

Premier, Elite and Local Select Program:

Due to the nature of the year-long commitment and limited rosters, refunds will be considered only in extreme circumstances for the following reasons:

- Player moving out of the area.
- Severe injury or illness that prevents the player from participating for the remainder of the season (requires note from a physician).
- Player cannot be placed or is removed from a team.

Refund request submitted prior to June 15:

- Any request for refund submitted prior to June 15 will be eligible for a 75% refund of the total yearly fees. For those individuals selecting payment plan, the first payment will be non-refundable. Individuals who pay the entire year's fees will be eligible for a 75% refund.

Refund requests submitted after June 15 will only be considered if they fit the extreme circumstances listed above and will be issued on a pro-rated basis.

Purpose

The CFCA Refund Policy defines the circumstances under which Chattanooga FC Academy (CFCA) will grant a refund of CFCA fees. The Refund Policy also outlines the steps that must be taken when requesting a refund of CFCA Travel Club fees. It is important to note that this Policy does not address any other fees associated with CFCA travel soccer (for example, team fees, uniforms, etc.).

The goal of the Refund Policy is to ensure the continued financial solvency and efficient operation of CFCA and its teams and the fair and equitable granting of requested fee refunds. By defining and sharing this policy, CFCA strives to ensure that all CFCA families understand the Refund Policy before they commit to participate in the CFCA Travel program.

The specific rules and procedures of the Refund Policy are based on comparable practices of neighboring competitive soccer programs and are in line with what is considered reasonable and customary.

Refund Request Process

All requests for a refund of the CFCA Club fees must be submitted in writing and must be signed by one or more of the player's parents or legal guardians listed in their child's (children's) CFCA registration record. A copy of the signed refund request must be submitted to the player's Executive Director and the CFCA Director of Operations. Refund requests must include supporting documentation.

Revised October 2016