



# Refund & Cancellation Policy

## State Masters Pickleball

**Effective Date:** June 1, 2026

State Masters Pickleball, LLC (“SMP”) understands that unexpected situations may arise. This Refund & Cancellation Policy is intended to balance fairness to participants while allowing SMP to properly organize leagues, schedules, staffing, awards, and related league operations.

By registering for any SMP league, event, tournament, or program, participants agree to the following policy.

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## 1. League Registration Fees

League registration fees are used for scheduling, administration, staffing, technology, promotional materials, awards, and other league-related expenses.

Because significant planning and costs begin immediately upon registration, refunds are limited as follows:

### Cancellation Requests

- Cancellation requests submitted within **72 hours of registration** may receive a full refund, less any non-refundable processing or transaction fees.
  - Cancellation requests submitted after 72 hours of registration but prior to league scheduling being finalized may be eligible for a partial refund or league credit at SMP’s discretion.
  - Once league schedules have been finalized or league play has begun, registration fees are generally **non-refundable**.
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## 2. Player Withdrawals

If a player withdraws after registration:

- SMP will make reasonable efforts to assist with roster adjustments or substitutions when possible.
- No refunds are guaranteed after league schedules are published.
- Credits, if approved, are issued solely at SMP’s discretion and may be applied toward future SMP events or leagues.

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## 3. Team Withdrawals

If an entire team withdraws after registration:

- Any refund or credit determination will depend on timing, scheduling impact, and league costs already incurred.
- SMP reserves the right to retain administrative, scheduling, and processing fees.

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## 4. Event Cancellations by SMP

SMP reserves the right to:

- Cancel
- Reschedule
- Modify
- Combine divisions
- Adjust league formats
- Change locations or schedules

when necessary, due to:

- Weather
- Facility issues
- Insufficient registrations
- Safety concerns
- Emergencies
- Circumstances beyond SMP's control

If SMP cancels an event or season entirely before play begins, participants may receive:

- A full refund,
- A partial refund, or
- League credit,

depending on expenses already incurred.

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## 5. Weather & Facility Issues

SMP is not responsible for:

- Travel expenses
- Hotel costs

- Lost wages
- Incidental expenses
- Other participant costs related to cancellations, postponements, or schedule changes.

Temporary interruptions, delayed matches, or rescheduled games due to weather or facility issues are not the responsibility of SMP.

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## 6. No-Shows & Forfeits

Players or teams that fail to appear for scheduled matches, forfeit matches, or voluntarily withdraw from competition are not eligible for refunds or credits.

Repeated no-shows or forfeits may result in suspension or removal from future SMP participation.

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## 7. Transfers & Substitutions

League registrations may not be transferred to another player without prior written approval from SMP.

Approved substitutions or replacements must comply with league eligibility and DUPR requirements.

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## 8. Payment Disputes & Chargebacks

By registering for SMP events, participants agree not to initiate improper payment disputes or chargebacks for services already provided or for cancellations governed by this policy.

SMP reserves the right to:

- Suspend player accounts,
- Deny future participation, or
- Recover administrative and dispute-related costs

associated with improper chargebacks or payment disputes.

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## 9. Processing Fees

Transaction fees, credit card processing fees, platform fees, and other third-party processing charges may be non-refundable even when refunds are approved.

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# 10. Credits

Any approved league credits:

- Have no cash value,
  - Are non-transferable,
  - May expire after 12 months unless otherwise stated,
  - May only be used toward eligible SMP programs or events.
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# 11. Contact Information

For refund or cancellation requests, please contact:

**State Masters Pickleball, LLC**

Email: [Management@statemasterspb.com](mailto:Management@statemasterspb.com)

Website: [www.statemasterspb.com](http://www.statemasterspb.com)