



502 | FALL 2020 FEES & REFUNDS POLICY

Section 1. Purpose. This policy was created to provide transparency and a framework for assessing refunds in the event of disruptions to Pelada’s Fall 2020 programs resulting from the COVID-19 Pandemic. Should the Academy be compelled to cancel programs before their completion, refunds will be issued according to the criteria below.

Section 2. Refunds for a program that is canceled prior to the first field session.

- A. A refund for 100% of fees paid will be issued.
- B. In the event that this causes extreme financial difficulty to Pelada, Academy staff may contact families to ask if they are willing to accept a partial refund or a full credit toward a future program. Families will have the right to decline this request.

Section 3. Refunds for Training/5-a-Side programs that are canceled after the first field session.

- A. The Academy will keep \$30 to cover player registration with OYSA, credit card processing fees, and administrative costs. Of the remaining balance, Pelada will refund:
 - a. 75% if the program is canceled during its first week.
 - b. 50% if the program is canceled during its second week.
 - c. 25% if the program is canceled during its third week.
 - d. If canceled during the fourth week, no refunds will be issued, but Pelada may provide credits of up to \$20 for each participating player to use toward future programs.

Section 4. Refunds for Foundations U8 Academy programs that are canceled after the first field session will be refunded in full.

Section 5. Donation. Any balance on which a refund is due can be converted into a donation with the approval of the family.