



BIG LEAGUE DREAMS GILBERT

PLAYER/TEAM REFUND POLICY

Without giving us prior notice, The Town of Gilbert closed down Big League Dreams on Friday July 7, 2017 due to alleged safety issues with the exterior walls on each field. BLD has made every attempt to remain open for our players, and we expected to prevail with every attempt. The most recent attempt was the hiring of an independent structural engineering company to conduct load testing on the walls. Contrary to prior reports, the testing (see picture below) has established that the exterior walls are not only safe but exceed any and all code and local standards. (In most instances the safety factor was exceeded by 2 to 4 times what is required by code.)

Although we have proven that the exterior walls are safe to reopen the park, due to the remaining uncertainty of opening soon and the lapse of time that has transpired, we feel that it is prudent and fair for BLD to now offer refunds to all customers for leagues that have not been able to be completed.

Below is the refund policy and procedure that you can follow:

1. Fill out the Refund Request Form completely with all information requested.
2. BLD will review the refund request and confirm the amount of refund due based on the information outlined below and mail a refund check directly to you. (Please allow up to two weeks to receive the refund.)
3. Email the refund request directly to the following email [refund@bigleaguedreams.com}, or mail to: Big League Dreams, Gilbert Refund, 16339 Fairfield Ranch Road, Chino Hills, CA 91709

Our normal refund policy is based on the amount of games actually played against the total number of regular season games (9). Due to this unforeseen issue, BLD Gilbert has come up with what we feel is a fair refund policy. These refunds will be based on actual money paid.

- **If your team has played 4 weeks or less, a full refund will be given.**
- **If your team has played 5 weeks or more, a 50% refund will be given.**
- **No refund will be issued if you have played 9 regular season games. (Teams that made the playoffs will receive a free team fee for a league upon reopening.)**





4536 E. Elliot Road, Gilbert, AZ 85234

TELEPHONE 480-813-1270 FAX 480-813-1275 WEBSITE WWW.BIGLEAGUEDREAMS.COM

TEAM/PLAYER REFUND REQUEST FORM

Please fill out all information below and email form to: refund@bigleaguedreams.com

(be sure to write legibly)

Sport: Softball _____ Soccer _____ Night _____

Team Name: _____

Player Name: _____

Mailing Address: _____

City _____ State _____ Zip _____

Telephone Number: _____

Email Address: _____

Please provide information on the amount paid along with dates and whether paid by Credit Card, Cash or Check. Also provide information on the amounts paid separately for Team or Players fees.

Date Paid: _____

Team Fee Amount Paid: _____

Players Fee Amount Paid: _____

Payment made by (cash/check/Credit Card) _____

All refund requests will be verified through our player registration system and you will be contacted if there are any questions. All refunds will be processed based on our Policy that has been posted and sent via check in a timely manner to the address provided. In some cases, refunds may need to be issued directly to the coach if it cannot be determined all individual payments.