



Hamilton Croatia S.C. (since 1957)

Refund Policy

<u>Policy Type</u>	<u>Author</u>	<u>Approved By</u>	<u>Approval Date</u>
Financial/Administrative	F. Ljubanovich	HCSC Board of Directors	March 1, 2022



Hamilton Croatia S.C. Refund Policy



REFUND POLICY

- This policy applies to registration fees paid directly to Hamilton Croatia Soccer Club (“HCSC”) either online or in-person.
- The principle behind the HCSC refund policy is to allow a reasonable time following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the club.
- HCSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
- All refund requests must be made in writing to the HCSC VP of Soccer by the individual who paid the fee(s). Please allow 14 calendar days for refunds to be processed.
- An administrative fee of \$40.00 will be charged on approved refunds.
- Refunds will be returned to the Credit Card on file that was used for purchase.
- If the purchase was made by E-transfer, the club will issue a cheque for the refund.
- The final amount of any refund will be at the discretion of HCSC.
- HCSC shall not be responsible for any monies paid to a team, team coach or team official, and HCSC shall not entertain requests for any such refunds.
- HCSC shall not be responsible for any monies raised and collected by teams through sponsorship or fundraising efforts and shall not entertain requests for any such refunds.

YOUTH HOUSE LEAGUE REFUND POLICY

- ALL REFUNDS are subject to a \$40.00 administrative fee. (CREDITS will not be subject to a \$40.00 administrative fee).
- There will be no refund/credit of registration fees from 14 calendar days after the program start date.
- Refunds requested before the above-stated deadlines will be processed, less the Club’s admin. fee.
- A paid registration fee shall be fully refunded in the event HCSC is unable to field a team or provide a suitable program alternative (no admin. fee shall be withheld in this case).
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws for medical reasons within 14 calendar days of injury occurrence. Medical documentation shall be provided if the injury happened outside of an HCSC event. Medical documentation and HCSC **Injury Report Form** shall be provided if the injury happened at an HCSC event.
- A paid registration fee shall be partially refunded (pro-rated) if a player’s family is transferred to another city, province, or country (proof of transfer required).



Hamilton Croatia S.C. Refund Policy



REFUND POLICY (cont'd)

- There will be no refund/credit for a registration fee if a player is suspended or expelled from HCSC under the Hamilton Croatia Soccer Club discipline policy or code of conduct rules.
- The full uniform including shirt, shorts, and socks must be returned to receive your refund/credit.

GRASSROOTS DEVELOPMENT / COMPETITIVE

- ALL REFUNDS are subject to a \$40 administrative fee.
- CREDITS are not subject to a \$40 administrative fee.

REFUND POLICY

- A paid registration fee shall be fully refunded in the event HCSC is unable to field a team (no admin. Fee shall be withheld in this case).
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws for medical reasons within 14 calendar days of injury occurrence. Medical documentation and HCSC **Injury Report Form** shall be provided.
- A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required).
- There will be no refund/credit of registration fees from 14 calendar days after the program start date for the respective seasons.
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 calendar days of injury occurrence. Medical documentation shall be provided if the injury happened outside of HCSC events. Medical documentation and HCSC **Injury Report Form** shall be provided if the injury happened at an HCSC event.
- After accepting a place in the Grassroots Development/Competitive program through the registration and payment process, there will be no refund at any point thereafter if a player or parent disagrees with the player's coach or team.
- There will be no refund/credit for a registration fee if a player is suspended or expelled from the Ontario Soccer, Hamilton Soccer or HCSC under the respective discipline policies or code of conduct.



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CAMPS & PROGRAMS REFUND POLICY

- ALL REFUNDS are subject to a \$40 administrative fee.
- CREDITS are not subject to a \$40 administrative fee.
- There will be no refund/credit of registration fees less than 14 calendar days prior to the start of the program date for the respective camp or program.
- Refunds requested prior to the above-stated deadlines will be processed, minus the Club's set administrative fee.
- A paid registration fee shall be fully refunded in the event HCSC is unable to field a camp or clinic or provide a suitable program alternative (no admin. fee shall be withheld in this case).
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws for medical reasons within 14 calendar days of injury occurrence. Medical documentation shall be provided if the injury happened outside of an HCSC event. Medical documentation and HCSC **Injury Report Form** shall be provided if the injury happened at an HCSC event.

Revision History

Rev. #	Date	Revisor	Comments
.001	March 1, 2022	F. Ljubanovich	New Document