

## Paradise Soccer Club



### Refund Policy

The Paradise Soccer Club is a non-profit organization. The club strives to maintain the lowest possible fees and ensures that our members receive the highest level of soccer programming possible. The club incurs an administrative cost for each player during registration including, but not limited to, staffing, processing and transaction fees, equipment and uniform expenditures and facility rentals. It is because of these costs that the PSC adheres to a strict refund policy.

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. This policy encompasses the following programs: Soccer 4 Fun, Explosion programs (U7-U11 Development & U12 to U17 Competitive).

#### Soccer 4 Fun Refund Schedule

Fall Soccer 4 Fun October - December	Winter soccer 4 Fun January - April	Summer Soccer 4 Fun June - August
Full refund up to & including first session	Full refund up to & including first session	Full refund up to & including first session
50% refund before second session	50% refund before second session	50% refund before second session
No refund one month after first session	No refund one month after first session	No refund one month after first session

#### Explosion DEVELOPMENT & COMPETITIVE Teams Refund Schedule

Explosion Base Registration	Explosion Optional Indoor Fee	Explosion League Fees
Base Fee non-refundable if at any time a player chooses to leave for reasons other than those listed below	Full refund of Indoor fee up to & including first session	Full Refund up to & including first session
Base Fee non-refundable for Indoor program participants	75% up to and including Jan 14th	
	50% refund after January 14th	
	No refund after February 1st	No refund after first session

Irrespective of the dates noted above, PSC 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 Paradise.

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

In the event that a player is registered for a program and the program is canceled by PSC prior to its scheduled commencement, the player is entitled to a full refund.

#### **Refund request process**

- The deadline to make a refund request is on the last scheduled day of the program for Indoor Programs and Outdoor Programs respectively.
- Refund requests must be emailed to the PSC Treasurer at [treasurer@pysa.ca](mailto:treasurer@pysa.ca) or mailed to PSC to the attention of the PSC Treasurer. Once received, the treasurer will bring forward the refund request to the next scheduled PSC Board meeting 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 to the PSC Board.
- All refunds are subject to a \$20 administrative fee.