



# Hollandia Soccer Club

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Policy Statement | Updated June 2024 |

## 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

Hollandia's refund policy is as follows:

1. During the online registration period: \$20 administration fee withheld
2. After registration closes and up to when evaluations end: \$50 withheld
3. After teams are submitted to SYIS and prior to team announcement: \$150 withheld
4. After team placement announcement: No Refund

In the case of a medical reason requiring a withdrawal mid-season, a credit applicable to the next season will be considered on a case by case scenario. An explanation and doctors note maybe requested to assist in reviewing any such requests.

## Procedures

1. Players and/or families requiring a refund of fees should contact the Operations Director at [operations@hollandiasoccer.ca](mailto:operations@hollandiasoccer.ca)
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.

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.