



REFUND POLICY

Registration and Payment may be made in person or submitted using the Upper Deck Sports Academy website booking service

Satisfaction Guarantee:

If you are not completely satisfied with your Upper Deck experience, we will allow you to cancel your membership purchase within the first 15 days in exchange for store credit that can be used at any time throughout the year. Store credit equal to the total amount of the deposit paid will be issued to the buyer upon request. This refund policy does not include monthly installments.

This applies strictly for membership services only; and does not apply to individual lessons, camps/clinics, or team practices. Store credit for any lesson packages, camps/clinics, or team registrations will be handled on an individual basis and will vary based on services rendered.

Non-Compliance with Upper Deck's policies

Upper Deck Sports Academy reserves the right to revoke memberships without refund if Upper Deck rules are violated, especially in terms of excessive noise, horseplay, improper use of equipment, or conduct deemed unsafe to other participants, employees, or the facility.

Disability:

You may cancel your membership if you become disabled so that you cannot make reasonable use of the Center's facilities, and your estate may cancel in the event of your death. You must prove said disability by a signed doctor's certificate.

Requesting a refund:

To request a refund, please contact the Upper Deck Sports Academy office by calling (540)-828-3591 or emailing info.upperdecksports.org with your reason for termination and/or any other questions regarding the terms of our refund policy.