

# Steel Experience EVENT REFUND POLICY

(For Tournaments, LEAGUES and XPERIENCE Camps)

## Refund Policy

- A processing fee of 10% of the full entry/registration fee is non-refundable once a full registration or deposit has been accepted and processed (If a \$300 deposit is paid on a \$1000 entry fee, \$100 is the processing fee).
- No Refund or Credits within 45 Days of the event/camp start date. This includes all deposits and partial payments.
- Teams/Participants may request the following up to 45 days before the start date:
  - Full credit of amount paid towards a future Steel Sports Event/Camp, good for 12 months from the date of request.
  - Full refund of amount paid minus the 10% processing fee.
- Steel Sports has the final decision on all refund requests.
- Be advised that Steel Sports reserves the right to proceed with the event/camp with a minimum requirement of 3 teams in an age division, or 20 participants in each camp.
- If the event/camp does not attract the minimum team/participant requirement or if Steel Sports chooses to cancel the event/camp due to the number of teams/participants, Full Refund of the entry/registration fee will be issued (the non-refundable 10% processing fee is waived).
- Be advised that Steel Sports reserves the right to proceed with the event/camp in inclement weather and will make all efforts to play while keeping the safety of the participants as the priority. Due to unforeseen circumstances, Steel Sports may choose to make modifications to the format of the event/camp including but not limited to schedule changes, number of games, time limit, game time/innings and ranking/seeding metrics.
- If no games are played, due to circumstances out of Steel Sports control (weather, pandemic, etc), a full refund minus a 25% Administrative Fee will be issued. The Administrative Fee will be 25% of the full entry fee, regardless of discounts that a team may have received.
- Steel Sports will make all efforts to issue refunds within 30 days of the end of an event; however, there are rare circumstances that may delay the refund process up to 90 days.

## REFUND CHARTS FOR CIRCUMSTANCES OUT OF STEEL SPORTS CONTROL

	1-Game Events	2-Game Events	3-Game Events	4-Game Events	5-Game Events	6-Game Events
<b>0 Games Played</b>	REFUND MINUS 25% ADMIN FEE*	REFUND MINUS 25% ADMIN FEE*	REFUND MINUS 25% ADMIN FEE*	REFUND MINUS 25% ADMIN FEE*	REFUND MINUS 25% ADMIN FEE*	REFUND MINUS 25% ADMIN FEE*
<b>1 Game Played</b>		NO REFUND OR CREDIT	50% REFUND	50% REFUND + 25% CREDIT	50% REFUND + 25% CREDIT	50% REFUND + 25% CREDIT
<b>2 Games Played</b>			NO REFUND OR CREDIT	NO REFUND OR CREDIT	50% REFUND	50% REFUND
<b>3 Games Played</b>				NO REFUND OR CREDIT	NO REFUND OR CREDIT	NO REFUND OR CREDIT

\*The Refund/Administrative Fee will be 25% of the full entry fee, regardless of discounts that a team may have received

Events with 7-Games +
0 GAMES = REFUND MINUS 25% ADMIN FEE*
UP TO 1/4 GAMES PLAYED = 50% REFUND + 25% CREDIT
UP TO 1/2 GAMES PLAYED = 50% CREDIT
1/2 GAMES PLAYED OR MORE = NO REFUND OR CREDIT

\*The Refund/Administrative Fee will be 25% of the full entry fee, regardless of discounts that a team may have received

Credit Policy

- Credits are good for 12 months from the date of issue
- Credits issued may only be used by the individual coach, team or club that the credit is issued to, or by the immediate family of the participant receiving the credit.
- Applied credits may never be converted into a refund; however, applied credits may be reissued as credits using the refund policy guidelines.
- Credits may be used for most Steel Sports events/camps. In rare circumstances, some Steel Sports events/camps may not accept credits.

#### Exceptions for Xperience Camps

- If a player is injured more than 45 days from the start of camp (doctor note must be received), a full refund minus a 10% processing fee will be issued.
- If a player is injured within 45 days from the start of camp (doctor note must be received), a full refund minus a 25% Admin Fee will be issued.
- If a player is injured on the 1<sup>st</sup> day of camp (doctor note must be received), a 50% refund of the registration fee will be issued
- If a player is injured after the 1<sup>st</sup> day of camp but before the last day (doctor note must be received), a 25% credit of the registration fee will be issued
- If a player is injured on the last day of camp, no refund or credit will be issued