

East County Revolution Football Club

Program Fee & Refund Policy



Approved by the Board - 05/03/2024

REFUND REQUEST FORM

The East County Revolution Football Club (ECRFC) is a non-profit organization and the Club strives to maintain the lowest possible registration fees while ensuring that our members receive the highest level of soccer programming possible. The Club incurs an administrative cost for each player during registration including but not limited to staffing, credit card and debit fees, uniforms, equipment, and other expenditures. Refunds also impact the program, team, other participants, and their families associated with the same commitment made when registering for a program offered. It is because of these far-ranging impacts that cover costs attributed to the commitment made and the registration received that the ECRFC adheres to a strict refund policy. To receive a refund from the Club, the parent must fill out the refund request form completely and within specified time constraints.

[CLICK HERE to submit your refund request form.](#)

REFUND POLICY

The East County Revolution Football Club (ECRFC) adheres to a strict refund policy. To receive a refund from the Club, the parent, guardian or participant must complete a Refund Request Form within the specified time period per program listed below.

The Refund Request will be reviewed based on the date the above Refund Request Form submission is received. Refunds will be issued via ACH or credit or debit card credits. This policy applies to all registration fees paid directly to East County Revolution Football Club (ECRFC). ECRFC will not be responsible for any funds paid to a team, team coach, team official, or any funds raised and collected by teams through sponsorship or fundraising. No refunds will be issued for sessions canceled due to severe weather or facility closures.

1 - Recreational (Non-Sanctioned) Teams, Players & Leagues

- a) ALL REFUNDS prior to June 30th are subject to a \$75 Administration Fee
- b.) NO REFUNDS after July 1st,
- c.) Refunds of any **Team Level** charges or fees agreed upon by the parent(s) that originated with the team will be handled by the individual teams. These fees collected at the team level will be handled by the individual teams and are in no way a substitute for the payment of club fees.
- d.) If a player needs to withdraw due to medical reasons, the request for a refund form **and** medical documentation must be received and ECRFC will follow our Injured Player Policy.
- e.) There will be no refund if a parent or player disagrees with the coach, team, or tier placement the player has been assigned.
- f.) There are no refunds of any fees if a player or parent is suspended or expelled from the ECRFC under the Club's Discipline Policy or Code of Conduct Policy or that of one of our governing bodies.
- g.) There are no refunds for any cancellations or postponements or rescheduling of events due to weather.
- h.) A full refund will be issued if ECRFC is unable to field a team or provide a reasonable program alternative. No administrative fee will be applicable.

2 - Pre-Academy Refunds

- a.) ALL REFUNDS requests received prior to the first session are subject to a \$75.00 Administration Fee
- b.) There will be NO REFUNDS OR TRANSFERS of registration fees after the second session. Any exceptions would require Board approval.
- c.) If a player needs to withdraw due to medical reasons, the request for a refund form **and** medical documentation must be received and ECRFC will follow our Injured Player Policy.
- d.) There will be no refund of any fees if a parent or player is suspended or expelled from ECRFC under the club's discipline policy or code of conduct policy or that of one of our governing bodies.
- e.) There are no refunds for cancellations, postponements, reduction of total time, or rescheduling of events due to weather.
- f.) A full refund will be issued if ECRFC is unable to field a team or provide a reasonable program alternative. No administrative fee will be applicable.

3- Camps, Clinics, & Other Special Events requiring Pre-Registration

- a.) ALL REFUNDS requests received prior to the first session are subject to a \$75.00 Administration Fee
- b.) There will be NO REFUNDS OR TRANSFERS of registration fees after the start of the first session.
Any exceptions would require Board approval.
- c.) If a player needs to withdraw due to medical reasons, the request for a refund form **and** medical documentation must be received and ECRFC will follow our Injured Player Policy.
- d.) There are no refunds of any fees if a player or parent is suspended or expelled from the ECRFC under the Club's Discipline Policy or Code of Conduct Policy or that of one of our governing bodies.
- e.) There are no refunds for cancellations, postponements, reduction of total time, or rescheduling of events due to weather.
- f.) A full refund will be issued if ECRFC is unable to field a team or provide a reasonable program alternative. No administrative fee will be applicable.

