Team Scout

Terms of Service

Version 2026-11-04-v2 · Effective November 4, 2026

1. Agreement and who is bound

These Terms of Service (the “Terms”) are an agreement between you and Team Scout, LLC, a Missouri limited liability company (“Team Scout,” “we,” “us”). By creating an account, joining an organization, making a payment, or otherwise using Team Scout on any surface, web or mobile, you agree to these Terms. If you do not agree, do not use Team Scout.

If you create or administer an organization on Team Scout, or accept these Terms on behalf of an organization, you represent and warrant that you are authorized to act for and bind that organization, for example as an officer, director, or board member, or as an administrator, treasurer, or bookkeeper acting with the organization’s authorization. In that case “you” includes the organization, and these Terms bind the organization.

2. Eligibility

You must be at least 13 years old to create a Team Scout account. Users under 18 must have permission from a parent or legal guardian. Children under 13 do not have Team Scout accounts; a parent or guardian may create and manage a player profile for their child as described in our Children’s Privacy Notice.

3. Your account

You sign in with your phone number and a one-time code. You are responsible for keeping your phone and account secure and for all activity under your account. Provide accurate, current information and keep it up to date. Notify us at support@teamscout.co if you suspect unauthorized use of your account.

4. Organizations and administrators

Team Scout provides tools for sports organizations (schools, clubs, booster organizations, leagues, and similar groups) to manage registrations, payments, ticketing, communications, events, volunteers, fundraising, sponsorships, advertising, and merchandise. Each organization controls its own presence on Team Scout and is responsible for how it uses these tools.

An organization is responsible for the actions of its administrators and staff on the platform, for the accuracy of the content it publishes, for the products, events, registrations, and services it sells, and for its compliance with the laws that apply to its activities, including consumer protection, charitable solicitation, and tax laws.

5. Payments and Stripe

Payments on Team Scout are processed by Stripe. Each organization that collects money through Team Scout holds its own Stripe connected account, and its use of Stripe is governed by the Stripe Services Agreement and the Stripe Connected Account Agreement. An organization must have an active Stripe account before it can take payments on the Team Scout website. Team Scout is not a bank and does not hold your funds; money collected for an organization settles to that organization's Stripe account.

When you pay an organization through Team Scout, the organization is the seller. The sale is between you and the organization. Online card payments name the organization as the merchant of record and show its name on your card statement, and we are moving every other payment type, including card-reader sales and bank debits, to do the same. Until a payment has moved, your statement may show Team Scout, and the organization is still the seller. The organization sets its prices, refunds and cancellations and answers to you for what it sells. Team Scout provides the software and acts as a limited agent of the organization for the purpose of collecting payment from you; payment made through the platform is treated as payment made to the organization.

Platform and processing fees are shown at checkout before you pay. Refund policies are set by each organization; contact the organization first about a refund. Organizations are responsible for the chargebacks and disputes arising from their sales, and Team Scout may deduct, reserve, offset, or debit amounts from an organization's balance or connected account to cover refunds, chargebacks, fees, or amounts otherwise owed, as described in the payment terms presented during payment onboarding.

When you authorize a bank debit through Team Scout, you authorize the organization you are paying, with Team Scout as its agent, to debit your account for that purchase and any scheduled payments you agreed to. A bank account you save to your Team Scout profile may also be used for payments you approve to another organization on Team Scout.

6. Plans and billing

A paid plan is billed in advance, every month or every year, at the price shown when you choose it or in your written agreement with Team Scout. It renews for the same period until you cancel. By saving a card or bank account for a plan, you authorize Team Scout to charge it for each renewal until you cancel.

To cancel, email support@teamscout.co, or the Team Scout contact named on your plan page, at least 30 days before your renewal date. Cancelling stops the next renewal; your plan stays on until the end of the period you paid for. Plan payments are not refunded for the unused part of a period, unless the law requires it or Team Scout agrees in writing.

7. Platform fee

The platform fee is a percentage of each payment on a bill Team Scout issues for an organization: registrations (including deposits), installment payments, invoices, program advertising, sponsorships, merchandise orders, dues, paid group memberships, volunteer buyouts, and any other charge the organization bills to a family, a member, or a business through Team Scout. It applies whether the payment is made by card or bank through Team Scout or by cash or check the organization marks paid in Team Scout. The rate is the one on the organization's plan or in its written agreement with Team Scout.

Payments that are not on a Team Scout bill, donations, and fundraising carry no platform fee. Tickets and silent auction purchases carry their own fees instead, shown at checkout.

On a card or bank payment, the platform fee is taken from the payment before it settles to the organization's Stripe account. On a payment marked paid by cash or check, Team Scout takes the fee from the organization's next payout to its Stripe account, the same way as a card payment, and records it against that bill; when there is no payout to take it from, Team Scout invoices the organization. Card and bank processing by Stripe is separate from the platform fee and passed through.

