



Michigan Sports Facility
Flight Program
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<http://msfflight.com>

Player Cancellation/Refund Policy

MSF Flight is committed to providing our players with the opportunity to enhance and develop their knowledge and skills in order to meet their individual athletic goals. The Flight program recognizes that obtaining quality training, coaching, and play time can be key components to support our players' athletic careers. We also recognize that at times, injuries may also play a role in a players path of reaching their goals. Therefore, we have our cancellation/refund policy for your review.

This policy provides the requirements and process to potentially obtain a reimbursement for a portion of the player costs and fees (see Flight Breakdown document for reference), as defined below, that are paid to MSF Flight for a players' participation in the Flight program in the event of a season ending injury. Any approval of any reimbursement will be governed by and subject to this policy.

Definitions:

Player Registration Fee: The fee charged to each player to obtain a spot on the Flight team and participate in the Flight program. Except as provided herein **the player registration fee is non-refundable and non-transferable.**

Length of Season: The season begins on the first day of practice and ends at the conclusion of the last scheduled regular season game or tournament.

Season Ending Injury: An injury will be considered "season ending" when a license physician determines that due to any injury a player cannot participate in the remainder of the on-going season and/or the up-coming season.

Policy:

Player registration fee reimbursement is only offered in accordance with the rules and conditions outlined in this policy. The Flight team reserves the right to update, modify or terminate this program at any time without binding itself to or fulfilling any specific course of action from past or future commitments. MSF Flight maintains authority and discretion to make decisions on circumstances not expressed covered in or by this policy. The Flight program shall not be obligated to approve any request for a player registration fee reimbursement based upon any other reimbursement decisions made for the benefit of the same or different players. Each request for player registration reimbursement shall be evaluated for eligibility based upon the current facts and circumstances. The Flight team shall have sole and final authority to make all decisions regarding the approval or denial of any player fee reimbursement request.

Eligibility:

All requests for player registration fee reimbursement must satisfy BOTH of the following conditions:

1. The player has suffered a season ending injury; AND
2. The player is current on the payment of all player registration fees and monthly payments

Ineligible for Reimbursements:

Player costs and fees will not be reimbursed by the Flight team for any of the following reasons:

1. Players' Voluntary Cancellation: if a player voluntarily cancels or withdraws from participation with the Flight team for any reason they are not eligible for a refund or credit.
 - a. Voluntary cancellations would include cancellations unrelated to a season ending injury and may include all personal reasons such as moving, or other family events which may prevent the player from participating.
2. Dismissed Players: A player who is dismissed or removed from his/her team by the Flight Program Director for disciplinary reasons will not be eligible for a refund of any player costs and fees. All players may be subject to disciplinary action, including but not limited to dismissal, by the Program Director for any behavior which affects the player's ability to fully participate on the team or behavior which is detrimental or dangerous to other players on the team. After the Program Director has made a decision to dismiss or remove a player, such player is not eligible for any refund.

Reimbursement Rates:

Reimbursement rates will be calculated by determining the following:

1. Total amount paid in player costs and fees to date
2. The season will be broke up into four quarters, which will determine the rates as follows:
 - a. If a season ending injury occurs before the first quarter of the season, the player may be eligible for a refund of up to 100% of the player costs and fees paid to date.
 - b. If a season ending injury occurs in the first quarter of the season, the player may be eligible for a refund of up to 75% of the player costs and fees paid to date.
 - c. If a season ending injury occurs in the second quarter of the season, the player may be eligible for a refund of up to 50% of the player costs and fees paid to date.
 - d. If a season ending injury occurs in the third quarter of the season, the player may be eligible for a refund of up to 25% of the player costs and fees paid to date.
 - e. Injuries which occur in the fourth quarter of the season are not eligible for any refund.
 - f. Players shall not be eligible for refund of any amount of the Player Registration Fee.
3. The Player Registration Fee will be refunded 100% if the player voluntarily cancels/withdraws within the first seven days of payment of the fee.

If a refund is requested and approved, reimbursement will be issued by MSF within 14 days of the decision. Once the request is approved the player will receive email notification within 24 business hours. If there are any concerns regarding the request and decision the player may contact the Flight Program Director within 7 days after the approval is made for further information.