



Youth Sports Refund Policy

Horizon West Youth Sports & Cheer has set the following guidelines on refunds with regards to registration fees for our youth sports programs.

In order to request a refund, a written email should be sent to hwwregister@gmail.com with a detailed explanation for the request. After the request has been received our board will review and make a decision to move forward with the refund and how much of the cost will be refunded.

Refunds will be accessed for programs on the basis of the following:

- Injury
- Moving out of area
- Not filling team roster due to lack of participation

Unfortunately, refunds will NOT be assessed for programs due to the following:

- Weather cancellations
- Unhappy with team assignment
- Request not honored
- Scheduling Conflicts

In the event that the child was medically unable to participate in the sport he/she had registered for, a note from a doctor on letterhead indicating that the participant cannot participate is required.

If a parent has requested a refund due to medical reasons prior to the start of the season (prior to the start of practice), they will receive a refund minus \$50 administration fee.

The amount of money that is refunded is contingent on how much of the season has passed as well as the reason for the refund. For example, a child who suffers an injury with only a short time left in the season will likely not warrant a refund as the entire cost of the season has already been incurred.

If a parent can provide proof that the child is moving from the school district, then a refund minus \$50 administration fee will be granted.

In order for our youth programs to be successful we must meet a certain amount of participants to fill a team roster for both football/cheer. We leverage different marketing tools in an attempt to fill team rosters. We have no control over this and sometimes due to the lack of participation we can't fill rosters. We are committed to work with our league to find the best alternative to allow each child to participate. If for any reason, a roster is not filled once registration has been closed you have two options:

- Option 1 - You will receive a credit for the following upcoming season for your child to participate. If the next season we're still unable to fill the team roster due to lack of participation your credit will renew. The credit is valid for one full year. If you don't use your credit within one year it will expire and you will NOT receive a refund.
- Option 2 - You can opt to receive a refund minus \$25 administration fee.

We understand that after a child as been registered in our program and in the event an unexpected scheduling conflict arise, we will NOT issue a refund. You will receive a credit for another program for the upcoming season. If the credit is not used within 1 year of receiving it, the credit will expire and no longer valid. You will NOT receive a refund.

Refunds that are awarded will be returned in the following ways:

- Credit Card Return – If a parent paid for the registration in question using a card, the amount will be returned to that card's account minus any fees stated above. We are unable to cut a check for any registration paid via a credit or debit card. This usually takes between 5-7 business days.
- Check – If the parent paid for the registration in question using a check or cash, we will cut a check to be mailed to the parent home address that we have on file. This process can take up to 2-3 weeks.

Horizon West Youth Sports & Cheer will not give refunds or prorated fees for missed practices or games due to a participant registering for a program late.

Horizon West Youth Sports & Cheer reserves the right to waive this Refund Policy at its sole discretion at any time. Such waiver shall generally be in response to extenuating or highly unusual circumstances, and in no event shall the Executive Board be obligated to waive this Refund Policy.

Cheers,

Horizon West Youth Sports & Cheer