

Spike Frog Volleyball Refund Policy

***NOTE: ALL REFUNDS (FULL AND PARTIAL) have a \$15 processing fee regardless of program, league, clinic, or activity cost**

1. **Full Refunds** will be granted up to **10 days before** starting any scheduled program, league, clinic, or activity. No questions asked. (Example: League Fee \$175 - processing fee \$15 = \$160 refund.)
2. **Partial Refunds** will be pro-rated **1-9 days before** starting any scheduled program, league, clinic, or activity. They will be pro-rated based on expenses incurred by Spike Frog Volleyball (Example: League Fee \$175 – Expenses T-shirt \$10 – processing fee \$15 = \$150 refund)
3. **Partial Refunds after** the start of any program, league, clinic, or activity lasting multiple weeks are subject to the following
 - a. **Week 1** – 75% refund, minus \$15 processing fee (Example: $\$175 * 75\% = \$131.25 - \$15 = \116.25 refund)
 - b. **Week 2** – 50% refund, minus \$15 processing fee (Example: $\$175 * 50\% = \$87.50 - \$15 = \72.50 refund)
 - c. **Week 3 or later** – No refund
4. Refund requests due to injury or other reasons beyond your control are subject to the same rules above
5. We do not transfer league fees to other programs/leagues

Special COVID-19 Refund Questions

What if I'm nervous and want to quit the team?

Spike Frog Volleyball is committed to taking all precautions necessary to keep players and parents safe. If the city/county/state governments allow for us to practice and play, we will. There are no refunds given in this case

What if the city/county/state closes down?

Spike Frog will temporarily shut down practices until the ban is lifted, and we can resume. All reasonable efforts will be made to reschedule practices and games

What if my player misses practices and games due to COVID?

If the team continues to practice and play, there are no refunds of missed time. If the whole team is in quarantine, we will make a reasonable effort to reschedule those events

What if the season gets canceled?

Spike Frog will refund the unused portion of your season fees

SEND REFUND REQUESTS TO LEAGUES@SPIKEFROG.ORG