

## Competition Policies and Procedures

If full payment is not made with the initial registration, the remaining balance is due in the **UDA** office three weeks prior to the event.

***Note: All teams who register after online registration has closed will be required to pay entire balance in full at the time of registration.***

***Teams that have a balance due the day of the event will have to pay in full in order to compete, NO EXCEPTIONS.***

### **Checks / Money Orders / Cashier's Checks:**

If paying by check, please submit one official school check, money order or cashier's check with your registration. If one payment is to be applied to more than one team, please indicate the amount to be credited to each. Checks should be made payable to **UDA**. Please do not send individual checks, personal checks will not be accepted.

### **Credit Card Payments:**

Credit Card Payments may be made on line. We accept Visa, MasterCard, Discover and American Express. If you need assistance making a credit card payment, please contact our customer service department at 1-800-DANCEUDA (326-2383)

1. **Visit [Connect.varsity.com](http://Connect.varsity.com)**
2. **Sign in**
3. **Click on your competition invoice to view your balance**
4. **Click the MAKE PAYMENT button**
5. **Follow instructions from there**

### **Purchase Orders / Letters of Authorization:**

Purchase orders and Letters of Authorization must be official school documents. The purchase order must contain the purchased order number, the amount the school is paying and an authorized signature (this should be a school official, not the coach or advisor). Letters of Authorization must be on school letterhead and must be signed by the school principal or athletic director. The letter must acknowledge the debt, the amount due and guarantee of full payment.

### **Cancellations and Refunds:**

Notification of cancellations and request of refund must be in writing either by fax or email. No cancellations will be accepted by phone. **Requested refunds will be processed** after the competition has been closed out by our national office. Please allow at least 21 business days after the competition is complete to receive your refund.

Fax: **Attn: Chesa Franklin @ (800-969-8295)**

Email: [registration@varsity.com](mailto:registration@varsity.com)

Mailing Address: **PO Box 752790, Memphis, TN 38175**