8. Taxes

Each organization is the seller of what it sells through Team Scout and is solely responsible for the sales tax on those sales: deciding what is taxable, charging the right tax, reporting it, and paying it to the tax authority, in every jurisdiction where its activities create a tax obligation. That covers sales and use taxes on admissions and tickets, merchandise, registration and participation fees, memberships and dues, sponsorships, and advertising, and any other transactional taxes. Team Scout does not decide whether a sale is taxable, does not withhold tax from an organization's money, does not file, remit, or pay sales tax for an organization, and does not provide tax, legal, or accounting advice.

Team Scout gathers information and provides tools to help an organization meet those duties. Where a Team Scout product offers tax rates, the organization enters the rates it has chosen; Team Scout applies them as entered, shows tax as a separate line, and passes the tax collected to the organization with the sale. Team Scout provides reports of gross amounts collected, by revenue category, and of any tax collected, so the organization and its bookkeeper, accountant, or tax professional can make its filings. The organization is responsible for checking those rates and reports.

These Terms do not change what a tax law requires. If a law, such as a state marketplace facilitator law, requires Team Scout to calculate, collect, or remit a tax on transactions processed through the platform, Team Scout may do so, and any tax Team Scout collects will be stated separately on the buyer's receipt and in the organization's reports. The organization stays responsible for every other tax on its sales.

Team Scout, directly or through Stripe, files information returns such as IRS Form 1099-K where required by law. Organizations agree to provide and maintain accurate taxpayer information (including their legal name and taxpayer identification number) through Stripe onboarding or as Team Scout reasonably requests.

An organization claiming a tax exemption is responsible for establishing, documenting, and maintaining that exemption. Statements about the tax-deductibility of donations, and any donor acknowledgments or receipts required by law, are the organization's responsibility.

If an individual creator collects payments through Team Scout (for example, through a paid group), this section applies to the creator the same way it applies to an organization.

An organization will give Team Scout its sales tax registration details, including the state and account number, when asked, and confirms that it collects and remits the tax on its sales through the platform. Team Scout may provide that confirmation to a tax authority. This paragraph applies to an organization once it has accepted a version of these Terms that includes it.

9. Your content

You retain ownership of the content you post. By posting, you grant Team Scout a non-exclusive, worldwide, royalty-free license to use, display, reproduce, and distribute your content solely to operate and provide the platform. You are responsible for your content; we may remove content that violates these Terms.

10. Acceptable use

Use Team Scout lawfully and respectfully. Do not post content that is unlawful, harmful, threatening, abusive, harassing, defamatory, or obscene; impersonate any person or entity; infringe intellectual property rights; use the platform to harm, exploit, or endanger minors; send spam or unsolicited communications; attempt unauthorized access to the platform or its data; interfere with the platform's operation; or use the platform for any illegal purpose.

11. Privacy

Our Privacy Policy, available at /legal/privacy, describes how we collect and use information. Our Children's Privacy Notice, available at /legal/childrens-privacy, describes how parent-managed player profiles work. By using Team Scout you consent to both.

12. Security

Team Scout maintains reasonable administrative, technical, and physical safeguards designed to protect the information organizations and their members keep on Team Scout.

Payments are processed by Stripe, a PCI DSS Level 1 service provider. Card and bank account numbers are typed into Stripe's own payment fields and go directly to Stripe. Team Scout never receives or stores them; it keeps only details such as the card brand and the last four digits.

If Team Scout confirms a security incident that affects an organization's information on Team Scout, Team Scout will notify that organization's administrators within 72 hours of confirming it and will cooperate reasonably with the organization's response.

Each organization is responsible for the security of information in its own possession or control outside Team Scout, including any card or bank details its administrators, staff, or volunteers take by hand, by phone, or on paper. Card and bank account numbers must never be entered anywhere on Team Scout except Stripe's payment fields.

13. Third-party services

Team Scout integrates third-party services, including Stripe for payments. Your use of those services is subject to their own terms, and Team Scout is not responsible for errors, delays, or issues caused by third-party providers.

14. What Team Scout is not

Team Scout is a communication, management, and payments platform. We are not responsible for the actions, conduct, or decisions of any user, including coaches, administrators, parents, or players. We do not conduct background checks on users. We are not a party to the relationship between an organization and its members beyond operating the platform and the limited payments-agent role described above.

15. Availability and service credits

Team Scout commits to 99 percent availability in each calendar month, Central time. Availability is measured by an independent monitor that runs outside Team Scout's hosting and checks, several times an hour, the sign-in page, the admin workspace, a public registration form, an organization's public site, and the app's services (the server functions the mobile app uses and the data service behind the website and the app). A measured minute counts as unavailable when any of those checks fails twice, 15 seconds apart; availability is the share of measured minutes that were available. Each month's figure is shown in the organization's admin workspace.

