

INDIVIDUAL EVENT REFUND & CANCELLATION POLICY

Individual Event Withdrawal/Refund Request Policy (showcases, training, camps, clinics, etc.): Individual registrations are non-refundable and non-transferable, with the following exceptions:

Registrant Injury or Medical Condition: Paradise Sports Entertainment will honor refund requests for injured athletes 14 or more days prior to the event, minus a 20% processing fee. The athlete must provide documentation of the injury, such as a doctor's note.

24-Hour Clause: Event Withdraw requests fielded within 24-hours of initial registration and greater than 30 days prior to the start date of the event will receive a refund minus a 20% processing fee.

If an individual showcase event is cancelled due to weather conditions before the start of the showcase, the registrants will receive credit for a future showcase event (refunds will not be granted). If at least one game is completed at a showcase event before being cancelled, no refunds or credits will be granted.

TOURNAMENT REFUND & CANCELLATION POLICY

Event Withdrawal Refund Policy:

1. **At Least 30 Days Prior to Event:** In the event a registered team ("registrant") withdraws their registration at least 30 days prior to the event start date, the registrant will receive a credit of the balance paid above the non-refundable deposit. The registrant will forfeit their event deposit.
2. **Less than 30 Days Prior to the Event:** In the event a registered team or individual ("registrant") withdraws their registration less than 30 days before the event start date, the registrant will forfeit 100% of their registration. Paradise Sports Entertainment will not honor refund requests received within less than 30 days prior to the event's start date.

Event Cancellation Refund Policy:

Pre-Event Cancellation: In the event Paradise Sports Entertainment cancels a scheduled tournament prior to the start of the event:

- The nonrefundable deposit is retained by PSE as a processing fee.
- The club receives a credit equal to the paid registration minus the nonrefundable deposit.

During-event Cancellation: In the event Paradise Sports Entertainment cancels only part of a scheduled event, the refund policy will depend on the number of completed games, as outlined below:

1. Registrants who have completed two or more games will not receive a refund or credit.
2. For registrants who have completed fewer than two games:
 - The nonrefundable deposit is retained by PSE as a processing fee.
 - The club receives prorated credit based on the number of games played and the guaranteed game count for that tournament.

For example: if a team plays one game in a cancelled tournament that cost \$1450 (including the \$450 deposit) and had a guaranteed game count of four games:

- The \$450 nonrefundable deposit is retained by Paradise Sports as a processing fee.
- The team receives a 75% credit (prorated based on missing three of four games) for the \$1,000 balance equaling \$750.

Paradise Sports Entertainment reserves the right to adjust game times, shorten games, or reschedule the tournament if it deems it to be in the best interest of all registrants involved to complete as many games as possible.

Paradise Sports Entertainment will do their best to refund registrants in a timely manner, following any event cancellations in accordance with the Policies outlined above. A timely manner is defined as after the conclusion of that tournament season, but no greater than one month after the end of the tournament season.

Severe Weather Information

For the safety of all registrants, the tournament staff and by default the facility staff reserve the right to cancel, delay or interrupt play until weather clears and is deemed safe. Interrupted games will continue where they left off. All officials are expected to use their discretion and follow safety rules to stop or suspend games for appropriate intervals until it is deemed safe by staff and officials. Per NFHS Rules, play will be stopped for at least 30 minutes following the sight or sound of a lightning strike or thunder.

In the event of severe weather, players, coaches and spectators should retreat to their vehicles. Refrain from waiting under pop-up tents and trees. Paradise Sports Entertainment cannot guarantee indoor shelter for all event participants and spectators. Therefore, all attendees must have access to a parked car during the event. During a delay, vacate the fields and remain in vehicles until the weather is safe. All players, parents, and spectators must have access to a parked vehicle.