



# Calgary West Soccer Club Refund Policy

## REFUNDS

Refund requests must be submitted prior to the applicable deadline and emailed to [admin@calgarywestsoccer.com](mailto:admin@calgarywestsoccer.com)

- An administration fee applies and will be deducted from all refunds
- Administration fee is \$200 AYSL, \$100 CMSA and \$50 Play and Train
- Timeline for receiving refund will be 4 to 6 weeks from receipt of the refund request.

## DEADLINES

Non-injury related refund deadline	May 1 <sup>st</sup>
Injury related refund (with doctors note)	June 1 <sup>st</sup>
Moving/relocate	June 1 <sup>st</sup>

## CONDITIONS FOR REFUND

**Refund requests must be approved by the Board of Directors and will ONLY be considered for the following circumstances:**

- Request must be received before deadline.
- Injury to a player that they will be medically deemed unable to play for the remainder of the season, accompanied by a doctors note.
- Change in family circumstances during the season, by moving out of the city or country. Proof of relocation will be required and refunds amount will be pro-rated.
- In the event a program is cancelled due to government mandated restrictions related to the Novel Coronavirus (COVID-19), there will be no refund provided. The club will offer full credit for any unused amounts paid toward a future program.

## POLICY STATEMENT

When a player registers with Calgary West Soccer Club, we guarantee player placement on a team but will not guarantee a certain level of play. All player placements will be determined during the evaluation process.