



<b>Policy Name:</b>	<b>Refund Policy</b>		
<b>Policy Number:</b>	015		
<b>Policy Approval Date:</b>	September 10, 2018	<b>Policy Review Date:</b>	September 10, 2023
<b>Policy Purpose:</b>	The ESUSC Board has a fiduciary responsibility to protect the Club while providing its membership clarity and certainty regarding refunds and credits.		
<b>Policy Scope:</b>	The policy set forth in this document establishes standards and guidelines for the refunds for Edmonton Scottish United Soccer Club ("ESUSC") programming.		
<b>Policy Statement: "Refund Clarity"</b>	<p>This policy applies to registration fees paid directly to the Edmonton Scottish United Soccer Club either online (via credit card or e-transfer) or in person (via cheque or money order). ESUSC commits to program expenditures once registration is completed. These expenses are not recoverable to the Club if / when a member withdraws.</p> <ol style="list-style-type: none"><li>1. All refunds and their respective amounts are at the sole discretion of the Club.</li><li>2. This policy applies to registration fees paid directly to ESUSC either online or in person.</li><li>3. The principle behind ESUSC's refund policy is to allow a reasonable period following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the Club.</li><li>4. ESUSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if / when a member withdraws.</li><li>5. All refund requests must be made in writing to the Club. Please allow 2 - 4 weeks for refunds to be processed.</li><li>6. An administrative fee of \$35.00 will be charged on approved refunds; if a training kit has been issued, the cost of the kit will also be charged.</li><li>7. ESUSC is not responsible for any monies paid to a team, team coach or team official and ESUSC will not entertain requests for any such refunds.</li><li>8. ESUSC is not responsible for any monies raised and collected by teams through sponsorship or fundraising efforts and will not entertain requests for any such refunds.</li></ol>		



### **Club Refund Policy**

1. Refunds will only be considered if a written request is made to the Club more than 7 days before the start of the season's game play. These dates will be shared with the membership as they are received from the Association.
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's administrative fee, as per the Policy Statement.
3. A paid registration fee will be fully refunded in the event ESUSC is unable to field a team or provide a suitable program alternative. No administrative fee will be withheld in this case, but the cost of the player training kit (if received) will be withheld.
4. A paid registration fee will be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation must be provided.
5. A paid registration fee will be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required). Any refund requested due to family transfer will be considered at the sole discretion of the Club.
6. There will be no refund/transfer for a registration fee if a player is suspended or expelled from ESUSC under the Club or Association's Discipline Policy or Code of Conduct rules.

### **Caledonia School of Soccer Refund Policy**

1. There will be no refund of registration fees:
  - 7 days prior to a Caledonia School of Soccer Program Block, Day Camp, Multi-Day Camp or Summer Camp.
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's set administrative fee (please refer to the Policy Statement).
3. A paid registration fee will be fully refunded in the event ESUSC is unable to field a camp or clinic or provide a suitable program alternative. No administrative fee will be withheld in this case.
4. A paid registration fee will be refunded or partially refunded (pro-rated) if a player withdraws due to medical reasons. Medical documentation must be provided. Any refund requested due to player injury will be considered at the sole discretion of the Club.
5. A paid registration fee will be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required). Any refund requested due to family transfer will be considered at the sole discretion of the Club.
6. There will be no refund/transfer for a registration fee if a player is suspended or expelled from ESUSC under the Club or Association's Discipline Policy or Code of Conduct rules.

**Approved by: The Board of Directors -**