



Refund Guidelines

August 2023

Phoenix FC is a non-profit organization, striving to ensure that our members receive the highest value of soccer programming and flexibility as possible. The following policy outlines the refund process to ensure that our members retain flexibility in making decisions, while also ensuring that Phoenix FC can continue to provide a high level of programming for all.

For competitive registrations:

1. If a player is registered under a tryout only assessment fee, this fee is non-refundable whether the player attends assessments.
2. If an offered spot is declined within the 48-hour response window, the family is entitled to a refund of their first payment amount less a \$25 administrative fee.
3. If an offered spot is accepted and the family withdraws at any time afterwards, the full first payment will remain with the club and remaining unpaid payments in payment plans will be cancelled.
4. A withdrawal occurring after a spot has been accepted due to extenuating circumstances, including but not limited to, moving out of the area or an injury that restricts the player from participating, will be reviewed by Phoenix FC on a case-by-case basis to determine the level of refund if any is deemed appropriate.

For recreational registrations:

1. From the registration date to the date which teams are formed (set seasonally by Phoenix FC), all withdrawals will be subject to a 5% administrative fee to cover the cost of card processing fees.
2. Once teams are formed, withdrawals are evaluated on a case-by-case basis for proration of the balance of fees paid less a 5% administrative fee to cover the cost of card processing fees.