

FAQ's About Online Registration

- **Question: Why does my cart say I owe \$0.00?**

A: Our system is a request system. You are sending us a request to join a class, camp, tournament or league. When we approve your request, we will process the amount listed on the website to your credit card on file.

- **Question: My athlete cannot make it to all the days of a clinic, can Integrity Athletics pro-rate the cost of the clinic?**

A: As long as you tell us in advance, we are happy to pro-rate the cost of the clinic in order to fit your family's schedule. Leave us a note in the "Anything Else We Should Know" note section listing the dates your athlete will not be attending and we will adjust the cost when we approve your online request.

- **Question: I never received confirmation that my class request was submitted.**

A: You should receive a "Welcome Email" when you first create your account. You should also receive an email for each class you requested to join. When an Integrity Staff member approves your class request, you will receive another email stating that your request has been approved. If you did not receive one of these emails it could be one of two reasons. First, you didn't put a credit card on file when you were prompted to do so. Second, you missed the final "Confirm" button on the last screen.

- **Question: Why is the "Register Online" button taking me to Integrity Athletics Parent Portal?**

A: Integrity Athletics is the home for Elite Volleyball Training Center. We are the same company. We take advantage of using the same online registration site.

- **Question: Does the \$45 annual registration fee apply to volleyball athletes?**

A: The \$45 annual registration fee only applies to families who participate in services in the Gymnastics Building at Integrity Athletics. All Volleyball and Performance Training athletes are waived from this fee as long as his or her family only have individuals in Volleyball or Performance Training services.

- **Question: Can I receive a refund if my athlete cannot participate in a class?**

A: If you give us 24-hour notice that your athlete is going to be absent, we are happy to help you find a make-up class. All make-up classes must fall within the same session/month as the class the athlete will be absent from. If a make-up cannot be found, a house credit may be issued as the discretion of management. This credit can be used toward any future service at Integrity Athletics. All fees are non-refundable. Failure to communicate an absence with 24-hour notice will result in Integrity Athletics having to refuse a make-up class option.

