

Refund Policy for Competitive Registrations (Tiers 1-3)

Phoenix FC is a non-profit organization committed to providing high-quality soccer programming with flexibility. This refund policy helps protect the club from last-minute team withdrawals and discourages players from accepting a spot and then switching to another team. It also accounts for credit card processing fees on transactions.

- **Declining an Offered Spot:** If a player declines a spot, the family will receive a full refund minus a \$30 administration fee, provided the player registered in RAMP.
- **Withdrawing After Accepting a Spot:** If a player withdraws before or after the team declaration deadline, the full initial payment (including the volunteer fee) is non-refundable. Any remaining unpaid installments in a payment plan will be canceled.
- **Extenuating Circumstances:** Withdrawals due to reasons such as relocating or a medical condition preventing participation will be reviewed on a case-by-case basis to determine if a refund is appropriate. If no extenuating circumstances are provided, no refund will be issued.

Refund Policy for Recreational Registrations (Tier 4)

- **Before Teams Are Formed:** Withdrawals from the registration date until teams are formed (date set by Phoenix FC) are subject to a 10% administrative fee to cover processing costs.
- **After Teams Are Formed:** Refund requests will be reviewed on a case-by-case basis. If approved, refunds will be prorated based on the remaining season, minus a 10% administrative fee.