



<b>Subject:</b>	Program Refund Policy
<b>Responsibility:</b>	Business Manager
<b>Subject:</b>	Administration Policies
<b>Effective Date:</b>	December 1, 2019
<b>Revised Date:</b>	March 1, 2023

## BACKGROUND

The Club is committed to providing a positive soccer experience for all players. If you are unsatisfied with our program, we will work with you to find a solution. We understand that sometimes refunds are necessary, and we want to make the process as smooth as possible for our customers. Please take a moment to review the important details regarding our refund policy.

## POLICY

Refunds are issued in the following circumstances:

- ***Injury or illness:*** If a participant cannot continue with the program due to injury or illness, the Club will provide a prorated refund based on the number of sessions missed. A doctor's note will be required.
- ***Program cancellation by Club:*** If we cancel the program for any reason, the Club will fully refund all participants.
- ***Participant cancellation:*** If a participant cancels their registration seven (7) days or more before the program starts, a full refund will be provided, minus a \$40 processing fee.
- ***Refunds for extenuating circumstances:*** In cases of extenuating circumstances, such as family illness or relocation, the Club will consider a refund on a case-by-case basis.

The Club must receive all refund requests in writing through this link:

<https://form.jotform.com/northmississaugasc/refund>

Refunds will only be issued for cancellations received seven (7) days before the program start date.

Please note that if you have a credit on your account and wish to receive a refund, the Club administers a \$40 administrative charge.

Please note that the 3% surcharge for credit card payments is non-refundable. If a refund is issued for any reason, the three-percent (3%) surcharge amount will not be refunded. This policy applies to all refund requests, including those due to injury, illness, or extenuating circumstances.

Please allow the Club 30 days to review and process your refund request.

The Club will issue all refunds to the original method of payment. If payment were made by cheque, cash, or e-transfer, the refund would be issued by Plonto direct deposit.