

## **Register with Confidence:**

### **COVID-19 Addendum to IMPACT's Refund Policy for Non-Competitive Programs**

**There are currently no plans to cancel the Fall Recreational Season.** The season may be extended, however, if there are delays caused by COVID-19. We are developing contingency plans which, depending on when the season starts, will allow for a season to be played up to the middle of December. If the season is not cancelled due to COVID-19 our updated standard Refund Policy would be as follows:

- Processing fees paid to Sports Engine for online registration are non-refundable.
- Due to IMPACT's team placements, purchase of uniforms and balls, and administrative costs, there is a non-refundable \$75 for any refund requests if requested 30-days prior to the first game of the season (date to be determined).
- NO refunds will be provided for request made less than 30 days to the first game of the season.
- Season-ending injuries with proof of Doctor's orders, will be reviewed on a case-by-case, pro-rated, basis, up to the \$75 admin fee and Sports Engine processing fees.

**In the event the Recreational Season is cancelled Before It Starts** due to COVID-19 restrictions at the local, state, or federal level, following Refund Policy Guidelines would be in place:

- Processing fees paid to Sports Engine for online registration are non-refundable.
- All registrants will receive a refund, less \$45 which will be used to cover administrative overhead and incurred cost.
- Players will be provided with virtual training content to help guide their development based on skill level during the fall season.
- There will be no need to request a refund in the case of a COVID-19 cancellation. We will make our decision about each individual program separately and based on guidance from our government officials—the specific timing of this will depend on the circumstances at the time. If the program is cancelled due to COVID-19 restrictions, refunds will be provided within 7-10 business days of the decision to cancel.

**In the event the Recreational Season is cancelled While In Progress** due to COVID-19 restrictions at the local, state, or federal level, following Refund Policy Guidelines would be in place:

- Processing fees paid to Sports Engine for online registration are non-refundable.
- We may offer refunds and/or credits for future programming. Such a determination will be made by IMPACT Soccer Club, in its sole discretion and based upon the circumstances of the program at the time of the decision.

**There are currently no plans to cancel the Fall Pre-Academy Season.** The season may be extended, however, if there are delays caused by COVID-19. We are developing contingency plans which, depending on when the season starts, will allow for a season to be played up to the middle of December. If the season is not cancelled due to COVID-19 our updated standard Refund Policy would be as follows:

- Processing fees paid to Sports Engine for online registration are non-refundable.
- Due to IMPACT's purchase of shirts, staff commitments and administrative costs, there is a non-refundable \$50 for any refund requests if requested 30-days prior to the first game of the season (date to be determined).
- NO refunds will be provided for request made less than 30 days to the first game of the season.
- Season-ending injuries with proof of Doctor's orders, will be reviewed on a case-by-case, pro-rated, basis, up to the \$50 admin fee and Sports Engine processing fees.

**In the event the Pre-Academy Season is cancelled Before It Starts** due to COVID-19 restrictions at the local, state, or federal level, following Refund Policy Guidelines would be in place:

- Processing fees paid to Sports Engine for online registration are non-refundable.
- All registrants will receive a refund, less \$35 which will be used to cover administrative overhead and incurred cost.
- Players will be provided with virtual training content to help guide their development based on skill level during the fall season.
- There will be no need to request a refund in the case of a COVID-19 cancellation. We will make our decision about each individual program separately and based on guidance from our government officials—the specific timing of this will depend on the circumstances at the time. If the program is cancelled due to COVID-19 restrictions, refunds will be provided within 7-10 business days of the decision to cancel.

**In the event the Pre-Academy Season is cancelled While In Progress** due to COVID-19 restrictions at the local, state, or federal level, following Refund Policy Guidelines would be in place:

- Processing fees paid to Sports Engine for online registration are non-refundable.
- We may offer refunds and/or credits for future programming. Such a determination will be made by IMPACT Soccer Club, in its sole discretion and based upon the circumstances of the program at the time of the decision.

**There are currently no plans to cancel the Fall Adult Co-Ed League Season.** The season may be extended, however, if there are delays caused by COVID-19. We are developing contingency plans which, depending on when the season starts, will allow for a season to be played up to the middle of December. If the season is not cancelled due to COVID-19 our updated standard Refund Policy would be as follows:

- Processing fees paid to Sports Engine for online registration are non-refundable.
- Due to IMPACT's team placements, purchase of player passes, and administrative costs, there is a non-refundable \$50 for any refund requests if requested 30-days prior to the first game of the season (date to be determined).
- NO refunds will be provided for request made less than 30 days to the first game of the season.
- Season-ending injuries with proof of Doctor's orders, will be reviewed on a case-by-case, pro-rated, basis, up to the \$50 admin fee and Sports Engine processing fees.

**In the event the Adult Co-Ed League Season is cancelled Before It Starts** due to COVID-19 restrictions at the local, state, or federal level, following Refund Policy Guidelines would be in place:

- Processing fees paid to Sports Engine for online registration are non-refundable.
- All registrants will receive a refund, less \$25 which will be used to cover administrative overhead and incurred cost.
- There will be no need to request a refund in the case of a COVID-19 cancellation. We will make our decision about each individual program separately and based on guidance from our government officials—the specific timing of this will depend on the circumstances at the time. If the program is cancelled due to COVID-19 restrictions, refunds will be provided within 7-10 business days of the decision to cancel.

**In the event the Adult Co-Ed League Season is cancelled While In Progress** due to COVID-19 restrictions at the local, state, or federal level, following Refund Policy Guidelines would be in place:

- Processing fees paid to Sports Engine for online registration are non-refundable.
- We may offer refunds and/or credits for future programming. Such a determination will be made by IMPACT Soccer Club, in its sole discretion and based upon the circumstances of the program at the time of the decision.