



# Winnipeg Phoenix Football Club

## POLICIES AND PROCEDURES

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### REFUND POLICY

#### POLICY STATEMENT

1. All refunds and their respective amounts are at the sole discretion of the Club.
2. This policy applies to registration fees paid directly to Winnipeg Phoenix Football Club (WPFC) either online or in person.
3. The principle behind WPFC's refund policy is to allow a reasonable period of time following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the Club and protecting the sustainability of the associated teams and leagues impacted by the withdrawal.
4. WPFC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
5. All refund requests must be made in person at the WPFC office by completing WPFC's Refund Request Form. Please allow 4-6 weeks for refunds to be processed.
6. An administrative fee of 10% of the total program fee will be charged on approved refunds.
7. WPFC shall not be responsible for any monies paid to a team, team coach or team official and WPFC shall not entertain requests for any such refunds.
8. WPFC shall not be responsible for any monies raised and collected by teams through sponsorship or fundraising efforts and shall not entertain requests for any such refunds.

#### YOUTH SOCCER LEAGUE REFUND POLICY

1. Refunds requested prior to the close of program registration will be processed, minus the Club's administrative fee.
2. Refunds requested after the close of program registration but more than 14 days prior to the start of the league season will be 50% of the registration fee.
3. There will be no refund of registration fees if the withdrawal is less than 14 days prior to the start of the league season.
4. A paid registration fee shall be fully refunded in the event WPFC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
5. A paid registration fee, minus the administrative fee, shall be refunded should a player be released after the tryouts and the player does not continue an alternate WPFC program.



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6. There will be no refund for a registration fee if a player is suspended or expelled from WPFC under the Club's discipline policy or code of conduct rules.
7. There will be no refund for a registration fee if a player is suspended or expelled by the Manitoba Soccer Association (MSA) or Winnipeg Youth Soccer Association (WYSA) under the respective discipline policies or code of conduct.
8. A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation (i.e. Doctor's note) shall be provided. Any refund requested due to player injury will be considered at the sole discretion of the Club.

### CAMPS & CLINICS REFUND POLICY

1. There will be no refund of registration fees for withdrawals less than 7 days prior to the start date of any camp or clinic program.
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's set administrative fee.
3. A paid registration fee shall be fully refunded in the event WPFC is unable to field a camp or clinic or provide a suitable program alternative. No administrative fee shall be withheld in this case.
4. There will be no refund for a registration fee if a player is suspended or expelled from WPFC under the Club's discipline policy or code of conduct rules.
5. There will be no refund for a registration fee if a player is suspended or expelled by the Manitoba Soccer Association (MSA) or Winnipeg Youth Soccer Association (WYSA) under the respective discipline policies or code of conduct. Body

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APPROVED BY:

PHOENIX SOCCER Inc Board

DATE OF APPROVAL

August, 2021