

# Steel Experience

## (For Residential Camps)

- A processing fee of 10% of the full registration fee is non-refundable once the registration has been accepted and processed, unless PROGRAM PROTECTION has been purchased)
- All deposits and partial payments are NON-REFUNDABLE until the full registration fee has been received, unless PROGRAM PROTECTION has been purchased (discounted entry fees do not apply))
- A full refund of the registration fee (minus the 10% processing fee) if the age division has not sold out and written notice is given more than 45 days before the camp start date
- No Refund within 45 Days of the camp start date, unless PROGRAM PROTECTION has been purchased
- Be advised that Steel Sports reserves the right to proceed with the camp with a minimum requirement of 20 participants in each camp
- If the camp does not attract the minimum participant requirement or if Steel Sports chooses to cancel the camp due to the number of participants, Full Refund of the 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 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 camp
- When a participant is approved to change weeks, a \$25 fee will be incurred
- 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
- If the camp is cancelled, 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 registration fee, regardless of discounts that a participant 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
- Situations, where PROGRAM PROTECTION has been purchased, a full refund minus the PROGRAM PROTECTION fee will be issued

### Credit Policy

- In place of a full refund (minus the 10% processing fee or 25% Admin Fee), participants may choose to accept a full 100% credit of the registration fee
- The 10% processing fee or 25% Admin Fee may be waived when credits are issued
- Credits are good for 12 months from the date of issue
- Credits are non-transferable. Credits issued may only be used by the individual camp participant that the credit is issued to
- Applied credits may never be converted into a refund; however, applied credits may be reissued as credits using the refund guidelines.
- Credits may be used for most Steel Sports camps. In rare circumstances, some Steel Sports camps may not accept credits.