

## UTAH SURF REFUND POLICY UPDATE

Refund policy: No Refunds\*

Extra-ordinary Exceptions:

- Season ending injury with more than 3/4 of the season remaining.
- Primary residence relocation to a new state or region in which Surf does not operate.

Covid-19 specific refund policy (this policy will also apply to any other viral or bacteria caused interruptions):

*No refunds will be given for mandated stoppages (by government, schools, cities) or related interruptions that are less than 60 days, even if they occur more than once during a season. For Covid mandated stoppages which disallow any practices for longer than 60 days, refunds will be treated as follows:*

*First, it is important to note that the club can only control practices. Any cancellations of games, tournaments, leagues etc. will not create any eligibility for a refund. In addition, any eligible refunds related to Covid will be given at the end of the season in May, if all other fees and team costs have been paid in full by the player.*

*Refund amounts related to a Covid stoppage, if any, will be given based on remaining club funds of the non-committed/unspent funds related to the overall club budget at the end of the season (May), based on a pro-rata of the time of the cancellation greater than 60 days, team fee paid, and total eligible players based on June 15 to May 15 season.*

*Covid related refunds create a significant challenge to the Club. The club commits significant funds at the beginning of the season for equipment, training, marketing, fields, indoor space, tryouts, tournament prep, etc. In addition, many coaches and administrators are signed on a yearly basis and those funds are committed. Players (and families) should assume that any Covid related refunds will be substantially less than a "percentage of the season" where practices were unable to be held and may be zero if later in the season.*

*If league play is suspended for any reason, a portion of the referee fees that you have paid and that have been refunded to the Club will be refunded to you in proportion to the amount of that season which has been suspended.*

*No refund will be issued for Covid related issues where the total amount to be refunded to a player is less than \$25.*

Updated 6/15/2020