

Seacoast Field Hockey Refund Policy:

Updated Sept 7, 2023

Timeline

Refunds: Refunds will be processed within 30 days of the last scheduled day of the Seacoast Field Hockey Program.

Credits: Credits will be issued 30 days after the last scheduled day of the Seacoast Field Hockey Program and will be valid for 12 months (one year) 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/Refund Scenarios:

- League
 - If an individual player withdraws from the league more than 21 days from its start date, they will receive a refund (less applicable transaction fees and a \$50.00 processing/administration fee).
 - If an individual player withdraws from the league less than 21 days from its start date, they will receive a credit (less applicable transaction fees and a \$50.00 processing/administration fee)

- Tournaments (Team)
 - Teams who withdraw at least 21 days before the tournament start date may receive a full credit (less applicable transaction fees and a \$150.00 processing/administrative fee) to put towards a future Seacoast Field Hockey event.
 - Teams who withdraw within 21 days of the tournament start date may not receive a refund or a credit.

- Tournament (Individual Players)
 - All individual player fees are due in full at time of booking registrations
 - If an individual player cancels more than 21 days before a tournament start date, they may receive a full refund (less applicable transaction fees and a \$50.00 processing/administration fee).
 - If an individual cancels less than 21 days before the tournament start date, no refund or credit will be provided.

- If placed on a team, and an individual player cancels after the placement, no refund or credit will be provided.

- Day Camps/Skills Clinics
 - If individual players withdraw more than 21 days prior to the start of the program, they may receive a full refund (less applicable transaction fees and a \$50.00 processing/administration fee) for the program they registered for.
 - If individual players withdraw more less than 21 days prior to the start of the program, they may receive a credit (less applicable transaction fees and a \$50.00 processing/administration fee) for the program they registered for.
 - Individual players who withdraw while the camp/skills program is in progress may not receive a refund.

- Internal Club Teams
 - Winter Club
 - Upon registering, individuals have held their spot with a **\$500.00 NONREFUNDABLE DEPOSIT/NON- TRANSFERABLE**. This deposit is nonrefundable/non-transferable for **ANY** reason, including any “Act of God.” The only exception is the stated Cancellation for COVID- 19 Policy (see above).
 - Fees paid, **EXCLUDING the \$500.00NON- REFUNDABLE/NONTRANSFERABLE DEPOSIT**, will be refunded if notice of cancellation is received 21 days prior to the start of the first day of club training.
 - Individual players who withdraw while the club program is in progress may not receive a refund.
 - Regional Club Championship/Regional Cup Championship
 - Upon registering, individuals have held their spot with a **\$300.00 NONREFUNDABLE DEPOSIT/NON- TRANSFERABLE**. This deposit is nonrefundable/non-transferable for **ANY** reason, including any “Act of God.” The only exception is the stated Cancellation for COVID- 19 Policy (see below).
 - Fees paid, **EXCLUDING the \$300.00NON- REFUNDABLE/NONTRANSFERABLE DEPOSIT**, will be refunded if notice of cancellation is received 21 days prior to the start of the first day of club training.

- Individual players who withdraw while the club program is in progress may not receive a refund.
 - Spring Club & Fall Youth Program
 - If individual players withdraw more than 21 days prior to the start of the program, they may receive a full refund (minus applicable transaction fees and a \$50.00 processing/administration fee) for the program they registered for.
 - If individual players withdraw more less than 21 days prior to the start of the program, they may receive a credit (minus applicable transaction fees and a \$50.00 processing/administration fee) for the program they registered for.
 - Individual players who withdraw while the program is in progress may not receive a refund.
- Tryouts ○ Non-Refundable at all times.

Medical Withdrawal

- Cancellation for a medical reason requires documentation from a physician on official office letterhead sent to info@seascoastfieldhockey.com.
- Medical withdrawals will be accepted up to 2 days prior to the start of the event/program. A tuition reimbursement **EXCLUDING** the respective admin fee or **NONREFUNDABLE/NON-TRANSFERABLE** deposit will be applied.

Cancellation for Covid-19 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.

Option 2:

Should the event be cancelled due to federal mandates related to covid-19, all individual players may be credited the tournament fee (minus a \$50.00 processing/admin charge) in the event that SFH cannot replace that tournament in their schedule.

Weather Policy

In the event of adverse weather or unplayable field conditions, the tournament director reserves the right to:

- Reduce game times in order to catch up with schedule.
- Finish games before inclement weather arrives, or to preserve field conditions. Reschedule games, if possible.
- Every attempt will be made to update cancellations on the website. However, weather conditions can change rapidly and all teams should be prepared to play as soon as weather and fields are playable. Updates will be announced on Instagram @seacoast_fh
- No refunds will be granted if these actions are necessary.
- **Safety is our #1 priority both for the athletes, coaches, and families traveling. If the weather conditions effect travel to and from the facility we will make necessary adjustments per the above policy.*

Thunder/Lightning Policy

If thunder or lightning is observed play will be suspended immediately and players and fans will be asked to leave the fields to return to cars & seek shelter. Play will be allowed to resume 30 minutes after the last sound of thunder or sighting of lightning is observed which the tournament medical staff will determine. Every attempt will be made to begin subsequent games on time. For up-to-date schedule changes please check Instagram @seacoast_fh.