

## CVU REFUND POLICY

**POLICY STATEMENT:** CVU does not provide refunds, except in rare circumstances beyond the control of a player. In exceptional circumstances, the decision whether to give a refund, and in what amount, is made in the sole discretion of the Board of Directors.

**RATIONALE:** By registering to play for CVU, a player is committing to a team, including the finances of the team. Fees for participation in the club cover the entire soccer year. A player who accepts an invitation to play with CVU commits to pay the entire fee for the full soccer year. In exchange, CVU commits to expenditures, such as field rental, league registration, referee fees, coaches, etc., once registration numbers are determined. These expenses are not recoverable by CVU if a player withdraws. Thus, a player who leaves causes a significant disruption to the program and team, and a player's acceptance has the effect of denying another player an opportunity to play on a team.

**EXCEPTIONS:** The only exceptions are:

- (1) a player has a season-ending injury, or
- (2) a family moves away from the region during the fall league season.

REFUNDS WILL NOT BE GRANTED UNDER ANY CIRCUMSTANCES BECAUSE OF DISSATISFACTION WITH A COACH OR MANAGER, PLAYING TIME, PLAYING POSITION, STYLE OF PLAY, OR TRANSFER TO ANOTHER CLUB.

**REQUESTS:** To request a refund, a player must submit a request in writing (emails are acceptable – [admin@cvusc.com](mailto:admin@cvusc.com)), explaining the specific reason for the request. In case of a season-ending injury, the treating physician must provide a note substantiating the request. (Please DO NOT send medical records.) The amount of a refund, if given, will be determined in the sole discretion of the Board.

**INSTALLMENT PAYMENTS:** CVU offers an installment payment plan for player fees as a convenience. If a player chooses to leave CVU mid-season, all payments must still be fulfilled. CVU will not release the player card or agree to a transfer to another club until all fees are paid to CVU.

**REGISTRATION INSURANCE:** Registration insurance provided by third parties is available to those interested. CVU does not make specific recommendations and has no control over these providers. CVU has no responsibility or control for claims made against this insurance.