

Programs Refund Policy

At Hoop Dreams, we value your commitment to our programs and understand that unforeseen circumstances may arise. To maintain fairness and consistency, we have established the following refund policy for all Hoop Dreams programs (excluding Hoop Dreams Club Basketball, which has a separate policy detailed in their individual athlete contracts, and Hoop Dreams Group Skills Training)

General Refund Policy:

Before Program Start Date:

- Refund requests must be submitted no later than 3 days before the program start date to be eligible for consideration
- Approved refunds will be processed minus the processing fee and a \$25 handling fee

After Program Start Date:

- NO REFUNDS WILL BE ISSUED AFTER THE PROGRAM START DATE

Missed Practices, Games, or Events:

- Participants are responsible for attendance, and missed practices, games, or individual events will not be refunded

Exceptional Circumstances:

- In cases of injury or other exceptional circumstances, Hoop Dreams may, at its discretion, consider a partial or full refund minus the processing fee and a \$25 handling fee. Requests for such refunds must be accompanied by appropriate documentation

Any refund request should be directed to our administration. We appreciate your understanding and adherence to these policies, which help us ensure the integrity and sustainability of our programs.