



## Operational Policies

- Refunds

Registered players for the outdoor season that withdraw prior to evaluations starting will receive a refund less a \$100 administrative fee for the competitive CMSA league, or less a \$25 administrative fee for Skills Centre registrations.

**\*\*NEW for COVID\*\*** Registered players for the indoor season that withdraw prior to team entry on October 4, 2020 will receive a refund less a \$100 administrative fee for the competitive CMSA league. Skills Centre players will receive a refund less a \$25 administrative fee if we can find a player to replace the registration. Written notification of a player's withdrawal must be received via e-mail to [admin@calgarywestsoccer.com](mailto:admin@calgarywestsoccer.com). Any withdrawals past October 4, 2020 will not receive a refund. Indoor season has many fees associated with it such as facility rentals and league fees that are paid up front to CMSA. If the indoor season is delayed, disrupted, or cancelled due to COVID related events CWSC has the understanding that CMSA will reschedule games. CMSA has health protocols in place to ensure the continuation of the season if there happens to be COVID cases within a certain cohort. CWSC can not offer refunds if the league is shut down entirely after teams are submitted to CMSA.

**Refund Policy Due to Injury:** Refunds due to injury will only be considered if they happen within the first 4 weeks of the program. Written notification of the player's injury is required as well as a doctor's note regarding the injury. Information provided may be subject to review by the Executive Director before a partial refund will be considered. Refunds will be subject to the \$100 administrative fee for CMSA registrations, or \$25 administrative fee for house league/Skills Centre registrations.

**\*No other refunds will be granted after the posted registration closing date IN THE BEST INTERESTS OF OUR MEMBERS, WE WILL APPLY THE ADMINISTRATION FEE TO THE PLAYER'S REGISTRATION FEES IN THE NEXT SEASON. IT IS THE RESPONSIBILITY OF THE MEMBER TO INFORM THE REGISTRAR WHEN YOU REGISTER NEXT SEASON.**

- Collections

CWSC works alongside families to ensure that a payment plan can be met if they are not able to pay in full up front. All players that have outstanding registration fees as of June 1 (Outdoor Seasons) and December 1 (Indoor Seasons) will be deregistered from playing league games if such arrangements have not been met. Fees for the Play and Train program are collected prior to the season starting or players can not participate.

- Registrations

Early bird registration fees for the CMSA competitive program are posted each season and run for at least the first 14 days.

Multi-sibling discounts are applied for 3 or more players in a family. Please contact [admin@calgarywestsoccer.com](mailto:admin@calgarywestsoccer.com) for details. We work alongside some financial aid agencies, and for those members who can confirm completing the application process for aid we wait to collect fees from them until the aid assistance is received.

After the posted registration closing date, the waitlists are activated. We try our best to place all players upon availability. Program exchanges are permitted as space allows.