can be completed, **NO REFUNDS** will be issued.

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## **FAQ's regarding refunds:**

### ***Are there any other exclusions or situations that refunds would not be awarded?***

Yes, the following situations would result in **NO REFUND**...

- Player decides he/she doesn't want to play soccer at any point after registering with AFU
- On payment plan but are 30 days or more past due.
- Have been comped or received Financial aid of 50% or more

### ***What if I am on a payment plan, but I am current with my payments?***

Refunds are calculated based on registration fees being paid in full. If you choose to pay tuition in full prior to refunds being issued, then you can receive the appropriate refund as outlined above. Otherwise, refund will be prorated based on the total amount of registration fees you have paid.

### ***I received financial aid, am I eligible for refunds?***

If the Financial Aid awarded doesn't meet one of the exclusions listed above, then you are eligible for refund. If you received Financial Aid and were on a payment plan, then refer to the previous question and answer for how refunds would be awarded.

### ***I have a situation that is not outlined above, but my player cannot play this season, what do I do?***

Should you have a situation that is not outlined above but impacts the players ability to participate in the season, please contact us to have your case reviewed.

Once the EBOD has reviewed the situation and evaluated all financial impacts, a decision will be made within 30 days of the initial review. During this review, the EBOD may request additional documentation to make their final decision, please make sure to provide requested documentation within 48 hours of request or your request will be rejected.