



Refund Policy

July 2025

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Introduction

North Mississauga Soccer Club (NMSC) is committed to delivering high-quality soccer programming and a transparent refund policy that balances fairness to members with the financial and operational stability of the Club. This policy outlines the conditions under which refunds or credits may be issued and establishes the process for submitting requests.

Policy Guidelines

Program Cancellation by the Club

- If a program is cancelled by NMSC, a **full refund** will be issued to all registered participants. No administrative fee will be deducted.

Participant Withdrawal

- Withdrawal requests received **14 days or more** before the program start date will be eligible for a refund, **minus a \$50 administrative fee**.
- **No refunds** will be issued for withdrawal requests submitted **within 14 days** of the program start date or after the program start date, unless eligible under the Medical Exception or Relocation clauses below.

Medical Exception

- A **credit** (not refund) may be issued if a participant suffers a documented injury or illness resulting in 8 or more consecutive weeks of missed programming.
- A doctor's note and a completed Refund Request Form must be submitted.
- Credits will be calculated on a **pro-rated basis** starting from the date of injury and will be valid for one future season.
- Injuries resulting in fewer than 8 weeks of missed activity are not eligible for any credit or refund.

Relocation Exception

- If a participant's family is **relocated outside the Greater Toronto Area**, a refund may be considered at the Club's discretion.



- Proof of relocation (e.g., utility bill, letter from employer) must be submitted with the request.
- If approved, the refund will be **pro-rated** and subject to the \$50 administrative fee.

Disciplinary Dismissal

- **No refunds or credits** will be issued to participants who are suspended or removed from a program due to violations of the Club's **Code of Conduct** or **Discipline Policy**.

Refund Process

- All refund or credit requests must be submitted through the Club's official **Refund Request Form**, available at: [NMSC Refund Request](#)
- Supporting documentation (e.g., medical notes, proof of relocation) must be included at the time of submission.
- Refunds will be processed within **30 days** of receipt and issued to the **original method of payment**.
- For cash, cheque, or e-transfer payments, refunds will be issued via direct deposit through **Plooto**.

Non-Refundable Charges

- The **3% credit card surcharge** applied at registration is **non-refundable** in all cases.
- **Uniform, apparel, and administrative fees** are also non-refundable and will be deducted from any approved refund.

No Refunds for Weather, Schedule, or Facility Changes

- Refunds will not be issued for missed sessions due to **inclement weather, facility closures, or scheduling conflicts**.
- The Club reserves the right to adjust program **schedules, formats, and locations** based on operational needs.

