



Refund Policy

An administration processing fee of \$10 may be held for ALL refunds

This refund policy applies to all ExCEL Programs and Activities.

Sports Leagues

Prior to registration closing – Eligible for refund minus \$10 processing fee.

After the posted registration deadline – No refunds, (excludes injuries, team placement conflicts, & family relocation).

If you decide you are unable to play with ExCEL after you register your child and you cancel before registration closes (date listed on website under specific season), we can give you a credit to your account which can be used toward any other ExCEL program or refund your money minus the \$10 processing fee. Once registration closes, ExCEL does not offer refunds except for the following circumstances: 1. ExCEL is unable to place your child on a team. 2. ExCEL is unable to secure a Coach for the team. 3. Player sustains a season-ending injury 4. Family relocation outside the metroplex. If the ExCEL is unable to place your child on a team, we will keep your child on a waitlist until the second week of the season just in case a space opens. Once that time in the season has passed, we begin the process of issuing refunds and you should expect your refund in one to two weeks following our refund date.

Camps

Two weeks prior to the start date of the camp – Eligible for credit or refund minus \$10 fee.

Within two weeks of the start date of the camp – No refunds, no exceptions (includes injuries, schedule changes, etc...).

Classes / Enrichment Programs

Two weeks prior to the start of the class – Eligible for credit or refund minus \$10 fee.

Within two weeks of the start date of the class – No refunds, no exceptions (includes injuries, schedule changes, etc...).

Fitness Center Key Card & Background Screening Fee

No refunds, no exceptions