



POLICY NAME: REFUND POLICY  
POLICY NO.: PCSPMSA\_REFUND\_102022  
EFFECTIVE DATE: OCTOBER 1, 2022  
VERSION 1.0

## **REFUND POLICY**

The Portugal Cove St. Phillips Minor Soccer Association (PCSPMSA) is a non-profit sport organization. The Association strives to maintain the lowest possible fees and ensures that our members receive the highest level of soccer programming possible.

The Association incurs an administrative cost for each player during registration including but not limited to staffing, credit card and debit fees, equipment, field maintenance, facility rentals and uniform expenditures.

The purpose of this policy is to clearly define the circumstances in which participants in our soccer programs will receive a refund (full or partial) of registration fees.

**All refunds will be subject to a \$25 administration fee.**

### **Indoor Fall/Winter Training Program**

A full refund (minus the administration fee) will be granted if the request is received before the start date of the Indoor Fall/Winter Training Program. PCSPMSA will provide a refund of half the Indoor Fall/Winter Training Program fee provided that the refund is requested before the date that the second payment of winter training fees are due. After this date, no refund will be granted.

### **Spring/Summer Metro League Program**

A full refund, minus the administration fee and cost of uniform, will be granted if the request is received before the start date of the Spring/Summer Metro League Program. PCSPMSA will provide a refund of 50%, minus the administration fee and cost of uniform, if the request is received no later than 7 days after the start date of the Spring/Summer Metro League Program. After this date, no refund will be granted.

### **Summer House League**

A full refund (minus the administration fee) will be granted if the request is received no later than 14 days after the start date of the Summer House League program. After this date, no refund will be granted.

PCSPMSA may, at its own discretion and on a case-by-case basis, provide a partial refund in the following exceptional circumstances:

- Player suffers a season ending injury and is substantiated by an official medical certificate that includes the date the injury occurred; or
- Player moves / relocates at least 25 kilometers outside the boundaries of the Town of Portugal Cove St. Phillips.

There will be no refunds in the following cases:

- Cancellations due to inclement weather or other circumstances beyond our control
- Transfers to play for a competing club at any time throughout the season

If a player is registered for a program and the program is canceled by PCSPMSA prior to its scheduled commencement, the player is entitled to a full refund.

### **Refund request process**

Refund requests must be emailed to the PCSPMSA Treasurer at [PCSPMSA@outlook.com](mailto:PCSPMSA@outlook.com). Once received, the treasurer will bring forward the refund request to the PCSPMSA executives for decision.

Approved refunds will be actioned within four weeks. Online payments will be refunded to the credit card used to pay for registration fees. In-person payments will be mailed to the last known address of the requester unless different instructions are provided.

**PLEASE NOTE: A \$50.00 fee will apply to any NSF cheques received by the PCSPMSA.**