

Mundelein Soccer Club – Refund Policy

Mundelein Soccer Club is a Not for Profit organization, as such we base the number of teams and the rosters sizes of each team to meet the minimum necessary funding to maintain the viability of the organization as a whole.

When a player commits to the club and participates in registration (whether it is paid in full or under a payment plan) the club makes decisions that impact the overall cost structure of the organization. Soccer is a sport with relatively low roster sizes and the cost to field a team includes both club costs (fields, equipment, insurance, etc.) and team costs (league fees, tournament fees, referee fees, etc.). Club fees are carefully considered to provide the lowest possible cost to the member families, while maintaining a balanced budget.

While the policy of Mundelein Soccer Club is to NOT offer refunds, we understand that situations do arise in which there are exceptions to this rule. While the exceptions noted below cannot be considered a comprehensive list, they are used as guidelines to provide fair and equitable recovery of cost to families that have unique, unavoidable or unforeseen circumstances.

Some considerations for potential refunds may include:

- Early Withdrawal:
 - In the event a player chooses to leave the club between Registration and the start of team activities which start August 1st (too include team registration to the leagues or tournaments) the player will be responsible for a \$100 club processing fee payable to the club.
- Family relocation:
 - If a family or player is relocated due to job, family circumstances or acts of nature; the board will hear an appeal to determine the eligibility of the player(s) for a refund.
- Injuries:
 - Unfortunately, Injuries are a part of sports and while we try to work with parents, players and coaches to maintain the health and welfare of the players, we understand that players will, on occasion, be unable to meet their club obligations due to injuries.
 - If a player misses a significant amount of training time or games, they may be eligible to receive a refund a credit for the next season in lieu of a refund.
 - Significant time is roughly defined as >50% of scheduled games for their team. As part of this calculation, tournaments held in a single weekend are considered as 1 game.

PLEASE NOTE that under NO CIRCUMSTANCES will MSC refund money for the purchase of kits (to include Keeper equipment) to families. These items are considered personalized and as such are the property of the player once purchased.

Process to Appeal for a Refund is as follows:

1. The parent/player must notify their Coach verbally of the intent to request a refund.
 - a. This verifies the Coach is aware of the reasons the players is leaving or away from the club team.
 - b. This also allows the Coach to act as an advocate with the Board of Directors to help represent the situation accurately to the members of the board.
2. A formal request for the Refund must be received by the Club in writing.
 - a. Email or Regular US mail is acceptable forms of written formal requests.
 - b. A written request handed to a Coach may be acceptable, but it is the Players or Parents responsibility to make sure they receive follow-up that the documentation was received by the Board. The Club cannot be held responsible for a document that is routed thru this channel.
3. The Board of Directors will schedule the request to be heard on a regularly scheduled Board agenda.
 - a. Parents and Coaches may be present to discuss the extenuating circumstances to the Board, but will NOT be allowed to be present during final discussion and disposition of the request.
4. The Chief Operations Officer or another Board Delegate will respond to the requesting parent/players directly by written communication either email or in writing.
 - a. If the determination of the Board is that a Refund should be provided, MSC will in good faith attempt to make payment at the earliest possible time (within 30 days) after the final decision has been made and recorded.
5. **All decisions by the MSC Board of Directors concerning refunds are final.**

Please NOTE that Coaches (even if they are Board Members) do NOT have the authority to promise or commit to a refund (or credit) outside of this process.