



TEAM Pittsburgh Dek Hockey COVID-19 In-House Refund Policy

TEAM Pittsburgh Dek Hockey has set the following guidelines on refunds with regard to registration fees for the 2020 Spring In-House season which has been postponed until June 20th, 2020 due to the COVID-19 shutdown.

TEAM Pittsburgh understands that due to the current situation with COVID-19, and with the season now taking place during the summer months, that some may not be ready to resume playing, or may not be able to due to other summer commitments. Therefore, the policy outlined below has been put into place for the upcoming season starting June 20th, 2020 and ending the first week of September 2020.

TEAM Pittsburgh will be handling the situation in which a registered participant is unable to play in one of two ways.

1. The participants' registration will be transferred to the 2020 Fall-1 season and the participants spot will be guaranteed. If this option is chosen, and the participant later decides to not participate in the Fall-1 season, a refund will not be issued.
2. A full refund will be issued to the registrant. Refunds will be returned in the following ways:
 - Credit Card Return – The registration amount will be returned to the registrants card account minus the \$3.00 service fee.
 - Check – If the credit card the registrant used to process the transaction is no longer valid, a check will be cut with the registration amount minus the \$3.00 service fee. This process can take up to 2-3 weeks.

In order to request a registration transfer to the 2020 Fall-1 season or a refund, a written email should be sent to msursta@gmail.com with a detailed explanation for the request. After the request has been received, please allow until after June 22nd, 2020 for your refund to be processed.

If TEAM Pittsburgh does not receive an email by June 20th, 2020 stating whether a registration transfer or a refund is being requested, a refund will not be granted. Your league fee will be applied as credit to your account for a future season.

Thank you, TEAM Pittsburgh Dek Hockey