



PINNACLE SPORTS REFUND POLICY

Requests for refunds must be made in writing (mail, fax, email) and received by Pinnacle Sports prior to the starting date of the event scheduled. There will be no refunds given after the start of the event except for uncontrollable circumstances. These may include, but are not limited to: injury, extended illness, life altering events, etc. These will not include, but are not limited to: schedule conflicts, lack of participation, decision not to come to the event, acts of God, etc. In the case of an authorized refund, a credit toward future Pinnacle Sports programs may be issued with no processing fee. Otherwise a \$25 processing fee will be charged to ALL refund requests. No refunds will be given for fees of \$25 or less. A full refund will be given for all programs or events cancelled by Pinnacle Sports (no written request is required) EXCEPT for acts of GOD. Credit card refunds will be processed within one week of the request. Cash and check refunds will be processed within four weeks of the request. All returned checks and declined credit cards will be subject to a \$25 handling charge.

Note for facility agreements: Only customers, engaged in team training conducted by Pinnacle Sports, who sign a facility agreement form may request a refund, based on the above policy.