



REFUNDS & CANCELLATIONS

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REFUNDS & CANCELLATIONS:

The New Berlin Soccer Club and mk Alliance Select Program recognizes and appreciates that often times cancellations and refunds are necessary due to various reasons. Families move and players can get injured. Due to the fact that our club is entirely run from a volunteer base and teams and staff is based on registrations at the time of season starts, we are regretfully, not able to offer a refund on registration fees paid or select member fees paid. Any refunds must be requested prior to August 1st of each year and must be approved by the Regional Director.

A full playing season for typical teams is August (Fall Season) through June/July (Spring Season.)

EXCEPTIONS:

- If you register for MKE Kickers / NBSC / MK Alliance and we are not able to place you on an age-appropriate team, then we will offer a refund, not including any late registration fees that may have been paid.
- If you try out for a Select Team and are not offered a position on an age appropriate Select Team and are not willing and able to play for a Rec team, we will provide a refund, not including any late registration or try out fees that may have been paid.
- If you try out for a Select Team and are offered a position on an age appropriate Select Team and accept that position, you will be able to obtain a registration refund only if:
 - o It's prior to June 30th of that given season / year
 - o You receive pre approval by the Regional Directors (NBSC + SW = MK Alliance Select Program) and the MKA Select Coach staff from that particular team.
- For more information regarding select, tryouts and recruitment policies, please see the Tryout Policies Document.

SPECIAL CIRCUMSTANCES:

Mid Season Cancellations: If a Select Player needs to drop from their team prior to a season end, any and all future Select Member Fees will still be due and payable to NBSC when they are typically due or when the player drops from the team / club.

For more information and to view the procedure for a player release / transfer, go to:
<http://www.wiyouthsoccer.com/Administration/policies.htm>

CHAIN OF COMMAND:

NBSC strives for a fluid and effective communication system with the players, parents, coaches, and club officials. In order to achieve this we ask the members to follow the proper chain of command in addressing concerns or problems.

1. Parents should first talk to their child (if applicable - "Did the coach say anything to you about why you were asked to sit out a part of the training session?")
2. Parents should then address the coach at the appropriate time and place. Many coaches have different communication styles. Some encourage all communication to take place after each practice or game so that the issue can be discussed and resolved immediately. If your concern is emotionally charged it is best to wait 24 hours and then contact the coach to set up an appropriate time to discuss your concerns, in person or via phone.
3. Parents should address the team manager if the issue pertains to an administrative component of the club (uniforms, policies, hotels and travel, etc.)
4. Parents should then contact the appropriate VP, Registrar if they do not get a satisfactory resolution from the coach or manager. We have four VP Registrar positions: Rec Boys, Rec Girls, Select Boys, and Select Girls.
5. Parents can contact the Club President or Regional Director in the event that a VP Registrar is not available or that you have not received an answer regarding your concern.