



# FORT SASKATCHEWAN SOCCER

## TITLE: WITHDRAWALS, CANCELLATIONS, & REFUNDS

POLICY #: 1220

Created: July 23, 2018

Last updated: Oct 19, 2023

Approved November 20, 2023

Ver no.	Effective Date	Significant Changes
7.0	November 20, 2023	Changed no refund dates to after Oct 15 and April 15

### 1.0 Purpose

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

### 2.0 Scope

This policy applies to FSS 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 that will prevent the player from completing the season. A doctor's note may be requested.

**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 after the withdrawal deadline, no refund will be given. If exceptional circumstance exists, a request in writing may be submitted for a review of your circumstances.
- 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.



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- 4.4 Refunds are based on the date the withdrawal form and player jersey(s) are received by the FSS Office. U11 to 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 (with Feb registration):

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

## Indoor Season Withdrawals:

- Before September 15.....100% of registration fee minus a 10% administration fee
- September 16 to 30.....75% of registration fee minus a 10% administration fee
- October 1 to October 15....40% of registration fee minus a 10% administration fee
- After Oct 15.....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, a prorated refund will be issued, based on the following:
- Before games are played and any expenses have been incurred: 100% of amount paid minus \$25 nonrefundable administration fee.
  - After expenses have been incurred and/or practices/games have started prorated refund of expenses not incurred minus 10% administration fee.