

## MARKHAM SOCCER CLUB COMPETITIVE PROGRAM REFUND POLICY

Any Registered player in the competitive program may request a refund of fees paid to the club for seasons or programs.

Under no circumstances will any refunds be issued from "TEAM ACCOUNT" funds at any point of withdrawal.

### **Medical Reason**

A request for a refund shall be made in writing to the Club and directed to the Operations Manager and shall be based on medical reason(s) with supporting medical documentation from a health care provider.

The amount of the refund shall be determined by the Club as follows:

A. Before the Season/Program Start: If the player asks for a refund before the commencement of the season/program start date, defined as the start time for the player's team's first program session for that particular season, the player will be refunded the registration fee less the applicable administration/cancellation fee.

B. During the Season: If the player asks for a refund after the commencement of the season or program start date, defined as the start time for the player's team's first scheduled date for that seasonal program, the player will be refunded the registration fee, less the applicable administration fee, less the cost of the uniform, less the applicable OSA registration fees and less the cost of the prorated weeks in the program as a percentage of the total number of scheduled weeks for that season program as of the date of the withdrawal request versus the total number of scheduled program dates.

### **Non-Medical Reason**

If a player requests to withdraw from the Club/competitive team for a non-medical reason, the request for a refund shall be made in writing to the Club and directed to the Operations Manager.

If it is before the start of that seasonal program, defined as the start time for the player's team's first scheduled game or first program session for that particular season, the player will be refunded the cost of the registration fee less the applicable administration fee plus \$50, plus the cost of the OSA registration fee and the cost of the uniform.

If the request is submitted to the club after the beginning of the season or program start date, defined as the start time for the player's team's first scheduled program date, the player will not be eligible for a refund beyond the cost of the rep summer camp, if the summer camp fee was included in the club registration fees.

Definitions:

"Administration fee" means the published administration/cancellation fee as published on the club's registration documentation.

"Club" means the Markham Soccer Club.

"Cost of the uniform" means the current budgeted cost for all uniforms and/or equipment provided to the player at the beginning of the season.

"Health care provider" means medical doctor, nurse, nurse practitioner, chiropractor, physiotherapist, psychologist or psychiatrist.

"In writing" means hand written, typed or email communication.

"Medical opinion" is a written note from a health care provider explaining why the player is unable to play soccer for the season.

"Player" means the person requesting the refund, or in the case of incapacity or a minor, the person making the request on behalf of the player.

"Registration fee" means the regularly priced registration fee for a club program. It does not include any extra fees such as late registration fees, NSF fees or any other extraneous fees. It does not include fees paid to the club to the credit of individual team accounts.

"Season" means the soccer season or league you registered for.

"Team" means the player's team.