Refund Policy (updated 1/6/2025)

Refund Principles: Registration for a program can often mean that another team or child is unable to play. Registration means that we allocate paid staff, time slots, purchase uniforms, create rosters, and secure equipment in anticipation of your participation.

Individual Registrations for any program:
Full refunds (minus the transaction fee of ~$3): Issued 7 days or more prior to the start of a program.
50% Refunds (minus the transaction fee of ~$3): Issued between 1 day and 6 days before the start of a program.
No Refunds: Once a player plays their first game.

Team Registrations for any program:
Full refunds (minus the transaction fee of ~$3): Issued 7 days or more prior to the start of a program.
50% Refunds (minus the transaction fee of ~$3): Issued between 1 day and 6 days before the start of a program.
No Refunds: Once a team plays their first game.

Rentals:
Full refunds (minus the transaction fee of ~$3): Issued 14 days or more before the rental date.
50% Refunds (minus the transaction fee of ~$3): Issued between 8 and 13 days before the rental date.
No Refunds: Within 7 days or less of the rental date.

Partial or Pro-rated refunds of team fees and individual fees may be issued if the facility is shut down by any governmental agency, the Plattsburgh YMCA or Elevate518, LLC. If the facility is temporarily shut down due to weather or any other factor, management will restructure or reconstitute league play based on the conditions at the time.