These do not count as unavailable: scheduled maintenance announced to organization administrators at least 48 hours ahead; outages at Stripe; problems with an organization's or a user's own network or devices; and events outside Team Scout's control. An outage at the hosting and data providers Team Scout chose counts against Team Scout.

If availability in a month falls below 99 percent, the organization receives a credit of 10 percent of that month's subscription fee. The credit is 25 percent if availability falls below 95 percent, 50 percent below 90 percent, and the full month's subscription fee below 85 percent. For a yearly

plan, a month's subscription fee is one twelfth of the yearly price. The credit applies to the subscription fee only, never to the platform fee or payment processing fees, and is capped at that month's subscription fee. To claim a credit, an organization administrator emails support@teamscout.co within 30 days after the end of the month; Team Scout applies the credit to the organization's next invoice, or refunds it if the plan ends first. These credits are the organization's sole remedy for unavailability.

Response times. When an organization administrator reports a system issue or asks a question, Team Scout responds within 24 hours. A system configuration request is completed within three business days (Monday through Friday, Central time). Service disruptions are covered by the availability commitment above.

16. Disclaimers

EXCEPT FOR THE AVAILABILITY COMMITMENT IN THE AVAILABILITY AND SERVICE CREDITS SECTION AND THE COMMITMENTS IN THE SECURITY SECTION, TEAM SCOUT IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED. WE DO NOT WARRANT THAT THE PLATFORM WILL BE ERROR-FREE OR SECURE.

17. Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, TEAM SCOUT, LLC SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING FROM OR RELATED TO THE PLATFORM OR THESE TERMS, INCLUDING LOSS OF DATA, REVENUE, OR PROFITS, EVEN IF TEAM SCOUT WAS ADVISED THEY WERE POSSIBLE.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, TEAM SCOUT'S TOTAL LIABILITY FOR ALL CLAIMS ARISING FROM OR RELATED TO THE PLATFORM OR THESE TERMS WILL NOT EXCEED THE AMOUNTS PAID OR PAYABLE TO TEAM SCOUT BY THE ORGANIZATION IN THE 12 MONTHS BEFORE THE EVENT THAT GAVE RISE TO THE LIABILITY. THOSE AMOUNTS ARE THE ORGANIZATION'S SUBSCRIPTION FEES AND PLATFORM FEES; THEY DO NOT INCLUDE MONEY COLLECTED FOR THE ORGANIZATION OR PROCESSING FEES PASSED THROUGH TO STRIPE. FOR A PERSON WHO IS NOT ACTING FOR AN ORGANIZATION, THE LIMIT IS ONE HUNDRED DOLLARS ($100).

THE LIMITS IN THIS SECTION DO NOT APPLY TO LIABILITY FOR TEAM SCOUT'S FRAUD, GROSS NEGLIGENCE, OR WILLFUL MISCONDUCT, OR TO LIABILITY THAT CANNOT BE LIMITED UNDER APPLICABLE LAW.

18. Indemnification

You agree to defend, indemnify, and hold harmless Team Scout, LLC and its officers, members, and agents from third-party claims, and the damages, losses, and expenses (including reasonable attorneys' fees) that result from them, arising from your use of the platform, your content, your violation of these Terms, or, for organizations and creators, the sales you make through the platform and the tax obligations described in the Taxes section.

A third-party claim is a claim brought by someone other than you or Team Scout. This section does not cover claims between you and Team Scout.

For claims about payments processed through Team Scout, card and bank information, payouts, and the platform fee and other money Team Scout handles for an organization, this section does not apply to the extent a loss would not have occurred but for Team Scout's breach of these Terms, negligence, fraud, or willful misconduct.

19. Termination

We may suspend or terminate access for violation of these Terms. You may delete your account at any time; some records, including financial records an organization is required to keep, are retained as described in our Privacy Policy. When an organization cancels its plan or leaves Team Scout, its records, including records brought over from another system, are kept for three years after the cancellation, except records that must be kept longer by law. Upon termination, your right to use the platform ceases.

20. Changes to these Terms

These Terms were revised on November 4, 2026. We may update these Terms. Each update is posted here with a new version date. When an update reduces an organization's rights or adds to its obligations, organization administrators will be asked to review and accept it. Other updates take effect when posted. Continued use of the platform after an update takes effect constitutes acceptance.

21. Governing law

These Terms are governed by the laws of the State of Missouri, without regard to conflict of law principles. Disputes shall be resolved in the state or federal courts located in Missouri.

22. Contact

Team Scout, LLC · support@teamscout.co · https://teamscout.co

Questions? Email support@teamscout.co. The current version is always at app.teamscout.co/legal/terms.