



Queen City United Soccer Club

Club Registration/Refunds/Collections Policy

CLUB REGISTRATION

- Only once a player registers with the Queen City United Soccer Club (QCUSC) will they be registered as an official player with our governing body.
- Registration for fall (indoor) youth programming (Excellence, Competitive and Grassroots) typically opens early July.
- Registration for fall (indoor) adult programming typically opens August/September.
- Registration for spring (outdoor) youth programming (Competitive and Grassroots) typically opens late January to early February.
- Registration for the summer Player Development Program (August – outdoor) typically opens in June.
- QCUSC offers a third child discount. Those who qualify should contact our Registrar via email at registrar@qcsoccer.ca for more information. The discount applies to the lowest of the three (3) registration fees.
- Registration must be completed online at www.qcsoccer.ca. Approved payment methods include credit card, cash, cheque, fundraising credits, or third-party financial support programs (ie. KidSport). If choosing to pay by any method other than credit card, arrangements must be made by contacting the Registrar via email at registrar@qcsoccer.ca.
- QCUSC does at times have waitlists, as space is limited in all age categories. Age categories may reach capacity prior to registration deadlines. If an age category is full, you can contact the Registrar to have your child placed on a waitlist. Participants should register early to avoid this potentially occurring.
- Late fees are applied to all registrations received after the pre-determined deadline.

REFUNDS

QCUSC recognizes that circumstances change following a player registration for several reasons, some of which are beyond the control of the player.

Full Refund

- A full refund of registration fees will be provided if there are insufficient player or team registrations to provide a program, league, camp or clinic.



- A full refund of registration fees (subject to a \$25.00 administration fee) will be provided if withdrawing prior to the commencement of the season, league, camp or clinic for any reason.

Partial Refund

- A partial pro-rated refund of registration fees (subject to an administration fee of \$75.00) will be provided once the season, league, camp or clinic has commenced, if one of the following conditions is met:
 - A player suffers a “season-ending injury”¹; or
 - A player moves 50 kilometers or more away from the City of Regina.
 - Withdrawal occurs within the first 2 weeks of the season or league (this does not apply to team registrations).

No Refund

- No refund will be provided after the first 2 weeks of the season or phase.
- No refund will be provided after commencement of the camp, clinic or league.

If a season or phase (Excellence Stream), league, camp or clinic is abandoned or cancelled as result of something beyond QCUSC’s control (Examples include but are not limited to: COVID-19; pandemic, natural disaster, etc) the refund policy will be as follows:

- If the season or phase, league, camp or clinic is abandoned or cancelled prior to commencement, each player will receive a full refund, minus a \$50.00 admin fee.
- If the season or phase, league, camp or clinic is abandoned or cancelled after commencement but prior to the half-way point, each player will receive a 50% refund.
- If the season or phase, league, camp or clinic is abandoned or cancelled after the half-way point, no refund will be issued.

Refund Process

- All refund requests must be made in writing to the Registrar via email at registrar@qcsoccer.ca by the individual who paid the registration fee. Please allow 4-6 weeks for refunds to be processed.
- Pro-rated refunds will account for the value of the games and training in which the player either participated or was eligible to participate (which includes any games for which the player is or was suspended).

¹ A **season ending injury** is one from which return to playing or training seems unlikely before the end of the season or camp/clinic. A doctor’s opinion is required.



- The value determination will be calculated by assigning a dollar value to each hour of games and training throughout the season and is at the discretion of the Director of Club Operations.

Exclusions

- Only registration fees will be refunded.
- QCUSC will not refund any money paid to a team (ie. Manager or coach).
- QCUSC will not refund any money raised and collected by the individual or their team through sponsorship or fundraising efforts.

COLLECTIONS

- A player will NOT be registered (and therefore eligible to play or train) until their fees have been paid or until a payment plan has been established.
- Exceptions to this policy are only made for players who are seeking financial assistance, and only after prior contact with the appropriate club official.
- For players on a multiple payment model, should they discontinue or fail to complete payments, they will be contacted by a club official. Failure to communicate with the club to find a solution and/or making mutually agreeable alternate arrangements will result in their suspension from all club programs and removal from program access.
- Unpaid registration fees may also result in the member being removed from the roster and active status within QCUSC and Saskatchewan Soccer.

PLAYER RELEASES/TRANSFERS

- QCUSC will provide players who wish to leave QCUSC with a letter of good standing if **ALL** outstanding fees and team fees have been paid in full. Requests for such should be made to the Registrar at registrar@qcsoccer.ca.
- All returned cheques are subject to a \$50.00 NSF admin fee.