



# REFUND POLICY

## 1. Policy Statement

1. This policy applies to registration fees paid directly to the Petawawa Minor Soccer Club (PMSC) online or in person.
2. The principle behind the PMSC's refund policy is to allow a reasonable period of time following registration for parents/players to withdraw while still safeguarding the long-term financial stability of the club.
3. The PMSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
4. All credit or refund requests must be made in writing to the PMSC by the individual paying the fee(s). Refund requests should be sent to [registrar@petawawaminorsoccer.com](mailto:registrar@petawawaminorsoccer.com) and must include:
  - a. Parent Name
  - b. Player Name
  - c. Player Date of Birth
  - d. Program Name/Age Division
  - e. Reason for Withdrawal
  - f. Any other pertinent information
5. The final amount of any credit or refund will be at the PMSC's Registrar's discretion, or in special or extenuating circumstances, at the discretion of the PMSC Board of Directors.
6. The PMSC shall not be responsible for any monies paid to a team, team coach, or team official and PMSC shall not entertain requests for any such refunds.
7. The PMSC shall not be responsible for any monies raised and collected by teams through sponsorship or fundraising efforts and shall not entertain requests for any such refunds.

## 2. PMSC Program Refund Policy

1. Requested credits or refunds will be processed minus fees for club administration of \$25.00 *plus* player insurance and uniform (if applicable).
2. A fully paid registration fee shall be refunded in the event PMSC is unable to field a team or provide a suitable program alternative. No administrative fee shall be charged in these cases.
3. For refund requests due to medical reasons, please refer to: 3. *Season-ending Injury Refund Policy*.
4. Refund requests submitted prior to the closing of a season's registration will be credited/refunded in full. For the PMSC Outdoor Recreational Season, this would be **March 31st**.
5. Refund requests submitted after a season's registration has closed, but before the Start of the Season ("Start of Season" is marked by a scheduled Meet the Coach day OR the first scheduled practice of the season) will only be considered on a case by case basis, and may be subject to a \$25.00 administration fee *plus* player insurance and uniform (if applicable).
6. If any of the following has occurred, a refund will not be issued:
  - a. Refund request is received after the Start of the Season ("Start of Season" is marked by a scheduled Meet the Coach day OR the first scheduled practice of the season)
  - b. The player has been placed on a team.
  - c. The player quits the team/program to which they have been assigned.
  - d. The player is dismissed for disciplinary reasons.
7. Any amounts owed to the Club (e.g., previous unpaid registration fees or unpaid fines) will be subtracted from the refund before it is issued.

### 3. Season-ending Injury Refund Policy

1. Requests for credits or refunds in the event a player suffers a season-ending injury during a sanctioned PMSC activity or event will be at the PMSC's discretion and may be referred to the PMSC's Board of Directors.
2. The credit or refund amount will be considered on a prorated basis and must be accompanied by supporting documentation from a medical practitioner and where applicable, an accident report from the coach.

### 4. Extreme Weather Conditions

In the event of extreme weather conditions, PMSC programs, games, training sessions or other activities may be cancelled if fields or facilities are closed by the Town of Petawawa or other permitting organizations. PMSC, at its discretion, may also close fields or cancel activities if it is deemed unsafe for players or coaches.

The PMSC will not be responsible for refunds or credits if games or practices are cancelled due to extreme weather conditions. The club will make every effort to extend programs if arrangements can be made, however, there is no guarantee that fields/facilities/coaching staff will be available past the program's set dates.