

POLICY 4.2 – REFUND DUE TO COVID-19

It is the policy of Annapolis Soccer Club (“ASC”) to provide refunds and/or credit in a reasonable and fair manner to members when operations become restricted or programming is canceled due to COVID-19.

When refunds will be issued

- Full Program Cancellation
 - If a full single training session, full season, or other program not yet commenced must be canceled as a result of COVID-19 restrictions, a full refund will be issued, regardless of when the cancellation occurs.
- Partial Season Cancellation
 - If a season has commenced but is canceled before half of the season has been completed, a pro-rated refund will be issued, based on number of games completed and less overhead costs.
- Partial Program Cancellation (Eight or more sessions)
 - If a program with eight or more sessions has commenced but is canceled before half of the program has been completed, a pro-rated refund will be issued, based on sessions completed and less overhead costs.
- COVID-19 Isolation for Player Exposed to ASC Member with COVID-19 and Exhibiting No Symptoms
 - If a player is required to isolate due to exposure to another ASC member confirmed to have COVID-19 during an ASC event, and half of the season or program has not yet been completed, the player may elect to forfeit registration and to receive a pro-rated refund, based on number of games/sessions completed and less overhead costs.

When refunds will not be issued

- Partial Training Session Cancellation
 - If a single training session has commenced but must be suspended prior to the end of the training session due to a legitimate COVID-19 concern, the player will not receive a refund or credit.
- Partial Program Cancellation (Seven or less sessions)
 - If a program with seven or less sessions has commenced but is canceled as a result of COVID-19 restrictions, protocols, or concerns, a pro-rated credit towards a future program will be issued, based on the number of sessions not completed and less overhead costs.
- COVID-19 Isolation for Player Exposed to Individual with COVID-19 Outside of ASC
 - If a player is required to isolate due to exposure to an individual confirmed to have COVID-19, who is not a member of ASC, s/he will not have the option of a refund or credit.
- Player contracting COVID-19 from Source External to ASC
 - If a player is confirmed to have COVID-19 and contracted it from a source outside of ASC, s/he will not have the option of a refund or credit.
- Level of ASC Operations Change
 - Whether a season/program has commenced, a player will not have the option for a refund when ASC changes level of operation (i.e., changes from a season with games to small group training) as a result of COVID-19 instances or restrictions.
 - A player will have the option to forfeit registration and receive a credit, less overhead costs, towards a future season/program.