



## Refund Policy

## SPDSA Policy

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**Motion No.:** 165.8

**Replaces:** 153.6

**Last Review Date:** January 2018

**Next Review Date:** January 2019

**Approval Responsibility:** Administration / Board of Directors

**Administrative Responsibility:** General Manager

### Policy Statement

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The Sherwood Park District Soccer Association (SPDSA) is a non-profit organization. The SPDSA strives to maintain the lowest possible fees, while ensuring that our members receive the highest level of soccer programming possible.

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

It is because of these costs that the SPDSA adheres to a strict refund policy.

### Guidelines

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- 1) To receive a registration fee refund from the SPDSA, the member/parent must fill out the refund request form completely and within specified time periods below.
- 2) **INDOOR** – Refund requests will be granted based on the following timelines for the Indoor Season
  - a) Within one (1) week from the date of registration, will be subject to a maximum of a 10% administration fee, based on the cost of the registration.
  - b) After the one (1) week and prior to September 30 for the Indoor Season will be subject to a \$50.00 Administration fee.
  - c) Once teams are formed and prior to November 10, will be charged a minimum of 60% of the registration fees paid.
  - d) In the event of injury, requests after November 10 will be subject to a \$50.00 Administration fee, plus a pro-rated discount based on the number of games played by the team, and ***will only be considered with a doctor or physician note.***
- 3) **OUTDOOR** - Refund requests will be granted based on the following timelines for the Outdoor Season
  - a) Within one (1) week from the date of registration, will be subject to a maximum of a 10% administration fee, based on the cost of the registration.
  - b) After the one (1) week and prior to March 31 for the Outdoor Season will be subject to a \$50.00 Administration fee.
  - c) Once teams are formed and prior to May 15, will be charged a minimum of 60% of the fees paid.
  - d) In the event of injury, requests after May 15 will be subject to a \$50.00 Administration fee, plus a pro-rated discount based on the number of games played by the team and ***will only be considered with a doctor or physician note.***

- 4) **Phoenix players for Indoor and Outdoor**, in addition to paragraphs 2 and 3 above, refunds requested once you have accepted a position on a Phoenix team will be subject to an additional \$200.00 non-refundable league fee.
- 5) The refund request form must be completed in full.