



## **Phoenix FC – Player Payment & Collections Policy**

Updated: 2025-09-07

### **1. Policy Statement**

Phoenix FC (SPDSA) is committed to providing soccer opportunities in Sherwood Park in a safe, inclusive, and supportive environment. To ensure the sustainability of our programs, all players (or parents/guardians if under 18) are responsible for paying registration and program fees in full by the established deadlines.

This policy sets out expectations, timelines, procedures, and supports related to player payments.

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### **2. Purpose**

- Ensure fairness and consistency in fee collection.
  - Provide clear timelines and processes for payments.
  - Outline consequences for non-payment.
  - Support families experiencing financial hardship.
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### **3. Scope**

This policy applies to all Phoenix FC players and families participating in any program (Recreational, competitive, indoor, or outdoor).

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### **4. Guidelines & Procedures**

#### **4.1 Payment Deadlines**

- Seasonal payment due dates are set by Phoenix FC staff.
- Players may select available split-payment options and e-transfer payments.
- If e-transfer is selected the initial Payment (Program Fee deposit) + applicable Volunteer fee is due on the Regular Price Registration deadline.
- Final payment is due on the last split payment date for the applicable program.

#### **4.2 Outstanding Balances**

- Previous season balances must be paid before placement on the current season roster.
- If payment is not possible, a written payment plan (email) must be submitted and approved by Phoenix FC Staff.



#### 4.3 Current Season Payments

- All fees must be paid in full by the last split payment date for the applicable program.
- If payment is missed:
  - A reminder email is issued with a one-week grace period.
  - If still unpaid, the player may be removed from the roster and suspended from all soccer activities.
  - A EMSA reinstatement fee may apply if playing in the EMSA League.

#### 4.4 Payment Plans

- Written payment plans must ensure fees are fully paid at least **one week before the ASA player transfer deadline.**

#### 4.5 Final Deadline

- A final reminder will be sent 5 days prior to the ASA transfer deadline.
- If unpaid by the ASA Transfer deadline, the player may be permanently removed from the team for the remainder of the season.

#### 4.6 Financial Hardship Support

Phoenix FC will work with families facing financial challenges. Support options include:

- Canadian Tire **Jumpstart**
- **KidSport**
- **Phoenix FC Inclusion Fund**  
Families should contact the Phoenix FC office early in the registration process to arrange support and communicate they are applying for these programs. Please forward Kid Sport and Jump Start confirmation of application e-mail to office@spdsa.net.

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#### 5. Possible Consequences of Non-Payment – To be determined on a case-by-case basis

- Players with unpaid fees cannot participate in games, practices, tournaments, or team/club activities.
  - Continued non-payment may result in permanent removal from the team.
  - Any additional costs (e.g., reinstatement fees, returned payment charges) are the responsibility of the family.
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## **6. Communication**

Phoenix FC staff will communicate respectfully and confidentially regarding all payment issues. All payment plans or hardship requests must be submitted in writing (email acceptable).