

Timeline

Refunds: Refunds will be processed on the weekday closest to the 15th and 30th of each month.

Credits: Credits will be issued 30 days after the last scheduled day of the Seacoast Field Hockey Program and will be valid for 24 months (two years) from the last scheduled day of Seacoast Field Hockey Programs.

Requests: All requests for refunds or credits must be made in writing to info@seacoastfieldhockey.com

Credit Scenarios

League:

- Individual players may receive a credit for the League they registered for if they withdraw prior to the start of the League.
- Individual players who withdraw while a League is in progress may be credited the prorated difference based on games and practices attended.

Day Camps / Skills Clinics:

- In the event any classes are canceled due to a COVID-19 facility closure, individual players may receive a credit for future programs (minus a \$25 processing/administration fee).

Tournaments:

- In the event the entire tournament is cancelled due to inclement weather, teams may receive a credit (based on un-played games, minus transaction fees) toward a future Seacoast Field Hockey tournament.
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Refund Scenarios

Showcase Teams and Tournaments:

- If Individual players withdraw at least 21 days before the Tournament start date, they may receive a full refund (minus a \$100 administration fee and \$35 per practice attended charge).
- If Individual players withdraw within 21 days before the Tournament start date, they will not receive a refund.

Tournaments:

- Teams who withdraw at least 14 days before the Tournament start date may receive a full refund (minus applicable transaction fees and a \$100 processing/administration fee).
- Teams who withdraw within 14 days of the Tournament start date may not receive a refund.

Day Camps / Skills Clinics:

- if Individual players withdraw more than 48 hours prior to the start of the Program they may receive a full refund (minus applicable transaction fees and a \$25 processing/administration fee) for the Program they registered for
- Individual players who withdraw while the camp/skills program is in progress or join late, may receive a prorated refund (based on sessions attended).

Individual Player:

- All individual player fees are due in full at time of booking registration.
- If an individual player cancels more than 21 days before the Tournament start date, they may receive a full refund of all fees paid (minus transaction fee and a fee of \$25 administrative charge)
- If an individual player cancels less than 21 days before the Tournament start date, no refund will be provided.
- If placed on a team and an individual player cancels after the placement, no refund will be provided.
- If the individual player does not have a placement available, they may receive a full refund of all fees paid (minus a transaction fee)

Internal Clubs:

- Individual player fees (including deposits) for club teams are non-refundable unless otherwise noted in this Policy.
- \$500 non-refundable deposit is required
- Refunds will be approved/denied on a case-by-case basis by the Program Director
- Any refunds given will be calculated based on the service provided
- Non-Refundable deposit and practice value = 75% of player tuition Games/tournaments = 25% of player tuition

Tryouts:

- Non-refundable

Injury Refunds:

- Individual players may receive a refund for season-ending injuries, subject to Program Director discretion

Cancellation for COVID- 19 Credit Policy

Option 1:

Should the Seacoast Field Hockey Program be cancelled due to federal mandates related to COVID-19, individual players may choose to receive a 100 % credit for fees paid towards the 2023 Seacoast Field Hockey Program.

Individual Withdrawals:

Should the event be cancelled due to federal mandates related to COVID- 19, all individual players may be refunded the tournament fee (minus a \$25 processing/administrative charge).