



KVO understands that situations occur that may require a refund. Please read below to learn more about our refund policy for youth sports programs.

**Question: What is your refund policy?**

**Answer: KVO issues refunds for their youth sports programs on a “sliding scale”.**

**100%** (At least 1 MUST apply to your situation)

- 1 WEEK after registration concludes (official practices have not started)
- Medical emergency (written documentation must be provided)

**75%** (At least 1 MUST apply to your situation)

- 1st week of PRACTICE has started
- GAMES has not officially started

**50%** (At least 1 MUST apply to your situation)

- T-shirts/uniforms has been ordered for your child
- GAMES will begin within 7 days

**25%** (At least 1 MUST apply to your situation)

- First official GAME has been played
- Your child has received their t-shirt/uniform

**NO OTHER REFUNDS will be offered beyond this point.**

For all refunds, the parent/guardian MUST request a refund in writing providing a reason and/or medical documentation. Please send your request to [kaldridge@kingdomvisionoutreach.com](mailto:kaldridge@kingdomvisionoutreach.com). A member of our team will reach back out to you within 1-2 business days about your refund request. **Please allow 3-5 business days (more during holidays) for your refund. Refunds will be given in the form that payment was received.**

Thank you for your attention and cooperation. We appreciate your support.