



## Policy & Procedures

### Refund Policy

**Normal Years:** To be awarded a full or partial refund, a letter or email must accompany refund requests.

- **Full Refund** - All requests made prior to the 1st practice of the season will be awarded a full refund minus a \$35 processing fee.
- **Partial Refund** - Once the season has started, if a request is due to an injury during the 1st month of the regular season, a refund will be issued equal to half of the amount paid. To receive a partial refund a doctor's note must accompany the request. After the 1st month of the regular season, no refunds will be rewarded due to an injury.
- **No Refunds** - Once teams have been established and practices have started at no time will refunds be granted for voluntary withdraw.

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### **New for 2021-22 / Pandemic:**

- If a health/safety issue arises and the East Diablo League season is cancelled before November 6th (season start date), all registrations will be awarded a **Full Refund**. Written requests will not be required if this occurs.
- If the season is canceled before half of the games are played, requests for **partial refund** equal to half the amount paid will be accepted.

### **Refund Request Submission Instructions:**

Please send requests to St. Agnes CYO Treasurer Garth Miner (garth.f.miner@gmail.com) and/or St. Agnes CYO Registrar Andy Jee (jeeunit1@gmail.com) c/o St. Agnes Parish Office 3966 Chestnut Ave. Concord CA 94519.

### **For All Online Payment-Refund Requests**

- Processing fees will be refunded if a **full refund** is initiated. Processing fees will not be refunded if a **partial refund** is initiated. (*The "Processing Fee" is the cost per online transaction*).
- Refunds are made back to the original payment source (*card, bank account, etc*).
- Refunds can take up to 3-5 days to process.

**Note:** St. Agnes CYO does not provide credits for future seasons and all refund decisions are at the discretion of the St Agnes CYO board of directors.