



Dear AJAA Members,

As previously communicated in our May 8, 2020 letter, all recreational programming for Spring 2020 is canceled. As a result, the following three options are available to AJAA members who registered for Spring 2020 sports:

- Option 1 – You may elect to convert your registration fee to a tax-deductible donation to AJAA.
- Option 2 – You may elect to carry forward a credit for your next AJAA program enrollment.
- Option 3 – You may elect a cash refund of your registration fee less limited expenses (see Q&A).

To complete this process, please click the attached [link](#) to make your selection. **The deadline to complete your selection is May 24<sup>th</sup>.** If you do not make a selection, the default option will be to credit your next AJAA program fee.

Starting on May 25<sup>th</sup>, we will begin the process of issuing refunds, donation receipts, or program/account credits. Any cash refund requests will be processed with the card that was used at time of registration. Due to the size and complexity of this mass refund, we are asking that members allow up to six weeks to process cash refunds.

## Q&A

### **1. *Why am I not getting a full refund?***

A portion of each registration fee includes a fixed sunk cost that is not recoverable (e.g. insurance, background checks, credit card fees, etc.). Additional information on where every dollar goes for each of our programs can be found on the AJAA website [here](#).

### **2. *What about my annual \$50 membership fee?***

The membership fee covers participation in sports played during a calendar year and because we are still scheduled to hold fall and winter sports refunds or credits for the membership fee are not being issued at this time. A member may request a credit for their 2021 membership fee beginning January 2021 if they paid for a 2020 membership fee but did not participate in a 2020 sport.

### **3. *What if I elect to carry over my child's registration to his or her next AJAA program enrollment and it costs more or less than what I originally paid? Will I be required to pay or be refunded the difference?***

If you choose a program with higher cost than your credit, you will need to pay the difference. If the next program costs less than your credit available, you can bank the excess credit to use for another registration by spring sports of 2021.