**Knoxville Football Club
Refund and Privacy Policy**

**Refund Policy**

Club fees paid for training, camps and other soccer activities are generally not refundable. However, if there are extenuating circumstances, such as an injury that would prevent one of our Club soccer players from participating in at least half of a program for which the soccer player had paid, the parents of such player may request a partial refund. That request will be considered by the Club’s Finance Committee and/or Board of Directors, and the requesting family will be notified of a decision within thirty (30) days of receipt of such a request.

Once a team is registered for a tournament sponsored in whole or part by our Club, the team’s registration fee is not refundable unless the tournament is cancelled in whole, in which case the entire tournament registration fee will be refunded less an administrative fee of $50. Once a team plays at least one game in a tournament, the team’s registration fee is no longer refundable except for extenuating circumstances in the discretion of the tournament committee.

Requests for refunds may be submitted by mail to Knoxville Football Club, P.O. Box 52848, Knoxville, Tennessee 37950 or by email to knoxcrush@gmail.com.

**Privacy Policy**

The main purpose of our websites, including our tournament websites, is to provide information about our Club’s activities. Your privacy is important to us, and we are committed to protecting it and to making you aware of our online practices regarding the privacy of your information.

**Information Collected**

Our website does not automatically collect any individually identifiable information, such as email addresses, from visitors.

We collect personal information when you provide it in the course of interacting with the Club’s website. For example, when you register and create a user profile for Club membership, camps, courses or events, sign up for broadcast e-mail, participate in polls or surveys or otherwise engage in similar activities, you may be asked to provide personally identifiable information such as your name, address, e-mail address, telephone number, credit card information, or information about your interests and activities.

We do not collect electronic information such as the type of browser you are using, the type of operating system you are using or the domain name of your Internet service provider.

**How the Information Is Used**

We do not sell, rent, swap or otherwise share our mailing lists with external organizations. Any personal information you provide to the Club will not be disseminated to third parties other than as is necessary to register with the Tennessee State Soccer Association and its affiliates (the “TSSA”) and to comply with TSSA’s policies.

We may use the information you give us to provide services to you, at your request. We may use it to communicate with you through periodic messages regarding activities, events and other information and notices we believe you may find interesting or useful. We may use it for confirmation of registrations or other actions you take on our site, and for related customer service needs.

If you no longer wish to receive emails from us, please notify us by emailing knoxcrush@gmail.com with "remove" in the subject header and the name of the mailing from which you wish to be removed in the body, and we will remove your name from our e-mail recipient list.

We will disclose personally identifiable information when required to do so by law.

**Cookies**

Our site may make limited use of cookies. A cookie is a small file that is saved on your computer browser that contains information related to your use of a site. We may use cookies to personalize your experience on our site by recognizing your name when you return. If you are a registered user, a cookie may link to your user profile as a convenience to bypass the necessity of logging in. If you reject cookies, you might experience limited usability in some areas of our site.

**Security**

knoxvillefootballclub.org and our related tournament websites, including etspringclassic.com, use appropriate procedures to ensure the security of your personal information and to protect it from unauthorized access.

**Links**

We provide links to other websites that we believe you will find useful. We ask you to recognize that our Club is not responsible for the privacy practices of these other sites.