



CNY FAMILY SPORTS CENTRE
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Central New York Family Sports Centre, LLC
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Syracuse, NY 13209
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October 16, 2020

CNYFSC COVID-19 Refund Policy

The CNY Family Sports Centre is dedicated to provide athletes and families a safe place to play and train. Our business and staff are following Onondaga county regulations and precautions as an indoor and outdoor recreation facility.

In the case that there is a federal, state, or county shut down the CNYFSC will be implementing the following refund policy during business operations amid COVID-19 regulations:

- CNYFSC COVID-19 Refund Policy applies to all league, program, rental, event and tournament payments.
- CNYFSC payment policies remain in effect.
 - Deposit due upon registration or booking.
 - Full payment due prior to the 3rd game or event.
- If league, program, rental, event, or tournament is cancelled due to a COVID-19 shutdown the CNYFSC will offer two options:
 - Prorated refund by payment method (credit card or check).
 - Credit towards future league, program, rental, event, or tournament. Credit options to be provided.
- A 10% admin and management fee will be applied to the total cost. This applies to all leagues, programs, rental, and events. The admin fee covers upfront expenses incurred managing the facility operations.
- Other refunds will be addressed on a case by case basis.

Thank you,

CNYFSC Management