



Refund Policy
V1.0

October 2017

Refund Policy



1. **Immediate Withdrawal Requests (cheque/cash):** Players who pay with a cheque or cash and submit written notice of withdrawal within 48 hours of payment, prior to participating in any program-related activity and before the payment has been processed, will receive a 100% refund of registration fees*.
2. **Immediate Withdrawal Requests (online):** Players who pay online and submit written notice of withdrawal within 48 hours of payment, prior to participating in any program-related activity, will receive a 100% registration fee refund* less the online transaction fee. The registration fee does not include the try-out fee as this is non-refundable.
3. **Cancellation of program by Suburban Football Club:** If a program is cancelled prior to initiation, full refunds will be provided to registrants. If a program is cancelled after start-up, refunds will be pro-rated.
4. **Medical Reasons:** If an illness or injury prevents the player from participating for the remainder of the season in any program for which they have enrolled, a portion of the fees will be refunded upon request. Following the deduction of any administrative, District, Soccer Nova Scotia or other applicable costs that may apply, the refund will be pro-rated according to the duration of the program remaining after the receipt of a physician's note.
5. **Move out of Area:** If the individual leaves the Suburban Football Club catchment area and can no longer reasonably participate in a program, a portion of the fees will be refunded upon request. Following the deduction of any administrative, District, Soccer Nova Scotia or other applicable costs that may apply, the refund will be pro-rated according to the duration of the program remaining after either the date the written request is received or the date of the move, whichever is later.
6. **League Play:** a) If the refund request is received before tryout or balancing sessions begin, the registrant will receive a 100% refund*. b) If the refund request is received no later than 7 days after the team list is announced, the registrant will receive a full refund minus the minimum payment (\$50). c) If the refund request is received before the first league game, 50% of the registration fee will be refunded. d) Refunds will not be issued when requests are received after the first league game has occurred.

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7. **Exceptions:** Any exceptions to this policy must be approved by the Board of Directors. Note: *When 100% refunds are issued, a processing fee of \$25.00 will be withheld.

8. **Procedure:** 1. Submit refund requests in writing (email or letter) to the Club Manager. The extent of the refund will depend on the policy outlines and the date that the written request is received (unless otherwise specified). Please explain the reason for the request. 2) Refunds involving cheque or money order payments will be issued after the payment has been cleared through Suburban Football Club's financial institution. 3) Refunds involving on-line credit card payments that Suburban Football Club has received approved notification of will be credited back onto the credit card less the transaction fee.