We understand that sometimes, between registration and the start of play, scheduling conflicts come up, a child changes his/her mind about playing, or situations change (maybe you moved).

Any parent or player who requests a refund must submit such request in writing via email to the Regional Registrar [registrar@ayso813.org](mailto:registrar@ayso813.org).

**Please include the following information with your refund request:**

1. Include the player’s full name and date of birth.
2. Name of the person who check should be made out to (if we cannot refund electronically).
3. Complete address where check should be mailed.
4. Reason for withdrawal.

Only the regional registration fee paid is eligible to be refunded. Refund requests will be accepted until the 1st games of the season have been played.

The amount refunded will be based on when the refund request was submitted:

FALL SEASON

* Prior to September 1st – 100% refund
* September 1st – September 15th - 75% refund
* Prior to 1st Team Practice – 50% refund

SPRING SEASON

* Prior to February 15th – 100% refund
* February 15th – March 1st - 75% refund
* Prior to 1st Team Practice – 50% refund

**Please Note:**

* *We will NOT ACCEPT phone calls for refunds.*
* *Once a player has participated in a game, a refund will not be issued.*
* *Any equipment (i.e. player uniform) must be returned prior to being issued a refund.*
* *In cases where a Player is unable to be placed on a team by the Region (i.e. not enough coaches) the player will receive a full refund– regardless of date submitted. (less AYSO National Player Membership Fee and Service Fee)*
* *The AYSO National Player Membership Fee is non-refundable – per the AYSO National Office.*
* *The Sports Connect Service Fee is non-refundable*
* *We will first attempt to refund the money to the card used to pay for the player’s registration on the Sports Connect website.  If we are unable to do so, you will receive a mailed paper check, or Zelle the account holder.*
* ***There are no exceptions to the region’s refund policy for any reason.***