**Waterbury Patriots Refund Policy Letter 2020**

Due to these unprecedented times, our usual Refund Policy for all players was that there were no refunds after the second week of August. However, being that this is an unprecedented year, special circumstances due to COVID-19 will be followed in order to maintain our program running effectively.

The Waterbury Patriots’ Organization is operating under the assumption that we are moving forward with our season as normal with some safety measures. This means, in order to run the organization safely and effectively, we have expenses that must be paid and operating costs to make sure all of our players’ needs are met in preparation to play for the season. These needs include payment of insurance for all our players, getting our equipment prepared, some uniforms replaced, funding to pay our referees, food to buy during our home games, as well as additional COVID-19 measures that were previously not part of our organizational costs.

So as a result, our plan would be as follows, **If at any time during the course of the season we are forced to cease play and cancel the remainder of the season** we will issue a prorated credit towards next year’s registration for all participants. **No cash will be reissued** as we will not have the upfront cost to do so. I know this may not be ideal for everyone, but we wanted to be proactive and as transparent as possible in the case of a cancelation occurring. Please understand that as a nonprofit organization we run year to year predominantly from registration costs, fundraising, and our concessions during home games.

Making our situation more difficult was the fact that due to the COVID-19 safety precautions during our off-season, we were not able to fundraise like in the past due to being on quarantine. Additionally, we had also our off-season costs, such as the storage and reconditioning of our equipment for our players.

We continue to be hopeful that the season will be a complete and full season, but that is out of our control. Based on the pandemic’s path and the CDC guide and regulations, decisions will be made by Governor Lamont or The Southern Pop Warner League that will decide on cancelations and shutdowns.

As of now, we do have a season and will continue to conduct our business as usual. We do hope you understand as this is new and uncharted territory. We will do our best to navigate things as they come up to best support you and our players. However, we will not be able to refund any money back if canceled or deciding not to play this season.

We extend our thanks to all of our patriot families and hope you continue to help us make our program the best it can be.