



REFUND & CANCELLATION POLICY

1. Purpose

This Refund & Cancellation Policy establishes clear guidelines regarding registration fees, withdrawals, program cancellations, missed sessions, and refunds for participants enrolled in UFootballSC programs.

The purpose of this policy is to ensure fairness, transparency, and consistency for all participants and families.

2. Registration Fees

Registration fees secure a participant's place within a program and allow UFootballSC to plan staffing, facility rentals, equipment, and program operations.

Participation is not guaranteed until registration and payment requirements have been completed.

3. Participant Withdrawal Requests

Requests to withdraw from a program must be submitted in writing to UFootballSC.

Refund eligibility may depend on the timing of the withdrawal request and the amount of the program already completed.

4. Refund Eligibility

Refund requests may be considered under the following circumstances:

- Medical reasons preventing participation.
- Family relocation outside the service area.
- Program cancellation by UFootballSC.
- Exceptional circumstances approved by academy management.

Supporting documentation may be required.

5. Non-Refundable Fees

The following may be non-refundable:

- Administrative fees.
- Processing fees.
- Uniforms and apparel.
- Equipment purchases.
- Third-party registration fees.
- Fees already incurred on behalf of the participant.

6. Medical Withdrawals

Participants unable to continue due to injury or medical conditions may be eligible for a partial refund.

Medical documentation from a licensed healthcare professional may be required.

Refund amounts may be calculated based on the portion of the program remaining.

7. Missed Training Sessions

No refunds, credits, or make-up sessions are guaranteed for:

- Missed practices.
- Missed games.
- Personal scheduling conflicts.
- Vacations.
- Non-medical absences.

Exceptions may be considered at the discretion of UFootballSC.

8. Weather and Field Closures

Outdoor sports are occasionally affected by weather, field conditions, facility closures, or circumstances beyond the academy's control.

Cancelled sessions due to weather or facility issues may not qualify for refunds.

UFootballSC may provide alternative training opportunities when practical.

9. Program Modifications

UFootballSC reserves the right to modify:

- Training schedules.
- Training locations.
- Coaching assignments.
- Program formats.
- Session times.

Such changes do not automatically qualify participants for refunds.

10. Academy-Initiated Cancellations

If UFootballSC cancels a program before it begins, participants may be eligible for:

- A full refund, or
- A credit toward a future program.

The academy will determine the most appropriate solution based on the circumstances.

11. Participant Conduct

Refunds will not normally be provided when a participant is suspended, removed, or dismissed from academy activities due to violations of academy policies, codes of conduct, or behavioural expectations.

12. Processing of Approved Refunds

Approved refunds will be processed using the original payment method whenever possible.

Processing times may vary depending on financial institutions and payment providers.

13. Policy Review and Exceptions

UFootballSC reserves the right to review individual situations and make decisions that best support fairness, participant welfare, and academy operations.

Exceptions may be granted at the sole discretion of academy management.

14. Contact Information

Questions regarding refunds, withdrawals, cancellations, or credits should be directed to UFootballSC through the contact information provided on the academy website.

15. Acknowledgement

By registering for any UFootballSC program, participants and parents/guardians acknowledge that they have read, understood, and agree to this Refund & Cancellation Policy.