

CSA REFUND POLICY

Clarksburg Sports Association works diligently to bring our families and visitors quality programs at affordable prices. One-hundred percent customer satisfaction is our goal.

Policy

- Events or programs sponsored by CSA, and are subsequently cancelled by CSA, will be refunded 100%.
- Refunds (full or partial) are not provided for cancelled games or sessions due to weather related or unforeseen circumstances beyond CSA's control. Good faith efforts will be made to reschedule as many cancelled games or sessions as possible during the current sport season.
- Events or programs that CSA participates in but does not control will be refunded minus any administrative fees and/or direct costs incurred as a result of the cancellation.
- Refunds are not provided to participants on Select (travel or tryout) teams once team formation takes place.
- For any sport that loans or rents equipment to the participant, no refund will be issued until said equipment has been verified as returned.
- CSA reserves the right to change this policy at any time and to deny or approve a refund for any reason. CSA strives for consistency and fairness and will evaluate every request objectively. However, there may be circumstances, that CSA did not foresee when forming this refund policy, that may require us to deny or approve a particular refund request or to change the refund policy.
- CSA will make every attempt to be consistent across all events and programs within its control. If there is an inconsistency between this policy and a policy listed on a particular sport's site, the commissioner for that sport will have the final determination as to which policy takes precedence. If you find an inconsistency, whether related to this policy or other web content, please report it to President@CSAsports.org

Procedure

- Voluntary or Involuntary withdrawal
Notification must be provided to the CSA President by e-mail (President@CSAsports.org) or by regular mail (P.O. Box 145, Clarksburg, MD 20871) of the decision to withdraw a player from any CSA event or program. You must advise CSA in writing of your cancellation and any such request must be initiated by the person who made the original purchase.
 - Before registration closes:
 - There will be a \$25.00 administrative charge of the appropriate program fee directly related to the individual registered on all refund requests for any reason.
 - After registration closes:
 - A refund check for the full amount paid, less a \$25 administrative charge, any non-CSA fees or CSA purchases directly related to the individual registered. Costs deducted may include County fees, CSA fees, or specific uniform or equipment fees incurred by CSA prior to registrations.