

| <b>Marlton Recreation Council Standard Operating Procedure</b>   |   |
|--|---|
| <b>Section: Finance</b>  | <b>Number: 102.03</b>                               |
| <b>Subject:</b> Registration Setup, Refund, Late Fee, and Discount Policy  |   |
| <b>Effective Date:</b> 09/22/2022  | <b>Page:</b> 1 of 3                                 |
| <b>Last Revised:</b> 03/17/2023  | <b>Supersedes or replaces:</b><br>102.03 09/22/2022 |
| <b>Issued by:</b> MRC Executive Board  |   |
| <b>Approved by:</b> MRC Executive Board  |   |
| <p>The Written Policies developed by the Marlton Recreation Council are intended to provide a system for the orderly operation of youth sports, and do not enlarge any MRC member's civil or criminal liability in any way. They should not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of Written Policies can only be the basis of an internal complaint against any member of the MRC, and then only in conjunction with disciplinary action.</p> |   |



**Purpose:**

- A. This procedure outlines the refund policy and late fee policy for the MRC.

**Scope:**

- A. This procedure applies to all sports registrations processed through the MRC.

**Administration:**

- A. All Executive Board members and Sport Commissioners shall follow this procedure for the administration of refunds, late fees, and discounts. The Refund Policy will be posted on the MRC Registration webpage and clearly made visible to all players and parents.

**Procedure:**

**A. REGISTRATION SETUP**

- a. Thirty days (30) before registration a sports commissioner requests to open registration, the sports commissioner will complete the registration setup Google Form titled *Sports Registration Setup Form* located on the MRC website.
- b. The Google Form Sports Reg Form will require the following information:
  - i. Name of the Sports Commissioner and Sports Treasurer and contact information for both
  - ii. List of sport programs to be opened, and associated registration fees, discounts, or late fees
  - iii. Open date / close date and any other early bird or late fee dates
  - iv. Structure of the season and how players are rostered (coed or by gender, DOB rules or grade rules, etc.)
  - v. A description of the season shall be submitted. This description will be added to the MRC website above the registration for sport, these descriptions should include all relevant dates for the season
  - vi. Sports should submit their playing time policy or a note that the sport will conform to the MRC Playing Time Policy (Policy 011497)
  - vii. All sport-specific policies and procedures, including age or grade qualification for divisions and/or travel programs, if there have been any changes from previous seasons
  - viii. Any proposed deviation from the MRC Code of Conduct or Penalties assessed thereunder.  
\*Please note that a sport cannot reduce for the same offenses the minimum punishments set for in the MRC Code of Conduct

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- c. In addition to the completion of the Sports Reg Form Setup, sports shall, prior to registration opening, ensure the following:
  - i. Sports Board contact information and email addresses, including President and Treasurer, is sent to the MRC Admin Staff and posted on the MRC website
  - ii. Sport Budget or Updated Budget has been submitted and approved by the Executive Board
  - iii. Field use and/or permit requests have been submitted and received by the Athletic Director and you have received approvals from the Athletic Director
  - iv. Sports policies/rules updated and in Google Drive/Dropbox and email to MRC Admin Staff, Executive Director, and Recording Secretary
  - v. All passwords to social media and other media are provided to the Executive Director of the MRC and the Executive Director is given "Editor" level access to all social media and/or other media. In the event any of these passwords are changed during the season, such changes immediately shall be provided to the Executive Director

**B. REFUNDS:**

- a. A service fee of \$20.00 will be charged and deposited in the MRC General Account for any refund requested by a parent/guardian after fourteen (14) calendar days from the date the sports registration is closed.
  - i. Any exceptions to this rule by Commissioners will have the \$20.00 fee deducted from the Sport Account and transferred to the General Account.
  - ii. Upon registering their child for any sport, parents and/or guardians accept the policy that a refund will not be granted after the earlier of one of the three conditions below:
    1. Uniforms have been distributed to any teams or players.
    2. Player evaluations/ratings have been completed.
    3. Players have been rostered to teams.
- b. In the event of an extraordinary circumstance, such as a player sustaining a serious injury prior to the season starting that precludes the player from playing, the cost of any apparel and equipment ordered for playing / practicing a sport, player league entry fees, training and or tryout expenses paid for by the sport on behalf of the player before the refund request will be deducted from the registration fee prior to the refund.
- c. All refund requests must be made to and approved by the Commissioner of the sport.
- d. There will be no transfer of registration fees from one sport to another. The MRC does not issue credits. All refunds will be processed via the registration system and refunded to the method used for payment.

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- e. *Internal Procedure:* The Commissioner is responsible to respond to a parent/guardian refund request in a timely manner and submit the request to the MRC Office. All refund requests are to be made in writing by the applicable Sport Commissioner to include the player's name and sent to [refunds@marltonreccouncil.org](mailto:refunds@marltonreccouncil.org). The MRC Office will ensure this procedure is followed and transfer money among accounts as appropriate. The registration system will be updated to reflect the refund and un-roster the player for the season.

**C. REGISTRATION LATE FEE:**

- a. The collection of late fees by the sport is up to each sport commissioner, but that decision must be made prior to the season registration opening.
- b. A registration late fee will be collected at the date indicated by the Sports Commissioners. The date requested by the Sport Commissioner may not necessarily be the registration closing date (i.e., Late Fee date followed by hard closing date).
- c. All sports will charge \$40.00 per late registration. \$20.00 of the late fee will go to the MRC General Account to cover administrative costs. The other \$20.00 will go to the Sport General Account of the sport assessing the late fee.
- d. No refunds will be given for the late fee only portion of the registration. A late fee may be refunded if the entire registration amount is being refunded for a player. There are NO exceptions to this rule, as late fees are programmed into the registration computer system.
- e. *Internal Procedure:* The MRC Office will ensure this procedure is followed and transfer money among accounts as appropriate on a timely basis as accounts are reconciled.

**C. DISCOUNTS:**

- a. The application of discounts by the sport is up to each sport commissioner, but that decision must be made prior to the season registration opening.
- b. Sports Commissioners shall include all methodologies for early bird discounts and multi-player/family discounts in their registration setup request each for each season. (i.e. two players registered get a 25.00 discount)
- c. Multiplayer discounts can only be applied when two or more players are registered for the same sport at the same time. No adjustments will be made if a parent/guardian did not appropriately register their players to receive the multiplayer discount.