



## Club Refund Policy

(December 2014)

### Purpose

To communicate to the Club's policy regarding registration fee refunds to all Club members and officials.

### Policy

#### Fall/Winter Registration

Refunds for Fall/Winter program registrations are available prior to the dates or events listed below for each program. An administration fee (\$25.00 for U4-U7; \$50.00 for every other age group) will be applied against the refund amount.

**Adult:** Must apply to their league for any refund; club refunds will not be processed

**Metro Selects:** Refunds will not be processed once a position on a team has been accepted

**Division 1-3 Boys:** Refunds will not be processed once a position on a team has been accepted

**Division 1-2 Girls:** Refunds will not be processed once a position on a team has been accepted

**U11 & U12 Select Teams:** Refunds will not be processed once a position on a team has been accepted

**Play Up Players:** Refunds will not be processed once a position on a team has been accepted

**Division 4 boys (House):** Refunds will not be processed after August 1

**Division 3 girls (House):** Refunds will not be processed after August 1

**Super 8:** Refunds will not be processed after August 1

**Mini:** Refunds will not be processed after August 15

**Micro:** Refunds will not be processed after the participant's second weekend session

Exceptions will be made for athletes who become too injured or too ill to continue their participation or for those who relocate outside of the district. Refunds will be processed on a pro-rated basis less the administration fee (\$25.00 or \$50.00 as above), equipment fee (\$30.00), parks fee (\$30.00) and BCSA fee (\$20.00 for U4-U9; \$30.00 for U10-U18). A doctor's note will be required to process any refund as a result of illness or injury.

### Academy

Refunds for the Academy program are available prior to the first session. A \$25.00 administration fee will be applied against the refund amount. Please note that we do not pro-rate Academy fees.

Exceptions will be made for athletes who become too injured or too ill to continue their participation or for those who relocate outside of the district. Refunds will be processed on a pro-rated basis less the

\$25.00 administration fee and less a \$25.00 equipment fee. A doctor's note will be required to process any refund as a result of illness or injury.

### **Camps**

Refunds for camps are available up to 5 days prior to the first session. A \$25.00 administration fee and a \$15.00 equipment fee will be applied against the refund amount.

Exceptions will be made for athletes who become too injured or too ill to continue their participation. Refunds will be processed on a pro-rated basis less the \$25.00 administration fee and the \$15.00 equipment fee. A doctor's note will be required to process any refund as a result of illness or injury.

### **All Other Programs**

Refunds are available up to 5 days prior to the first session. A \$25.00 administration fee will be applied against the refund amount. If there was equipment supplied by the club for the personal use of a participant, an additional equipment fee of not more than \$25.00 will also be applied against any refund amount.

Exceptions will be made for athletes who become too injured or too ill to continue their participation. Refunds will be processed on a pro-rated basis less the \$25.00 administration fee and any equipment fee as above. A doctor's note will be required to process any refund as a result of illness or injury.

### **Process**

All requests for refunds must be made in writing and submitted to the Club Bookkeeper:

[Lory.Walton@westcoastfc.ca](mailto:Lory.Walton@westcoastfc.ca)

Please include the name, program you are requesting a refund from (ie: Summer Camp, Academy, etc.) age group and reason for the refund request. If you are requesting a refund due to a medical reason, you must include a doctor's note.

**Please note that the Club does not provide refunds for any sessions cancelled due to situations beyond our control such as poor weather, field conditions, team forfeits, unforeseen circumstances, etc.**

**Where possible we do try to schedule make up activities but this is not always successful due to time and field constraints.**