

METRO REGION REFUND POLICY

1. Courts must be cancelled **by a coordinator** by 3pm the day prior to the match in order to be eligible for a refund. The captain must contact the coordinator and opposing captain by phone and email.
2. Captains are responsible for ensuring cancellations are properly recorded on the Scores & Results page.
3. For late cancellations, encourage your players to use the courts. Metro can not refund for late cancellations as we have already paid for those courts.
4. Captains may elect to have players make payments when matches are added to the player's schedule. Payments must be completed no later than 48 hours after the end of the league season.
5. Captains will receive a statement showing all refunds due (overpayments, cancelled courts, etc), with an approval deadline. Once the approval deadline has passed, no changes can be made.
6. Refunds for cancelled courts will be issued within 60 days after the last match of the regular season of all levels.
7. One check will be written to the Captain for the refund. Captains must reimburse the individual players involved. Players who default a match are not entitled to a refund.
8. Those singles players who are defaulted against without notice are entitled to a refund. They must submit a request in writing to the Treasurer at the end of the season, stating their team name and number and the date of the match. Once this is confirmed by the scorecard, the Treasurer will issue a refund to the player.
9. Captains are allowed 4 weeks from signing off on the refund sheet to collect money from players who owe. Captains will have 4 weeks from the receipt of the refund check to reimburse players.
10. A Captain who refuses to issue a refund without just cause will lose their captaining privileges. Any player having difficulty obtaining their refund should contact the Local League Coordinator.