



MAYSA Player Registration Fee Refund Policy

Effective Date: May 1, 2026

Approved By: MAYSA Board of Directors

Purpose

This policy establishes the guidelines regarding the refund of registration fees for players participating in MAYSA programs. It ensures transparency for families while maintaining the financial stability necessary to operate the club.

Policy Statement

Once a player has accepted a roster position within MAYSA, registration fees (dues) are **non-refundable**. By accepting a roster spot, families are making a commitment to the team and the club for the duration of the season.

Rationale

MAYSA incurs a variety of non-recoverable expenses immediately upon a player's registration and roster acceptance. These costs include, but are not limited to:

- State and league registration fees (e.g., Georgia Soccer)
- Referee assignments and game fees
- Field usage and maintenance costs
- Equipment purchases
- Coaching compensation and related expenses

These financial obligations are committed in advance and are **not recoverable** by the club if a player chooses to withdraw after accepting a roster position.

Payment Plans

Families who elect to use a payment plan remain **fully responsible for the total registration fee**. Choosing a payment plan does not alter the club's no-refund policy.

- All scheduled payments must be completed according to the agreed-upon plan, even if the player chooses to stop participating.

Parent/Guardian Responsibility for Payments

Parents/guardians/responsible parties are responsible for ensuring that all scheduled payments are successfully processed.

- Families should regularly monitor their accounts and payment methods to confirm that payments are being completed as scheduled.
- In the event of a failed, missed, or unprocessed payment—whether due to system error, expired payment methods, or other issues—it is the responsibility of the family to promptly resolve the balance.
- If you experience any issues with your payment plan or believe a payment has not processed correctly, you must contact the MAYSA Treasurer immediately at treasurer@maysastorm.net for assistance.
- **Players with a balance over one month past due to the club will automatically have their player cards pulled and will not be eligible to play in any game or tournaments until their financial obligation has been satisfied.**

Unpaid balances, regardless of cause, remain the responsibility of the family.

Refund Exceptions

Refunds are **not standard practice** and will only be considered under **rare and exceptional circumstances**, which may include:

- Season-ending injury or medical condition (with appropriate documentation)
- Family relocation outside of a reasonable commuting distance
- Other extraordinary situations are reviewed on a case-by-case basis

All exception requests must be submitted in writing to the MAYSA Board and will require supporting documentation. Approval is not guaranteed.

Discretion and Review

The MAYSA Board of Directors retains sole discretion in determining whether a situation qualifies as an exception. Each request will be reviewed individually, and decisions will be final.

Acknowledgment

By registering and accepting a roster position, families acknowledge and agree to the terms of this refund policy, including full financial responsibility under any selected payment plan.

Closing Statement

MAYSA understands that unforeseen circumstances may arise. While the club strives to be fair and considerate, it must also ensure that its financial commitments are met in order to provide a high-quality experience for all players. As such, refunds will remain limited to only the most exceptional cases.