



Refund, Collections and Registration

POLICY STATEMENT

Inter Halifax Soccer Club (IHSC) has developed a Refund, Collections and Registration policy to protect the interests of both IHSC and its members.

PROCEDURE

REFUND POLICY

All refund requests must be made in writing to the Club Manager.

Please allow 1-2 weeks for processing.

Refunds will be issued back to the original payment method: In the case of credit card payments through Ramp; Payments made by e-transfer will be refunded by cheque or e-transfer. Payments made by funding organizations can be refunded to the player as a credit kept on file for a future season or may be returned to the funding organization.

Registration Refunds

Refunds will be issued in full to any player prior to the season start, less a \$50 administrative fee, and non refundable costs where applicable, as long as said player has not participated in a game or a practice.

Refunds will be issued at 50% of the registration fee, less a \$50 administrative fee and non refundable costs if a player has trained or played prior to February 28th for the AAA full-year season. After this date no refund will be provided.

Installment Payments

If notice of cancellation has been provided prior to the season start, all installments will be removed and \$50 will be deducted from the deposit in order to cover administrative costs. The remaining deposit will be returned.

After participating in training, the regular refund policy stands. Players requesting to be released prior to the February 28th deadline, will be responsible for 50% of the fee. After this date, no refunds will be provided and players will be responsible for the remaining balance.

IHSC reserves the right to suspend a players RAMP account until said fees are paid.



Camp Refunds

Camps are non refundable, a credit for future use will be provided to any player who is injured, ill or unable to attend.

Program Availability Refunds

A full refund will be granted (with no administrative fee) in the event IHSC is unable to field a team or provide a suitable program alternative.

Medical Refund Requests

Registration fee refunds for medical reasons will be at the discretion of the club manager and will be a partial refund determined by the length of time the player played with the team before injury and be subject to a \$50 administration fee and non-refundable costs.

Exceptions

There will be expectations to this policy including, but not limited to:

- Events or circumstances beyond the control of IHSC (weather, health orders, etc) will not be considered cause for refund.
- IHSC will look for reasonable opportunities to provide make-up sessions for canceled sessions, however, there is no guarantee that fields will be available.
- IHSC is not responsible for additional money paid directly to team officials for team extras (tournaments, team gear, extra field time, ect) or funds raised via fundraising/sponsorships.
- There will be no refund/transfer of registration fee if a player is suspended or expelled for any reason.
- IHSC understands that extenuating circumstances can occur and in such circumstances, IHSC has the right to approve refunds. Please check with the Club manager.

IHSC has the right to refuse any refund requests.



COLLECTIONS POLICY

- *Inter Halifax Soccer Club (IHSC)* members are required to pay registration fees using the automatic credit card installment option from our registration system (RAMP).
- Registrations may be paid in installments; Full or first installment, is due upon registration.
- Members applying for funding from *Jumpstart, Kidsport* or *IHSC Players Fund* must contact the **Club Manager** with their funding confirmation number prior to starting. Members must apply for Jumpstart and Kidsport first before they will be considered for IHSC Players Fund funding.
- Team Travel Fees and additional tournament fees must be paid by the date set by the team manager or club, otherwise the player will not be allowed to participate. The club is not responsible for these additional costs.
- If at any time, payments are not received, or there is no communication from the member regarding amounts owing, the club has the right to suspend participation of the player until communication is received or fees are paid.

REGISTRATION POLICY

- Registration closes approximately 7 days prior to the program start date, any late registrations will be subject to a \$25.00 administration fee
- Programs may start with tryouts or assessment sessions, therefore, players must be registered 7 days before those sessions.
- All registration is completed online through RAMP.
- Jersey/Training Kit Policy - All players are required to purchase the training kit, as well as home and away uniforms.
- All registration related questions must be sent to the Club Manager.

The club will strictly enforce this policy.