

COVID-19 Notice - Spring/Summer 2020 inLeague Policies and Procedures



Current as of: **November 19th, 2020**

Parents: Check With Your Local League

Please check with your local league commissioner or registrar regarding refund policies. This page concerns policy with respect to inLeague and league administrators. inLeague staff are unable to assist with individual refund requests.

League Administrators - National Association COVID Policy

AYSO has a [Return to Play](#) policy posted online. inLeague is in regular communication with the AYSO National Office and is working closely with National Staff to facilitate operational and technology strategy as the situation develops. Please see your league's home page and www.ayso.org for more information.

Services Available to Leagues

Event Manager Bulk Refunds

We have released a utility that enables leagues to quickly provide partial or complete refunds for an event while maintaining the list of sign-ups for communication or later reference. It is available from the event roster page.

Season Registration Bulk Refund Status

Due to the complexity and lack of homogeneity between one AYSO registration and the next, it is challenging to envision the development of a mass-refund tool. Nevertheless, inLeague is currently evaluating a handful of approaches to this problem. The estimated roll-out for such a tool would not be until mid-April at the earliest.

inLeague Fees & Seasonal Refund Policy

Development and maintenance at inLeague are funded by seasonal player fees. The Fall season is the primary source of this revenue that keeps our developers working year-round.

In the event that Fall registration is delayed, we anticipate no impact on inLeague and will proceed with our as-yet-unannounced development plans on schedule.

In the event that Fall registration is canceled in our major service areas of Los Angeles, New York, and Chicago, we will be obliged to slow or suspend development. This will be the least of everyone's concerns should Fall soccer not materialize at all, and we hope it is as unlikely as it is difficult to imagine.

inLeague Seasonal Refund Policy: Please be advised that inLeague seasonal fees applies to all registered players, whether or not they are dropped or refunded. We regret the necessity for this policy and would not ordinarily countenance an inability to refund fees for a registration that does not result in a child on the field playing soccer: that is the business we are in, after all. Every small business faces a struggle to meet their obligations in the face of a global epidemic, and inLeague is no different. As we anticipate a steep drop in development revenue, our per-player seasonal fees will enable us to reduce the impact on our staff and their families. We are grateful for your understanding and cooperation.

inLeague Billing & Payment Policy

inLeague billing and payment policies are governed by Section 2 of your Operating Agreement and have not changed. **What has changed is that we are now obliged to enforce these policies.** In the event that any item on an invoice is disputed, it must be disputed within the time frame specified by your operating agreement. Late fees cannot be waived. We fully expect to return to our historically more accommodating approach as soon as we are able to do so!