

## **Refund Policy**

- This policy applies to registration fees paid directly to Oklahoma Celtic (NYSA) either online or in person.
- The principle behind NYSA's refund policy is to allow a reasonable period of time following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the club.
- NYSA commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the club if/when a member withdraws.
- Removing a player from the program is a significant disruption and should be a last resort.
- All refund requests must be made in writing to the NYSA administrator by the individual who paid the fee(s). Please allow 4 – 6 weeks for refunds to be processed.
- The final amount of any refund will be at NYSA's board's discretion.

**Full Refund:** NYSA (recreational) will allow registered players to withdraw from our program for any reason prior to teams being announced, and receive close to a full refund of registration fees. (The club will keep any credit card surcharge fee.)

**No Refund:** Competitive/Academy Players who withdraw once the season has started are not eligible to receive any refund.

**Uniform Refund:** Registration fees are the portion of all fees paid to participate in the program, excluding fees for uniforms and late fees. Any fees paid for uniforms or late fees are non-refundable at any time.

## **WITHDRAWAL FROM COMPETITIVE/ACADEMY**

Please email your coach/director of your program and the club's administrator when you are withdrawing from the competitive/academy program.

Registration fees will be reduced to **50%** for any future balance remaining on the parents' account. Celtic will adjust this if there are any extenuating circumstances, such as medical conditions, etc., but documentation will be required.