

Purpose

The purpose of this policy is to ensure all members receive fair and consistent treatment when requesting refunds from TSVL.

Accurate registration data is critical for TSVL to reserve the accurate court space and event venues. Last minute cancellations or no-shows can create significant financial and operational challenges for the league..

All members should review the refund policy below before requesting a refund.

Refunds **must** be requested using the [Refund Request Form](#)

Policy

- All refund requests must be made within the same TSVL fiscal year.
 - No refunds of any kind will be processed after the July 31st for play or events in the prior fiscal year
- Payment processing fees are not refundable
- Refund policies differ depending on the fee type (please see detailed information below)

Membership Fees

- Membership Fees in TSVL are non-refundable

Division Play Fees

- Refund requests are approved by Division Coordinators

Competitive Division

- No refunds until after the end of the roster freeze (end of Week 4)
- Pro-rated refunds (weeks 5 - 12) must be requested using the Refund Request Form

Intermediate Division

- Pro-rated refunds must be requested using the Refund Request Form

Recreation Division

- Pro-rated refunds must be requested using the Refund Request Form

Community Play Fees

- Refund requests are approved by the TSVL Membership Coordinator
- Refunds must be requested prior to the scheduled date of play

Development Fees

- Refund request are approved by the TSVL Development Coordinator
- Refunds must be requested at least 24 hours prior to the scheduled date of the development event.

Tournament Fees

- Refund requests are approved by the TSVL Tournaments Coordinator

Sunday Mini Tournaments

- Fees are non-refundable
- Registrations **can** be transferred to another TSVL Member
- Please contact Tournaments Coordinator at tournaments@tsvl.org if you are unable to attend the tournament after registering

1-Day Tournaments

- Refunds must be requested at least 7 days prior to the tournament date
- Refunds must be requested using the Refund Request Form

2-Day Tournaments

- Refunds must be requested at least 7 days prior to the tournament date
- Refunds must be requested using using the Refund Request Form

Event Registrations

- Refund request are approved by the TSVL Events Coordinator
- Refunds must be requested 7 days prior to the event date



Policy - F-220

Refund Policy

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Procedure

1. Submit the Refund Request Form. Any member who wishes to request a refund must fill out the TSVL [Refund Request Form](#) (via this policy or the TSVL website)
2. Refund requests are batched weekly (on Saturdays) and sent to the responsible TSVL Coordinators for review
3. Coordinators review the request within 1 week and may seek additional information if required
4. Refund decisions and refunds (where applicable) are issued within 14 days of receipt.
5. Refunds are always issued back to the original payment card (no exceptions)
6. Once issued, a refund can take 5-10 business days to appear on your credit card account