

REFUND POLICY

Lufkin Parks and Recreation Basketball has set the following guidelines on refunds for our program. Please refer to the policies below to request a refund for a sports program. Refunds will not be issued for programs due to the following reasons:

- Unhappy with team assignment
- Weather cancellations
- Request not honored
- Unruly behavior

If a refund is given, the amount of money that is refunded is contingent on the order date of the team uniform. The uniform fee will be deducted from the refund if the refund is awarded.

Refunds that are awarded will be returned in one of three ways:

System Credit: If the participant is registering for another program in the coming months, a system credit can be placed into our database to allow those funds to be used for future payments for registrations or events.

Credit Card Return: If a participant paid for the registration in question using a card, the amount would be returned to that original card's account within 5-6 business days. All credit card transactions exceeding 120 days after the transaction date are not eligible for the same credit card refunds and must be processed by a manual check. *Processing fees are non-refundable.*

Check – If a participant paid for the registration in question using a check or cash, a check will be issued to the participant. This process can take up to 2- weeks. Refunds can only be requested by participants listed on the player's registration. Checks will only be sent to the account holder's address. Lufkin Parks and Recreation will not give refunds or prorated fees for missed practices or games due to a participant registering for a program late.

