



## **REFUND POLICY**

### **1. Immediate Withdrawal Request**

Players who pay with a cheque, money order, or cash and who submit written notice of withdrawal within 48 hours of payment, prior to participating in any program related activity (including tryouts) and before the payment has been processed, will receive a full refund.

### **2. Cancellation of program by Fundy Youth Soccer Club (FYSC)**

If a program is cancelled prior to initiation, full refunds will be provided to registrants. If a program is cancelled after start-up, refunds will be pro-rated.

### **3. Medical Reasons**

If an illness or injury prevents the player from participating further in any program for which they have enrolled, a portion of the fees will be refunded upon request. Following the deduction of any administrative, District, Soccer Nova Scotia or other applicable costs that may apply, the refund will be pro-rated according to the duration of the program remaining after either the date the written request is received or the date of the illness/injury as per a physician's note.

### **4. Move out of Area**

If the individual leaves the Fundy catchment area and can no longer reasonably participate in a program, a portion of the fees will be refunded upon request. Following the deductions of any administrative, District, Soccer Nova Scotia or other applicable costs that may apply, the refund will be pro-rated according to the duration of the program remaining after either the date the written request is received or the date of the move, whichever is later.



### **5. Recreational Program & Clinics (U5 - U15)**

- A)** If the refund request is received before team play begins, the registrant will receive a full refund minus the administrative fee of \$25.
- B)** If the refund request is received within 15 days after team play begins, 50% of the registration fee will be refunded.
- C)** Refunds will not be issued when requests are received more than 15 days after team play has begun.

### **6. Competitive Program (U11 - U18)**

- A)** If the refund request is received before tryout sessions begin, the registrant will receive a full refund minus the administrative fee of \$25.
- B)** If the refund request is received no later than 7 days after the team list is announced, the registrant will receive a full refund minus the \$40 tryout fee and the administrative fee of \$25.
- C)** If the refund request is received before the first league game, 50% of the registration fee will be refunded.
- D)** Refunds will not be issued when requests are received after the first league game has occurred.

### **7. Seniors League Play**

- A)** If the refund request is received before the first league game, the registrant will receive a full refund minus the administrative fee and any applicable costs.
- B)** Refunds will not be issued when requests are received after the first league game has occurred.



## **8. Exceptions**

Any exceptions to this policy must be approved by The Board of Directors.

### **Procedure**

**A)** Submit refund requests in writing (email) to FYSC. The extent of the refund will depend on the date that the written request is received (unless otherwise specified). Please explain the reason for the request.

**B)** Refunds involving cheques, money order, credit card, or e-transfer payments will be issued after the payment has been cleared through Fundy's financial institution.