

# Ancaster Soccer Club(ASC) Refund Policy

## **POLICY STATEMENT**

1. This policy applies to registration fees paid directly to Ancaster Soccer Club (ASC) either online or in person.
2. The principle behind ASC'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.
3. ASC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
4. All refund requests must be made in writing to the ASC office by the individual who paid the fee(s). Please allow 4-6 weeks for refunds to be processed.
5. An administrative fee of \$30.00 will be charged on approved refunds.
6. The final amount of any refund will be at ASC's discretion or in special or extenuating circumstances at the discretion of the ASC Board of Directors.
7. ASC shall not be responsible for any monies paid to a team, team coach or team official and ASC shall not entertain requests for any such refunds.
8. ASC 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.

## **HOUSE LEAGUE REFUND POLICY**

1. There will be no refund of registration fees 14 days past the season start date.
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's administrative fee.
3. A paid registration fee shall be fully refunded in the event ASC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
4. There will be no refund if a player withdraws due to medical reasons after the deadlines set out above with the exception of extenuating circumstances which must be presented to and approved by the Board of Directors. Medical documentation may be requested.
5. There will be no refund for a registration fee if a player is suspended or expelled from ASC under the Ancaster Soccer Club's discipline policy or code of conduct rules.

## **ADULT HOUSE LEAGUE REFUND POLICY**

1. There will be no refund of registration fees (individual or team) past the league registration deadline. (See league rules for specific dates)
2. Refunds requested prior to the above stated deadline will be processed, minus the Club's administrative fee.
3. Adult players who registered via a team registration should contact the team captain for their refund, not the Ancaster Soccer Club.
4. A paid registration fee shall be fully refunded in the event ASC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
5. There will be no refund if a player withdraws due to medical reasons after the deadlines set out above with the exception of extenuating circumstances which must be presented to and approved by the Board of Directors. Medical documentation may be requested.
6. There will be no refund for a registration fee if a player is suspended or expelled from ASC under the Ancaster Soccer Club's discipline policy or code of conduct rules.

**COMPETITIVE REFUND POLICY**

1. There will be no refund of registration fees within 14 days of a player being registered to a competitive team and absolutely no refunds once a uniform has been ordered.
2. A paid registration fee shall be fully refunded in the event ASC is unable to field a team. No administrative fee shall be withheld in this case.
3. There will be no refund if a player withdraws due to medical reasons after the deadlines set out above with the exception of extenuating circumstances which must be presented to and approved by the Board of Directors. Medical documentation may be requested.
4. There will be no refund for a registration fee if a player is suspended or expelled from the OSA, ASC or respective leagues under the respective discipline policies or code of conduct.

**INDOOR ACADEMIES & CLINICS REFUND POLICY**

1. There will be no refund of registration fees 14 days past the season start date.
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's administrative fee.
3. A paid registration fee shall be fully refunded in the event ASC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
4. There will be no refund if a player withdraws due to medical reasons after the deadlines set out above with the exception of extenuating circumstances which must be presented to and approved by the Board of Directors. Medical documentation may be requested.
5. There will be no refund for a registration fee if a player is suspended or expelled from ASC under the Ancaster Soccer Club's discipline policy or code of conduct rules.

**DOME & FACILITY RENTAL REFUND POLICY**

1. Once a booking is confirmed and rental agreement drafted for any facility or Dome use no refunds will be issued.
2. There will be no refunds issued for weather related cancelations.