4 - Competitive (Sanctioned) Teams: All Rosters

East County Revolution Football Club, ECRFC families are responsible for the prompt payment of their monthly fees, which are due on the 10th of each month. A player's account is considered delinquent after one missed payment. When requested, it is ECRFC's practice to attempt to work out payment plans with members who become delinquent due to extenuating circumstances. ECRFC staff will also refer families to email office@revolutionfc.org to request information on how to apply for financial aid, as applicable.

In the event that a player elects to discontinue playing for ECRFC, the schedule for allowable refunds is outlined below:

- There will be no refunds/transfer of the Initial Payment made to secure the player's spot in the Competitive Program
- **Payments in Full:** A written notice to cancel must be received and acknowledged by ECRFC for a refund to be considered prior to October 10th of each year. If payment in full has been made then the refund will be prorated minus the initial payment up to October 10th of each year. After October 10th, no refunds will be allowed.
- **Payment Plans:** As a convenience to its members, ECRFC does offer payment plans for its Competitive teams. A written notice to cancel must be received and acknowledged by ECRFC for a

refund to be considered prior to October 10th of each year. If payment in full has been made then the refund will be prorated minus the initial payment up to October 10th of each year. After October 10th, no refunds will be allowed and any remaining unpaid balance due ECRFC will follow the Collection Policy Timeline below.

a.) **Releases:** A player must provide written notice to the Club Registrar if they would like their player pass to be released to go to another club. Families also must resolve their financial obligation with ECRFC or the Collection Policy Timeline below will be followed. If a club requests a release prior to the financial obligation being met, we will notify the new club that the player has an outstanding balance and of this policy. Exceptions may be made by Board approval only.

b.) **Team Accounts & Team Tournament Fees:** please refer to ECRFC Team Account Policy

c.) If a player needs to withdraw due to medical reasons, the request for a refund form **and** medical documentation must be received and ECRFC will follow our Injured Player Policy.

d.) **Uniforms:** The refund policy of the vendor applies. If the vendor does not accept a return, Revolution FC is not responsible for the cost of the uniform. In some cases, Revolution FC will consider buying back the unused uniform.

e.) There are no refunds of any fees if a parent or player is suspended or expelled from the ECRFC under the Club's Discipline Policy or Code of Conduct Policy or that of one of our governing bodies.

f.) There are no refunds for cancellations, postponements, reduction of total time, or rescheduling of events due to weather.

g.) There will be no refund if a parent or player disagrees with the coach, team, or tier placement the player has been assigned.

g.) A full refund will be issued if ECRFC is unable to field a team or provide a reasonable program alternative. No administrative fee will be applicable.

h.) **Injuries:** Please refer to ECRFC Injured Player Policy

i.) **Delinquent Accounts:** The relationship between ECRFC and the player can become a debtor/creditor relationship if payments are not made on time by the family. The Board of Directors is responsible for assuring that all financial obligations of the club are met. Any player that has their account past due by the end of the month that payment is due will be placed on suspension and will have their player card

revoked. During this time, they will be unable to practice or play in games. After 60 days the club may send their account to collections per our Collection Policy Timeline below along with removal from the club. If payment is rendered after termination of membership, a re-instatement may be made by Board approval only.

Collection Policy Timeline:

TIMELINE	ACTION
10th of the month	Payment is due
First business day following 10 calendar days of delinquency	Club Representative to send late notice via email to any player whose funds weren't received with information on pending Suspension if not received by the end of the current month – a \$25.00 fee will be assessed, and family will receive an invoice for the fee.
First business day following the end of the month payment is due	Club Representative to call family and follow-up with an email to document conversation (noting date of first email, and information on Suspension). An additional \$25.00 penalty will be assessed on the 1st of each month after the due date until the payments are current and penalties are paid in full. Club Representative to email Registrar, Coach and Team Manager to notify them of player suspension and request the Team Manager to turn in the player card to Registrar. Registrar to follow-up with the Coach/Team Manager if player card is not received within one week
First business day following 60 days of delinquency	Club Representative to send account to collections
Any Exceptions to the above	Board Approval is required