Markham Soccer Club

Refund & Credit Policy

Effective Date: August 2025

INTRODUCTION

This policy provides clear guidelines on the circumstances under which refunds/credits will be considered and issued for MSC programs, ensuring fairness and transparency for members while maintaining the financial stability of the Club. It will also outline when cancellation fees will apply and the amounts.

GENERAL RULE

All Markham Soccer Club programs, events, and products are non-refundable.

GENERAL PRINCIPLES

Refunds/Credits will only be considered under specific exceptional circumstances and will only be considered for fees paid directly to MSC. Any fees paid to third parties (e.g., leagues, tournaments, uniform items purchased separately) are strictly non-refundable without exception.

Refund/Credit requests must be submitted to the MSC office by email (info@markhamsoccer.org) stating the player's name, age, team and program in which they are currently registered. They must detail the reason for the request and include any necessary back-up documentation. Withdrawal and refund requests will not be handled over the telephone.

Submission of a request does not guarantee a refund/credit. Please allow four to six weeks for a request review. Note that non-attendance does not constitute a notice of withdrawal.

Some refunds/credits will be subject to an administrative fee as noted in Table 2, below.

Voluntary leaves and involuntary removals are not eligible for a refund and are subject to a cancellation fee (except as specified) as outlined in Table 1, below.

Processing time for approved refund payments/account credits is up to 30 days.

All approved refunds will be issued to the original payee according to the original form of payment.

All account credits are non-cashable and can only be used towards future MSC purchases.

All accounts must be paid in full and considered in "good standing" to request a transfer/de-registration from the competitive program.

NON-REFUNDABLE ITEMS WITHOUT EXCEPTION

The following are non-refundable regardless of circumstance:

- Uniforms or apparel once ordered.
- Tournament entry fees paid on behalf of the player.
- Travel expenses or third-party costs.
- Missed sessions ***due to weather***, facility closures, or personal scheduling conflicts.
- Funds obtained through team fundraising events or sponsorships.

CANCELLATION FEES (Table 1)

All voluntary leaves and involuntary removals will be subject to a cancellation fee as outlined below:

Program Type	Description	Cancellation Fee
DEVELOPMENTAL	All developmental programs for all age groups, including but not limited to; Grassroots Open Development.	**$250**
COMPETITVE	All competitive programs for all age groups, including but not limited to; Soccer for Life.	**$250**
RECREATIONAL	All recreational programs for all age groups, including but not limited to; Youth House League, Youth Academy League and Adult House League.	**$100**
EXCEPTION	Summer Camps.	**$0** $\begin{pmatrix} no\ cancellation \\ fee\ will\ apply \end{pmatrix}$

REFUND/CREDIT ELIGIBILITY (Table 2)

Consideration of refund/credit requests may be given, according to the following guidelines:

Situation	Description	Outcome
Force Majeure	Programs are disrupted, altered or cancelled due to circumstances ***beyond*** the Club's reasonable control. This includes, but is not limited to facility closures, public health emergencies, pandemics, labour disputes, government restrictions or other unforeseen events.	MSC *may* attempt to modify program delivery (e.g.: change location, adjust schedule, move sessions online). If above options are not possible, MSC will assess program and financial impact prior to potentially offering account credits for future programs where feasible.
Refund is requested due to medical reasons.	Participant can no longer attend for the remainder of the season due to medical reasons. Written notification and a doctor's note must be submitted for consideration. This must be a season-ending injury/illness.	A pro-rated refund (less a $75 admin fee) may be granted if a participant is unable to continue due to a **season-ending** injury, supported by a doctor's note stating that return to play within the current season is not possible.
Scheduling conflicts	A participant can no longer attend the season due to personal scheduling conflicts	**No refund will be issued**; a credit will be applied to the household account and must be redeemed within 2 seasons.
Participant cannot be accommodated in a program.	A participant cannot be accommodated due to divisions being full, insufficient enrolment in a program, or other reasons as determined by the Club.	A full refund will be processed.
Participant is removed from a program by the Club or another governing body.	A participant is removed from a program due to discipline, breach of MSC policies or other issues.	No refund will be issued, and a cancellation fee will be applied according to Table 1, above.