



NCAP 2020-2021 Refund Policy

- Schedules will be published on our website and sent out by the Head Site Coach by Friday (8/21).
 - NCAP will allow families until Monday (8/24) at 11:59PM to withdraw from the team and receive a full refund (their registration fee and August or Annual dues payment).
- For some of our sites, we will only be able to provide schedules for the month of September. We will send out schedules for the following months as they are finalized.
 - If you chose to remain on the team, but the October-December schedules do not work for your schedule—you may withdraw at that time and your fees will be prorated for the time your athlete trained this season.
 - Once the schedule for future months have been published, you will have 72 hours to withdraw and have your fees prorated.
 - ***We will not be able to refund the registration fee if you withdraw after August 24th.***
- If NCAP is forced to shut down due to COVID-19:
 - We will transition to virtual training and fees will be reduced **based on our pool rental savings.**
 - If your athlete does not want to participate in virtual training, you may withdraw from NCAP and your dues payments will be stopped at that time. No further refunds will be given.
 - If your athlete withdraws from NCAP this season, their spot on the team is not guaranteed and a try out to rejoin might be required by the coach.
- Other qualifications for a refund:
 - Athlete has an injury or illness that prevents them from training.
 - Medical documentation required.
 - Family is relocating.
 - Documentation on move required.
- **Steps to withdraw and receive a refund:**
 - You must email your Site Administrator, Head Site Coach and Group Coach that you would like to withdraw your athlete.
 - Site Administrator Contact Info:
 - Spencer Ugast (sugast@nationscapitalswimming.com)- Tyson's, Marymount, Claude Moore, Dulles South, Freedom Center, Warrenton, Vint Hill
 - Kristie Spanbauer (kspanbauer@nationscapitalswimming.com)- American University, Georgetown Prep, Holton Arms