



## **Refund Policy**

At First Tee – Greater Richmond, we are committed to teaching responsibility, accountability, and honoring our commitments. If your schedule no longer allows your child to attend First Tee Programs, summer camps, or special events, but they have already been registered and payment has been received, we offer a few options:

### **Requests for a Refund:**

1. For traditional First Tee Programs (spring, summer, and fall sessions) and week-long summer camps, refunds minus a \$15 administrative fee are offered for cancellations occurring a minimum of 1 week in advance of the start of the program or camp.
2. For single day events, such as First Tee Matches, LPGA\*USGA Girls Golf, or winter clinics, a full refund is offered for cancellations made a minimum of 24 hours in advance.
3. If the refund request falls outside of the time windows above, a credit for the full amount can be issued and used for future First Tee – Greater Richmond programming opportunities.
4. Refunds and credits will not be issued for requests that are received after a First Tee Program or special event has already started or finished.

Exceptions to this policy may be made due to extenuating circumstances on a case-by-case basis.

Refunds will be issued to the credit card used for payment. Requests are processed within 5-10 business days and will appear on the statement within that time period. A refund receipt will be sent to confirm the refund is being processed.

Refund or credit requests should be sent via email to Madison Allen, Program Coordinator, at [madison@firstteerva.org](mailto:madison@firstteerva.org).