



FORT SASKATCHEWAN SOCCER

TITLE: WITHDRAWALS, CANCELLATIONS, & REFUNDS

POLICY #: 1220

Created: July 23, 2018	Last updated: July 9, 2020	Approved: July 13, 2020
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Ver no.	Effective Date	Significant Changes
3.0		Updated for current procedure and COVID-19

1.0 Purpose

To outline Fort Saskatchewan Soccer's (FSS) rules concerning withdrawals, cancellations and refunds.

2.0 Scope

This policy applies to the FSS association as a whole in regards to withdrawals, cancellations, and refunds. It does not apply to any other part of the registration process.

3.0 Terms

Cancellation – Cancelling a registration in progress.

Withdrawal – When a player no longer wishes to be registered but has completed the registration process with FSS including providing payment of registration fees.

Medical – An injury or other medical reason, confirmed by a doctor's note that will prevent the player from completing the season.

Relocation – A player/family move where the player/family no longer resides in the Tri-County District and this move will prevent the player from completing the season.

Non-Sufficient Funds (NSF) Fee – A \$35 fee charged by the Fort Saskatchewan Minor Sports Association (FSMSA) on all player/family cheques which are returned by the payer's financial institution for NSF in the payers account.

4.0 Policy

- 4.1 If a player has been registered, but payment for registration has not been provided to the FSS Office within 72 hours of the close of registration, the player registration may be cancelled without further notice.
- 4.2 Should a player withdraw for medical or relocation reasons, a prorated refund will be issued, based on the following, and according to the date the Withdrawal and Refund Request and jersey are received by the FSS Office:
 - Before games are played: 100% of registration fee minus 10% administration fee.
 - After games have started: (# of games remaining /total # of games) * Fee minus 10% administration fee.



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- 4.3 If a player has completed the registration process and they wish to withdraw they must submit the FSS Withdrawal and Refund Request form (available on our website) to the FSS Office.
- 4.4 Refunds are based on the date the withdrawal form and player jersey(s) are received by the FSS Office. U11to U19 jerseys are to be returned washed and in good condition. U3 to U9 jerseys are retained by the player.
- 4.5 Refunds will be made either by cheque or refunded to the credit card on which the registration was initially paid. Cheques will be issued according to the FSMSA office payment schedule.
- 4.6 Outdoor and Indoor Season withdrawal refunds will be subject to the following refund and calculation rules.

Outdoor Season Withdrawals:

- Before March 31.....100% of registration fee minus a 10% administration fee
- April 1 to April 15.....75% of registration fee minus a 10% administration fee
- April 16 to April 30.....40% of registration fee minus a 10% administration fee
- After April 30.....No refund

Indoor Season Withdrawals:

- Before September 15.....100% of registration fee minus a 10% administration fee
- Sept. 15 to Sept. 30.....75% of registration fee minus a 10% administration fee
- October 1 to October 31....40% of registration fee minus a 10% administration fee
- After November 1.....No refund

- 4.7 A full refund will be given if there are insufficient registrants for a division to field a team.
- 4.8 If the season is cancelled due to unforeseen circumstances (e.g. global health pandemic, act of god), a prorated refund will be issued, based on the following:
 - Before games are played: 100% of registration fee minus \$15 nonrefundable administration fee.
 - After practices/games have started: (# of practices/games remaining /total # of practices/games) * Fee minus 10% administration fee.