

## Refund Policy

Impact City FC Refund Policy. Last updated: January 2, 2026

At Impact City FC, we strive to steward our resources responsibly while maintaining fairness and transparency with our families. The majority of club expenses are incurred upfront through commitments to leagues, facilities, equipment, and coaching staff. For that reason, team fees are non-refundable once a player has accepted a roster spot.

This policy outlines our approach to refund requests for our **teams** in alignment with common practices across youth soccer clubs nationwide.

### General Policy

- Team fees are non-refundable once a player accepts a roster spot, regardless of attendance, participation, or injury.
- Program fees (camps, clinics, supplemental programming) may be eligible for partial refunds under specific circumstances.
- Refunds are considered only upon formal request and review by the Impact City FC HQ Leadership Team.
- Decisions regarding refunds are made with due diligence, but are final once issued.

### Refund Eligibility Guidelines

- Non-Refundable Situations:
  - Player has participated in one or more games during the season.
  - Roster has been submitted to the league.
  - Withdrawal occurs after 60 days from the date of original registration.
  - Voluntary withdrawal for personal reasons or schedule conflicts.
- Partial Refunds May Be Considered:
  - Season-ending injury prior to league roster deadline (physician's note required).
  - Family relocation out of the service area (proof of move required).
  - Club-initiated program cancellation (e.g., not enough players to form a team).

Please note: Even in the above cases, a partial refund is not guaranteed, and administrative fees and non-recoverable costs will be deducted.

### Refund Request Procedure

To submit a refund request, please follow these steps:

1. Inform your Director of Coaching and Head Coach.
2. Email [info@impactcityfc.com](mailto:info@impactcityfc.com) with the following details:
  - Player's full name
  - Head Coach's name
  - Reason for refund request (include any supporting documentation)
3. Your request will be reviewed by the Impact City FC HQ Leadership Team.
4. You will receive an email response regarding the HQ Leadership Team's decision within 7-10 business days.

### Refund Processing

- If a refund is approved, please allow up to 30 days for it to be processed.
- Refunds made within 60 days of registration will be returned to the original payment method (credit card or ACH).
- Refunds made after 60 days will be issued via mailed check to the address provided during registration.

### Waiver Acknowledgement

By accepting a team roster spot and completing registration, you acknowledge and agree to this refund policy. You understand that your payment secures a limited roster space and covers fixed annual club costs.

If you have any questions regarding this policy, please contact [info@impactcityfc.com](mailto:info@impactcityfc.com).