

Level Up Basketball Terms and Conditions

1. Introduction

Welcome to Level Up Basketball! We are committed to providing a positive, structured, and challenging environment for all athletes. By enrolling your child in our program, you agree to adhere to the terms outlined below.

2. Subscription and Payment Terms

- **Subscription Model:**
Our standard monthly subscription operates on a **30-day auto-pay cycle**. Your account will be automatically charged every 30 days from the initial date of payment.
 - **Failed Payments:**
 - If a payment fails, the system will automatically **rebill every 2 days** until the charge is successfully completed.
 - After **two consecutive failed payment attempts**, your child will not be permitted to attend practice until payment is successfully processed.
 - **Cancellation Policy:**
 - To cancel your subscription, you must provide **written notice before your next billing date**.
 - Cancellations made after the billing date will result in continued service for the current month, and auto-pay will continue until written notice is received.
 - **No Refund Policy:**
 - **No refunds will be issued under any circumstances.**
 - Credits may be offered on a **case-by-case basis** for extenuating circumstances, but this is at the sole discretion of Level Up Basketball.
 - Missed practices, games, or sessions do not qualify for a refund or credit.
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3. Parent Code of Conduct

Parents play a vital role in fostering a positive and supportive atmosphere for athletes. By enrolling in Level Up Basketball, parents agree to adhere to the following code of conduct:

Expectations:

- Encourage and support your child and all participants in a positive manner.
- Refrain from criticizing referees, coaches, other players, or parents.
- Respect all decisions made by the coaching staff and officials.

- Address any concerns or issues professionally and privately with the coaching staff.
- Do not interfere with practices or games by providing sideline coaching.
- Ensure that your child arrives on time and is picked up promptly after practices and games.

Prohibited Behaviors:

- Disrespectful language or gestures directed toward coaches, players, or other parents.
- Engaging in any form of verbal or physical abuse.
- Disrupting the learning environment by disregarding the guidelines set forth by Level Up Basketball.

Consequences for Breach:

- 1st Offense: Verbal or written warning.
 - 2nd Offense: Suspension from attending practices and games.
 - 3rd Offense: Termination of your child's enrollment with no refund or credit.
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4. Player Code of Conduct

At Level Up Basketball, we expect all athletes to exhibit respect, discipline, and sportsmanship. Players must follow these standards to ensure a positive experience for everyone.

Expectations:

- Arrive on time and be prepared for practices and games.
- Show respect to coaches, teammates, opponents, and referees.
- Demonstrate good sportsmanship, regardless of the outcome of the game.
- Give 100% effort in practices and games.
- Follow all rules and instructions provided by the coaching staff.

Prohibited Behaviors:

- Disrespecting coaches, teammates, or opponents.
- Engaging in any form of bullying, fighting, or inappropriate language.
- Displaying poor sportsmanship or a negative attitude.

Consequences for Breach:

- 1st Offense: Verbal or written warning.
 - 2nd Offense: Suspension from practice or games.
 - 3rd Offense: Termination of enrollment with no refund or credit.
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5. Termination Policy

Level Up Basketball reserves the right to terminate any athlete's enrollment or any parent's participation in the program due to violations of the Parent or Player Code of Conduct. Termination will be enforced after the 3rd offense, with **no refund or credit issued** for remaining sessions.

6. No Refund and Credit Policy

- **No Refunds:** Under no circumstances will refunds be issued. This policy applies to all program fees, missed sessions, and cancellations.
 - **Credits:** In rare cases, credits may be offered at the sole discretion of Level Up Basketball for extenuating circumstances. Any granted credits will be applied toward future sessions and expire within **one year** the credit is granted.
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7. Liability Waiver

By enrolling your child in Level Up Basketball, you agree to release and hold harmless Level Up Basketball, its coaches, staff, and affiliates from any and all claims, liabilities, damages, or injuries that may occur while participating in any program or event.

8. Consent and Agreement

By completing the registration process and submitting payment, you acknowledge that you have read, understood, and agreed to these Terms and Conditions. Failure to comply with any aspect of these terms may result in the termination of services without refund or credit.

If you have any questions regarding these Terms and Conditions, please contact us at **240-581-2779** or **info@thelevelup.community**.

