



REFUND & PAYMENT PROCEDURE POLICY

GENERAL:

- Saskatoon Youth Soccer Inc. (SYSI) operates multiple programs where registration and payment is required for participation. As such the refund policy herein, describes the process in which SYSI conducts refunds for each of the programs it directly oversees.
- While we can appreciate that personal circumstances may change, we have set this policy because it is impossible to properly plan and operate as a club without such a policy in place. Withdrawal from a team after accepting a position puts the club and team in the unfortunate situation of not being able to fill the position with another player.

ONLINE PAYMENTS – DECLINE PROCEDURE:

- A single card should be attempted no more than twice in a single day
- If both attempts fail, the cardholder should:
 - Use an alternate payment method
 - Contact their bank to determine the reason for the decline
 - Try the transaction another day

SYSI LEAGUES

- **Player Late Additions or Withdrawals:**
 - SYSI is unable to issue refunds for players who withdraw from a community or zone association league team. All community and zone association league player refund requests are bound to the association refund policies in which they have registered with.
 - Players who register late are bound to the association late fee policies in which they have registered with.
- **Team Withdrawals, Additions, Division Changes:**
 - Zones or other districts withdrawing, adding, or changing a team's division after the stated league age group registration deadline will be refunded or charged fees based on the date in which the team is withdrawn, added, or division changed:
 - Fee equal to 15% of the team fee withheld/added if withdrawn, added, or division changed within two (2) business days after the stated age group deadline or \$150 whichever is less.
 - Fee equal to 25% of the team fee withheld/added if withdrawn, added, or division changed within four (4) business days after the stated age group deadline or \$200 whichever is less.
 - Fee equal to 35% of the team fee withheld/added if withdrawn, added, or division changed within six (6) business days after the stated age group deadline or \$250 whichever is less.
 - Fee equal to 50% of the team fee withheld/added if withdrawn, added, or division changed within ten (10) business days after the stated age group deadline or \$500 whichever is less.
 - Additional fees resulting from team withdrawals, additions, or division changes may be charged if received less than 10 business days prior to the start of the season resulting from referee assigning changes and/or soccer centre rentals cancelled without adequate notice.
 - Regardless of when the request is received, acceptance of team additions or division changes is not a guarantee and SYSI shall have authority over accepting or declining a request for a team addition or division change.

PARENT-TOT PROGRAM:

- This refund policy applies to players registered in the Timbits Parent-Tot Soccer Program.
- Refund Timelines - program withdrawals:



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- More than 14 days before the start of the program, participants will receive a full refund.
- Less than 14 days before the start of the program, participants will receive a refund minus a \$25 admin fee.
- After the start of program, no refunds will be issued.
- Refund Method - registered participants may choose one of the following options:
 - Donate refund to SYSI Athlete Fund.
 - Credit to be held and used on future registration within the following 12 months.
 - Refund in the manner in which payment was received (e-transfers will be refunded by cheque).

ALL ABILITIES PROGRAM:

- This refund policy applies to players registered in the All Abilities Soccer Program.
- Refund Timelines - program withdrawals:
 - More than 14 days before the start of the program, participants will receive a full refund.
 - Less than 14 days before the start of the program, participants will receive a refund minus a \$25 admin fee.
 - After the start of program, no refunds will be issued.
- Refund Method - registered participants may choose one of the following options:
 - Donate refund to SYSI Athlete Fund.
 - Credit to be held and used on future registration within the following 12 months.
 - Refund in the manner in which payment was received (e-transfers will be refunded by cheque).

SYSI FUTSAL ACADEMY

- This refund policy applies to players registered in the SYSI Futsal Academy during the indoor or outdoor season.
- Refund Timelines - program withdrawals:
 - More than 14 days prior to the program start date 100% of fees paid will be refunded minus an admin fee of \$50.
 - Less than 14 days before the program start date 50% of the fees paid will be refunded minus an additional admin fee of \$50.
 - Program starts, no refunds will be issued unless the family relocates or there is a serious injury or illness which requires the player to miss more than 30 consecutive days. For a serious injury and/or illness a medical note is required right after the injury and/or illness occurs and medical advice has been sought.
 - In the case of serious injury or illness, athletes are eligible to receive a full refund for the number of training sessions and/or games missed. A doctor's note is required. This only applies in situations where the athlete will miss more than 30 consecutive days of training.
 - Families who relocate more than 50km away and can no longer attend training and/or games will receive a full refund for the remaining training sessions and/or games.
- Refund Method - registered participants may choose one of the following options:
 - Donate fees to SYSI Athlete Fund.
 - Credit to be held and used on future registration within the following 12 months.
 - Refund in the manner in which payment was received (e-transfers will be refunded by cheque).

ALLIANCE ACADEMY

- This refund policy applies to players registered in the Alliance Academy during the indoor or outdoor season.
- Refund Timelines - program withdrawals:
 - More than 14 days prior to the program start date 100% of fees paid will be refunded minus an admin fee of \$50.



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- Less than 14 days before the program start date 50% of the fees paid will be refunded minus an additional admin fee of \$50.
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- In the case of serious injury or illness, athletes are eligible to receive a full refund for the number of training sessions and/or games missed. A doctor's note is required. This only applies in situations where the athlete will miss more than 30 consecutive days of training.
- Families who relocate more than 50km away and can no longer attend training and/or games will receive a full refund for the remaining training sessions and/or games.
- Refund Method - registered participants may choose one of the following options:
 - Donate fees to SYSI Athlete Fund.
 - Credit to be held and used on future registration within the following 12 months.
 - Refund in the manner in which payment was received (e-transfers will be refunded by cheque).

SASKATOON ALLIANCE TEAMS

- This refund policy applies to Saskatoon Alliance formed teams participating in the Prairie Soccer League (PSL) during the outdoor season; as well Saskatoon Alliance teams playing in the Saskatoon Adult Soccer Inc. (SASI) League during the indoor or outdoor season.
- Refund Timelines - program withdrawals:
 - Any player withdrawals on or before 14 days prior to team entry deadline will be refunded 75% of their registration fees minus a jersey fee and an admin fee.
 - Any player withdrawals 14 days or less from the team entry deadline will be refunded 50% of their registration fees minus a jersey fee & an admin fee of \$50.
 - Any player withdrawals on or after the team entry deadline, no refunds will be issued unless the family has relocated or there is a serious injury or illness which requires the player to miss more than 30 consecutive days. For a serious injury and/or illness a medical note is required right after the injury and/or illness occurs, and medical advice has been sought.
- Refund Method - registered participants may choose one of the following options:
 - Donate fees to SYSI Athlete Fund.
 - Credit to be held and used on future registration within the following 12 months.
 - Refund in the manner in which payment was received (e-transfers will be refunded by cheque).