

SCHEDULING, CANCELLATION AND REFUND POLICIES

CLIENTS ATTENDANCE AND CANCELLATION

It is the client's responsibility to attend every scheduled session or program with Wolf Soccer Club. If, however, a client calls WSC to cancel a session before noon of the prior business day, such session may be rescheduled free of charge providing it is not a group session. Any session for which a client cancels after noon of the prior business day is deemed complete, and the client will be charged in full. (E.g., a session scheduled for Tuesday must be cancelled via phone prior to Monday at noon; a session scheduled for Monday must be cancelled via phone prior to Friday at noon).

WEATHER CONDITIONS

Weather conditions can sometimes create an unsafe environment for training. Such conditions include, but are not limited to, lightning, thunder, heavy rain or snow, a tornado watch or warning, and rain-soaked fields. WSC reserves the right to reschedule, cancel, or move locations for any of its training sessions or programs. If a cancellation should ensue, WSC will call all relevant clients as early as possible. Otherwise, a client should assume that everything is as scheduled. Any session that is moved to an alternative location (e.g., indoors) by WSC is treated the same as its originally scheduled session with respect to any resulting charges. A session that is cancelled by WSC any time prior to half-way through its duration will not be charged to the client and may be rescheduled. A session that is cancelled by WSC after half-way through its duration is deemed complete, and the client will be charged in full. For example, a training session or program may be cancelled partway through due to unexpected lightning.

PAYMENT

Clients may pay their invoices via check or credit card. Credit card payments may be made on www.wolfsoccerclub.com WSC accepts Visa and MasterCard. Checks should be written out to WSC and mailed to Wolf Soccer Club PO BOX 6182 Aurora, IL 60598. Payments should not be given to WSC staff at a training session or program.

TRAINERS

WSC does not guarantee specific trainers at its training sessions and programs. Each client will be assigned a primary trainer who will conduct the majority of the client's scheduled sessions. Secondary trainers will conduct the remaining portion of each client's scheduled sessions. WSC employs such a system in order to maintain consistency, yet gain the benefits of varied techniques and fresh insight into each athlete's development. Clients should note that multiple perspectives are commonplace at tryouts and with high-level teams, which use multi-tiered coaching structures.

MEMBER FEE

Unless otherwise indicated, WSC personal training sessions do not expire. A \$50 membership fee is assessed on all training packages purchased each summer, fall, winter, and spring season. The membership fee is on a per client basis regardless of the number of sports covered in the package. The fee covers all administrative aspects of the training package, such as scheduling, program design, and player evaluations. Training sessions purchased in a package may not be shared among clients, with the exception of siblings. A \$50 administrative fee will be assessed to any client who cancels a scheduled program with WSC. A "program" includes, but is not limited to, multiple personal training sessions, camps, clinics, and parties.

REFUND POLICY

Fees for participation in the program covers the entire session you have signed up for. Registration fees are non-refundable and nontransferable once the season has begun.

No refunds partial or full will be extended to any player who decides not to participate for any reason including suspension or termination. This includes installment payments. Circumstances do arise that are unique to each family, exceptions such as season ending injuries with supporting documentation may be considered. Approval is needed whether a full or partial refund is requested by the Executive Director. Requests must be made in writing to be considered. Full refunds will be made for any team or program cancelled by Wolf Soccer Club.

If any payments are late or in default, the player will not be allowed to attend any sessions until payment is made. Guardians will also be held liable for any and all attorney, court and administrative costs associated with the collection of unpaid fees.