

Refund Policy

The Cold Lake Minor Soccer Association (CLMSA) recognizes that circumstances may arise that prevent a player from participating in the season after registration. To ensure fairness while protecting the sustainability of our programs, the following refund guidelines apply:

1. General Principles

- All refund requests must be submitted in writing to the CLMSA Registrar (by email or letter).
- Refunds will be processed back to the original form of payment whenever possible.
- Processing fees and administrative costs may be deducted from the refund amount.
- Refunds will only be considered if all outstanding fees have been paid in full at the time of the request.

2. Deadlines for Refunds

- Before Season Start (Full Refund Minus Admin Fee):
Refunds requested before the first scheduled practice/game will be issued minus a \$25 administrative fee.
- After Season Start (Partial Refund):
Refunds requested within the first two (2) weeks of the season will be 50% of registration fees.
- After Two Weeks (No Refund):
No refunds will be issued after the second week of the season, except for exceptional circumstances (see Section 3).

3. Exceptional Circumstances

Refunds may be granted outside the above deadlines on a case-by-case basis for:

- Serious injury or medical condition (doctor's note required).
- Family relocation outside the Cold Lake area.
- Other circumstances deemed valid by the CLMSA Executive Board.

In these cases, refunds may be prorated based on the portion of the season completed and any non-recoverable expenses (league fees, uniforms, insurance, etc.).

4. Non-Refundable Items

The following are non-refundable under any circumstance:

- Player uniforms (if already ordered or distributed).
- Team/club merchandise.
- Tournament fees once submitted to the organizing body.
- Travel bonds (if not fulfilled).

5. Subsidy Programs (KidSport & Jumpstart)

- If registration fees were covered by KidSport, Jumpstart, or other third-party funding organizations, any refund will be issued directly back to the funding organization, not the family.
- Families must contact the funding organization directly for details on eligibility and reimbursement.

6. RAMP Refund Insurance

- During registration, families have the option to purchase Refund Insurance through RAMP.
- If you purchased this insurance, all refund requests must be submitted directly to RAMP, and CLMSA will not issue refunds in these cases.

7. Special Programs & Tournaments

- Camps, academies, and tournament registrations may have separate refund rules. These will be outlined at the time of registration.

8. Processing Timeline

Approved refunds will be processed within 30 days of the request.

CLMSA Approved Date: Aug 8, 2025

President's Signature:  Date: 27 August 2025