



# GGG SOCCER ACADEMY REFUND POLICY

At GGS Soccer Academy, we strive to provide a positive and professional experience for all our programs, leagues, camps, and events participants. This policy outlines the conditions under which refunds, credits, or adjustments may be granted to ensure fairness, transparency, and compliance with merchant standards.

## 1. PROGRAM CANCELLATION BY GGS SOCCER ACADEMY

GGG Soccer Academy reserves the right to cancel or reschedule programs, sessions, or events due to low enrollment, facility issues, staffing shortages, or unforeseen circumstances.

- a. **Before Program Start:** Participants will receive a **100% refund** for any program canceled by GGS Soccer Academy before its scheduled start date.
- b. **After Program Start:** If a program is canceled after it has commenced, participants will receive a **pro-rated refund or credit** based on the number of sessions completed.

## 2. PARTICIPANT-INITIATED CANCELLATION

### a. Recreational and Developmental Programs

#### i. Withdrawals Before Program Start Date

1. Refunds will be granted if a participant withdraws at least **14 calendar days** before the program start date.
2. An **administrative processing fee of \$50** will be deducted from the refund.
3. Refund requests made within **14 days of the start date** will **not be eligible for a refund**.

#### ii. Withdrawals After Program Start Date

1. Refunds for withdrawals after a program begins are **not guaranteed**. However, exceptions may be made for the following:
  - a. **Medical Conditions:** Participants must provide a **doctor's note** verifying they cannot continue participating.
  - b. Refunds or credits will be **pro-rated** based on the remaining sessions and the duration of the program.
  - c. **Extenuating Circumstances:** Refund requests due to significant personal or family emergencies will be considered **case-by-case**.

- iii. A formal written request must be submitted to the [Executive Committee](#) for management review.

### b. Competitive Programs

Participation in the Golden Goal Sports Competitive Program requires a significant commitment to the academy and the team for the entire soccer year (August 1, 2024 – July 31, 2025).

Golden Goal Sports depends on receiving payments to cover the costs associated with running the academy. Therefore, refunds and releases are rarely granted and will only be considered under exceptional circumstances.

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## i. Refund/Release Requests for the Competitive Program

1. **Written Submission:** All requests must be submitted in writing to the academy's [Executive Committee](#)
2. **Items for Consideration:** The Executive Committee will evaluate requests based on the following:
  - a. Any explanatory circumstances provided by the participant.
  - b. The participant's status is as being in **Good Standing** with the academy.
  - c. Evaluation by the coach of the player's circumstances.
  - d. Comments from the Director of Coaching and/or Head Coach regarding alternative solutions within the academy.
  - e. Any supporting proof or documentation deemed necessary (e.g., medical notes, family circumstances).
  - f. **Final Decision:** The Executive Committee's decision is final and will be communicated in writing within 14 business days of receiving the request.
3. **Important Notes for Competitive Program:**
  - a. By accepting a place in the Golden Goal Sports Competitive Program, players and families agree to the **no-refund and no-release policy**, except in extraordinary cases.
  - b. Players are expected to fulfill their **financial obligations** and commitment to the team for the duration of the soccer year.

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## 3. MISSED SESSIONS & NON-ATTENDANCE

- a. Refunds or credits will **not** be issued for missed sessions due to personal reasons, including but not limited to:
  - i. Scheduling conflicts
  - ii. Travel or vacations
  - iii. Non-emergency illness
- b. Participants are encouraged to attend all scheduled sessions, as make-up sessions are not guaranteed.

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## 4. WEATHER-RELATED CANCELLATIONS

- a. GGS Soccer Academy will make every effort to reschedule sessions canceled due to inclement weather or facility-related issues.
- b. If rescheduling is not possible, refunds for cancellations due to weather will not be issued.
- c. Participants will be notified of schedule changes via email and/or text.

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## 5. PAYMENT TRANSFERS AND CREDITS

- a. Refunds may be applied as **program credits** for future GGS Soccer Academy programs, events, or services.
- b. Credits must be requested at the time of withdrawal and will remain valid for **12 months** from the issue date.
- c. Credits are **non-transferable** and can only be applied to the original participant or their immediate family members.

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## 6. UNIFORM, EQUIPMENT, AND PROCESSING FEES

- a. **Uniforms, equipment, and merchandise purchases** are **non-refundable** once distributed.
- b. Third-party **processing fees** (e.g., credit card, payment platform fees) are non-refundable.

## 7. REFUND REQUEST PROCESS

To request a refund, participants must:

- a. Submit a written refund request to the [Executive Committee](#).
- b. Include the following information:
  - i. Participant's full name
  - ii. Program name and session dates
  - iii. Reason for the refund request
  - iv. Supporting documentation, if applicable (e.g., medical note)
- c. Refund requests will be processed within **14 business days** of receipt and approval.

## 8. NON-REFUNDABLE SITUATIONS

Refunds will not be issued under the following circumstances:

- d. Failure to adhere to program policies or codes of conduct, resulting in participant removal.
- e. Missed sessions due to personal reasons (non-emergency).
- f. Requests received after the program has ended.

## 9. MERCHANT POLICY COMPLIANCE

This refund policy complies with industry standards for merchant processing and consumer protection. It ensures:

- a. Full transparency on refund eligibility and processes.
- b. Clear timelines for participant-initiated requests.
- c. Guidelines for exceptional cases such as medical conditions or program cancellations.

## CONTACT INFORMATION

For refund inquiries or additional support, please contact us:

- **GGG Soccer Academy – Executive Committee**
- Email: [mmachado@goldengoalsports.com](mailto:mmachado@goldengoalsports.com) or [info@ggssocceracademy.com](mailto:info@ggssocceracademy.com)
- Phone: 407-450-9560 or 407-873-4215
- Website: [www.ggssocceracademy.com](http://www.ggssocceracademy.com)

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