

# Refund Policy

## Purpose

This policy provides a framework outlining the circumstances in which Central East Women's Fastpitch League will grant a refund. A Refund may be available under this Refund Policy, if:

1. the league is unable to deliver a service or product as promised, or
2. if a client cancels a purchase or requests a refund after purchase, and
  - a. the request complies with the dates and conditions herein.

## Definitions

- "Client" refers to any Association, team, person that creates a business relationship by means of a financial transaction.
- "Purchase" refers to any financial transaction that creates a business relationship between the league and the client, including but not limited to, membership, registration, TeamSnap, tournament, event, retail, operating offence and other purchases or fees.
- "Admin or Membership Fees" are expenses incurred by the league to fulfill your purchase or order. These fees may be retained as cost recovery to protect the league from losses.
- "Last Date to Get a Refund" are the dates when the purchased item is partially to fully delivered based on expenses incurred, or actions taken, to fulfill the purchase.
- "Force Majeure" are unforeseeable circumstances that prevent the league from fulfilling a purchased item.
- "Acts of God" are instances of uncontrollable natural forces that prevent the league from fulfilling a purchased item.

## Eligibility

- **60+ Days Before Start Date:** Eligible for full refund, with special Conditions applying to Operating Offence Fines and Retail Items.
- **0-59 Days Before Start Date:** May be eligible for a partial refund, varies by purchased item. Refer to Chart of Refunds, Last Date to Get a Refund and Conditions for each Purchased Item.

## Refunds

Where the league or the client are unable to fulfill their obligations under the transaction for the purchased item, this Refund Policy and its' Conditions will determine if, how and when refunds are disbursed. Refunds after the Last Date to Get a Refund, are at the league's sole discretion on a case-by-case review.

## Credits and Substitutions

Where non-fulfillment is due to Force Majeure or Acts of God (i.e. a significant interruption of service), the league may reschedule, issue credits, or substitute the purchased item rather than issue a refund. Where the Credit or Substitution is of lesser value than the original purchase, a partial Refund will be issued for the difference.

## Chart of Refunds (2020)

Purchased Item	Fees	Last Date to Get Refund				Conditions
<b>TeamSnap</b>		<b>Apr 1</b>	<b>May 1</b>	<b>May 15</b>	<b>Jun 1</b>	
Premium License Reimbursement (\$100 USD)	\$110	\$110	\$0	\$0	\$0	<ul style="list-style-type: none"> <li>• Fee to maintain TeamSnap Premium license at league's discounted rate.</li> <li>• Client may delete the license permanently or transfer it to a personal license if not returning to the league.</li> </ul>
<b>Membership</b>		<b>Apr 1</b>	<b>May 1</b>	<b>May 15</b>	<b>Jun 1</b>	
Entry Fee Per Team	<b>\$340</b>	\$340	\$275	\$260	\$210	<ul style="list-style-type: none"> <li>• Refunds will be scaled as expenses are incurred to enter team(s).</li> <li>• Operating Offence Fines incurred will be deducted from any refund.</li> </ul>
Membership Fee	\$80	\$80	\$15	\$0	\$0	<ul style="list-style-type: none"> <li>• Non-Refundable after the Membership Application deadline March 1.</li> </ul>
Playoff Entry Fee	\$260	\$260	\$260	\$260	\$260	<ul style="list-style-type: none"> <li>• This is only refundable with a membership cancellation. Regular season teams are not eligible for this refund if they opt-out of the playoffs.</li> </ul>
Operating Offence Fines					-\$50	<ul style="list-style-type: none"> <li>• Withdrawal from league with 0-14 days' notice is subject to a \$50 operating offence fine under the Operating Procedures, Section 21.</li> </ul>
<b>PanJam Tournament</b>		<b>Apr 1</b>	<b>May 1</b>	<b>Jun 1</b>	<b>Jul 1</b>	
Team Entry Fee	<b>\$475</b> <b>\$575</b>	\$475 \$575	\$425 \$525	\$425 \$525	\$425 \$525	<p>For any early cancellation of play. Client withdrawal with 0-60 days' notice is subject to a \$50 Admin Fee. Full refund may be issued if vacancy is filled.</p> <ul style="list-style-type: none"> <li>• Refund for 0 Games Played.</li> </ul>
Cancellation Policy		See Conditions for Day-Of policies >>				<p>For any day-of cancellation of play (i.e. Rain Out), <b>not including</b> client withdrawal.</p> <ul style="list-style-type: none"> <li>• 75% Refund if only 1 Game Played.</li> <li>• 50% Refund if only 2 Games Played.</li> <li>• 0% Refund if 3+ Games Played.</li> </ul>
<b>Other Purchases</b>		<b>60+ Days</b>	<b>31-60 Days</b>	<b>15-30 Days</b>	<b>0-14 Days</b>	
Events		100%	75%	50%	0%	<ul style="list-style-type: none"> <li>• Refunds will be scaled as expenses are incurred to run the event.</li> <li>• Rescheduling, credits, or substitutions may be offered.</li> </ul>
Operating Offence Fines		100%	100%	100%	100%	<ul style="list-style-type: none"> <li>• If a fine has been paid, and the decision leading to that fine is reversed (i.e. on appeal), then the fine will be refunded within 60 days.</li> </ul>
Retail Items		?	?	?	?	<ul style="list-style-type: none"> <li>• Refunds for ordered or purchased items are at the sole discretion of the vendor or manufacturer per their refund policy.</li> </ul>