



Withdrawal, Cancellation & Refund Policy for Tournaments

www.missshen.org

Miss Shen Softball understands that unforeseen circumstances including injuries, roster changes, player availability, etc. can occur over the course of a season. Teams should plan for the unexpected and understand that tournaments tend to sell out or reach max registration weeks or months before an event, sometimes forcing the host to turn teams away. In addition, the planning and scheduling process begins several weeks in advance of the start date of the events. Because of this, we have implemented the following policy to handle the most common situations.

When a team withdraws prior to an event:

The following conditions apply if the event is not currently at max registration. *If the event has reached max registration, no refund will be given unless a replacement team is found.*

- If a team withdraws 30 days or more before an event, a full refund shall be given
- If a team withdraws 15-29 days before an event, a refund less a \$100 administrative fee shall be given
- If a team withdraws less than 15 days before the event, no refund shall be given

Refunds for cancellations or shortening of an event:

While Miss Shen Softball will make every attempt to play every game scheduled during a tournament, weather and other unforeseen circumstances may prevent an event from being completed, or in some cases even from starting. There is a great deal of preparation and work that goes into planning for tournaments, but there are still situations that come up that are out of our control.

In those cases:

- A 75% refund will be given to teams that do not start any game (0) in an event
- A 50% refund will be given to teams starting one (1) of their scheduled games
- No refund shall be given to teams who start two (2) or more scheduled games

Miss Shen Softball reserves the right to adjust this policy at any time to accommodate unusual circumstances.

This policy is effective 02/01/2020