



Softball Napanee Player Registration Refund Policy

Purpose

Softball Napanee is committed to providing a positive experience for all players and families. In the event of a player needing to withdraw from the season or unable to play for the remainder of the season, the following refund policy has been established. This policy applies to registration fees (not applicable to Non Parent Coach fees or fundraising) and outlines the conditions under which a refund may be issued. Please read the following provisions carefully.

Refund Eligibility & Conditions

- **Prior to the start of the season:**

If a player withdraws before the start of the season, and their spot is replaced by another player not already in Softball Napanee, **50% of the player registration fee** will be refunded. The refund will be for the registration fee only and **will not include any NPC (Non-Parent Coach funds) fundraising fees** or other fundraising fees associated with the season.

- **Withdrawal within the first month of the season due to injury incurred during a Softball Napanee activity/event:**

In the event of a **season-ending injury while participating in a Softball Napanee event/activity** within the first month of the season, the player will be eligible for a refund of **50% of the registration fee**. The refund will exclude NPC fees, and any other fees associated with the season.

- **After June 15th:**

No refunds will be issued after June 15th for any reason. This includes, but is not limited to, changes of commitment, relocation, injury, or disagreements between the player and coach. After this date, the season is considered in full swing, and no refunds will be granted.

- **Softball Napanee Board Discretion**

- Softball Napanee Board reserves the right to consider contributing factors to the player discontinuing the season. If the Board deems that the player has been detrimental to the program, there shall be no refund provided to the player or family. Likewise, if the Board ???

Non-Refundable Fees

Certain fees, such as **NPC fees** or any additional event-related costs, are non-refundable. These fees are not eligible for reimbursement under any circumstances, including injury, relocation, or other personal reasons.

Player Spot Replacement

In cases where a player withdraws from the season before or during the early part of the season and their spot can be filled by another player, Softball Napanee will make reasonable efforts to find a replacement. If a replacement is found, the 50% refund outlined above will apply.

How to Request a Refund

To request a refund, a player or parent/guardian must submit a written request to Softball Napanee's Board highlighting the details of the request. The following information will be required:

- Player's full name and registration details
- Reason for withdrawal (injury, relocation, etc.)
- Supporting documentation (e.g., doctor's note for injury or proof of relocation)
- Request date

Refunds or a decision on the refund will be processed within **30 days** of receipt of the request and required documentation.

Agreement

By registering for the Softball Napanee season, players and their guardians acknowledge and agree to this refund policy. The refund policy is subject to change, and players will be notified in advance of any adjustments. Please ensure that you read and understand the refund terms of this policy before completing the registration.

This policy is intended to ensure fairness and transparency for all players and families. It also helps Softball Napanee manage season planning and finances effectively.