



John Jay FC - Refund Policy

- Created by: Simon Smith (JJFC President), Reviewed by: JJFC Board
- Status: BOARD APPROVED, June 9th, 2025
- Last updated: June 5th, 2025

Purpose

This policy outlines the conditions under which refunds or credits may be issued for player fees associated with participation in John Jay FC travel and academy programs. It is designed to balance fairness to families with the club's financial obligations and planning needs.

1. General Policy

John Jay FC incurs costs upfront to organize travel and academy teams, including league registrations, uniforms, field rentals, and coach fees. As a result, refunds are limited and subject to the conditions outlined below.

2. Refund Eligibility & Conditions

Refunds may be provided under the following conditions:

a. Player Withdrawal Before Season Start

- Full refund if the withdrawal is submitted at least 14 days before the first scheduled event (e.g., practice, game, or team meeting).
- Requests made within 14 days of the start date are subject to Board review.

b. Player Withdrawal After Season Start

- Partial refunds may be considered within the first two weeks of the season starting for reasons such as family relocation.
- No refunds will be issued after the first two weeks, unless under special circumstances (see clause 6).
- Should a partial refund be awarded, the percentage of any fee refunded shall be equal to the percentage of the season that remains at the time the registered child in question ceases participation in all John Jay FC programs (e.g., if 50% of the season remains, the partial refund shall be 50% of the fee originally paid).

c. Program Cancellation

- If the club cancels an entire program or season (e.g., due to low enrollment or unforeseen events), full or partial refunds will be issued depending on the timing and expenses already incurred.



d. Practice Location Changes

John Jay FC makes every effort to honor advertised practice locations. However, field availability may change due to factors outside of the club's control (e.g., town scheduling, field closures). If a season-long change in practice location occurs after registration, the following applies:

- Families will be informed promptly.
- If the new location causes a significant hardship (e.g., additional travel time in excess of 60 minutes or unresolvable schedule conflicts), families may request a refund (in line with the requirements of clauses 2a or 2b).
- Requests must be made in writing within 7 days of the change announcement and include a short explanation of the impact.
- Each request will be reviewed by the Club Board, considering:
 - The distance and nature of the change
 - The family's ability to continue
 - Costs already committed by the club

Non-permanent or occasional location adjustments are not eligible for refunds.

e. Conditions or events covered by Registration Cancellation Insurance

- During the registration process, registering families have the option to purchase Registration Cancellation Insurance through the club's registration portal. Such third-party insurance may allow recovery of costs if the registered player is unable to participate due to covered reasons (such as injury or illness).
- Accordingly, no refunds are provided for reasons covered by Registration Cancellation Insurance and John Jay FC encourages all families to consider purchasing this optional insurance.

4. Refund Fees and Non-Refundable Costs

All refunds are subject to a non-refundable \$20 administration fee.

Regardless of refund eligibility, the following items are non-refundable once incurred or distributed:

- Uniform and apparel fees
- League or tournament registration fees already paid by the club
- Late or transaction fees
- Administrative fees



5. Refund Request Process

To request a refund, a requester must:

1. Email a refund request to the Club President (president@johnjayfc.com) AND Registrar (registrar@johnjayfc.com).
2. Include the player(s) name, team, reason for withdrawal, and any supporting documentation.
3. Requests will be reviewed and responded to within 14 days of submission.

6. Special Circumstances

The Club Board reserves the right to make exceptions in extraordinary situations, such as family emergencies or verified financial difficulties.

7. Policy Review

This policy is reviewed annually by the John Jay FC Board to ensure it remains fair, transparent, and aligned with the club's mission and financial sustainability.