



Hollandia Soccer Club

Policy Statement | Updated January 2019 |

Refund Policy

Hollandia realizes that situations may arise requiring players to withdraw from play. At the same time, there are financial implications for the club when players withdraw.

Purpose

The Board of Directors are responsible to review any situations that arise with regards to requests for refunds of fees. The board can delegate this responsibility to the Registrar and the President if desired. The following criteria will be applied in the decision making process:

- During the online registration period: no funds are withheld
- After registration closes and up to time of evaluations: \$50 withheld
- After evaluations and prior to team placement: \$100 withheld
- After team placement announcement: No refund

In the case of an injury requiring a withdrawal mid-season, a credit applicable to the next season will be considered. A detailed explanation and doctors report are required to assist the Hollandia Board in reviewing any such requests. In most cases where players cannot return to play, the amount of the credit will be pro-rated to the duration of the season played, versus the duration of the season left.

For players registered with non-league team, refunds or credits of the fixed fees only will be considered.

Procedures

1. Players and/or families requiring a refund of fees should contact the Registrar at registrar@hollandiasoccer.com
2. Request should clearly state:
 - a. Player name, age group and season
 - b. Reason for withdrawal
 - c. Date of withdrawal
 - d. Acknowledgement that the player and/or family has reviewed the refund policy
 - e. If the team placement has already been announced and/or the season has started, the player and/or family should cc the coach on this email.
3. The Registrar will:
 - a. During online registration: cancel the registration and refund the fees by contacting the Treasurer to refund the fees paid if they were paid by cheque or cash. If payment has been made by credit card and it's within 60 days, the Registrar can directly refund the credit card.
 - b. After online registration, but prior to evaluations: cancel the registration, provide the Player & Community Liaison with an updated list of players for evaluation, and credit the credit card used for payment if within 60 days or contact the Treasurer to refund the fees paid if greater than 60 days, less \$50.

- c. After evaluations, but prior to team placement: cancel the registration, contact the Player & Community Liaison, refund the credit card or contact the Treasurer to issue a refund of the fees paid, less \$100.
- d. After the team placement announcement: Cancel the registration, contact the Player & Community Liaison, inform the family that there will be no refund.
 - i. The Player & Community Liaison will contact the Coach/Manager of the team to ensure up-to- date rosters are provided.
- e. Notify the family of the decision, and method of refund if applicable. If the player/family feels their case was misunderstood, at this time they can request for their case to be brought to the Board for decision. The Board will consider their situation at the next scheduled Board of Director's meeting.
- f. Report back to the board, or the President, on the aggregate number of withdrawals and the reasons provided.
- g. In the event payment was not made and the family has not paid the withdrawal fee, they will be prevented from registering online the next season until the account is in good standing.