

N.L.B.S.A. Policies and Procedures



Policy Number: A-1	Subject: REFUND PROCESS	Effective: 1/1/2011 Revised: N/A	Pages: 1 of 1
INTENT:	To provide general guidelines on the Company's policies toward refund of customer registration fees.		
ELIGIBILITY:	Any player within the baseball, softball and football leagues who has paid a registration fee.		
Registration Fee Refund Policy	<p>NLBSA will allow a full refunds for registration fees paid if requested before the teams are determined within the sports and no cost have been incurred.</p> <p>NLBSA will allow a prorated refund after teams have been determined and expenses have been incurred.</p> <p>NLBSA will not provide a refund after the official first game of the season.</p> <p>Any refund that has special circumstances which require adjustments outside the above policy will require approval from the Vice President of the respective league and President of the organization.</p>		
Prorated Refund based on timing.	<p>Pro rated refund will be calculated based on:</p> <p>Refund = registration fee - \$15 insurance cost if uniform has not been ordered</p> <p>Refund = registration fee - \$15 insurance cost – uniform costs (Baseball Softball \$15 football \$25)</p> <p>Examples:</p> <p>Customer asks for refund March 10th \$90 registration fee - \$15 insurance fee = \$75 REFUND</p> <p>Customer asks for refund April 15 after the first 2 practices \$90 registration fee – \$15 insurance fee - \$15 baseball shirt cost = \$60 refund</p> <p>Customer broke leg at school in June and can no longer play baseball No REFUND.</p>		
Processing of Refund	<p>Customer will request refund in writing to the league Director, VP or President. The VP of the league will communicate the policy to the customer and pass the request to the treasurer for processing. If the customer objects to the amount of the refund the league VP they can be escalated to the President for discussion.</p> <p>The Treasurer will process the refund based on the policy and mail the check to the customer based on the address on file.</p> <p>The treasurer will email both the VP of the league and the President when the check has been sent so they can respond the status of the refund to the customer.</p>		