



Waterloo Minor Soccer Club

Refund Policy

POLICY STATEMENT

- This policy applies to registration fees paid directly to Waterloo Minor Soccer Club (“WMSC”) either online or in person.
- The principle behind WMSC’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.
- WMSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
- All refund requests must be made in writing to the WMSC office by the individual who paid the fee(s) either in person or via WMSC’s on-line request for refund procedure. Please allow 2-3 weeks for refunds to be processed.
- An administrative fee of \$50.00 will be charged on approved refunds.
- The final amount of any refund will be at WMSC’s discretion.
- WMSC shall not be responsible for any monies paid to a team, team coach or team official, and WMSC shall not entertain requests for any such refunds.
- WMSC 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.

YOUTH HOUSE LEAGUE REFUND POLICY

- ALL REFUNDS are subject to a \$50 Administrative Fee.
- CREDITS are not subject to a \$50 administrative fee.
- Refunds issued within 7 days will be subject to a deduction of the applicable weekly prorated amount.
- There will be no refund/credit of registration fees from 7 days after the program start date.
- Please refer to the WMSC website for the program start date and refund/credit deadlines.
- Refunds requested prior to the above-stated deadlines will be processed, minus the Club’s administrative fee.
- A paid registration fee shall be fully refunded in the event WMSC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and WMSC Injury Report Form shall be provided.
- A paid registration fee shall be partially refunded (pro-rated) if a player’s family is transferred to another city, province, or country (proof of transfer required).
- There will be no refund/credit for a registration fee if a player is suspended or expelled from WMSC under the Waterloo Minor Soccer Club’s discipline policy or code of conduct rules.

- The full uniform including shirt, shorts, and socks must be returned in order to receive your refund/credit

SKILL CENTRE / COMPETITIVE / OPDL / OPL REFUND POLICY

- ALL REFUNDS are subject to a \$50 Administrative Fee. CREDITS are not subject to a \$50 administrative fee.
- A paid registration fee shall be fully refunded in the event WMSC is unable to field a team. No administrative fee shall be withheld in this case.
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and WMSC Incident Report shall be provided.
- A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required).
- There will be no refund/credit of registration fees from 7 days after the program start date for the respective seasons.
- Please refer to the WMSC website for the program start date and refund/credit deadlines. The cost of player uniforms and player processing shall be deducted from the refund request. The uniform shall be considered the property of the respective player with the cost being considered as part of the refund request.
- Subsequent to accepting a place in the Grassroots Development/Competitive/OPDL program through the registration and payment process, there will be no refund at any point thereafter if a player or parent disagrees with the player's coach or team.
- There will be no refund/credit for a registration fee if a player is suspended or expelled from the OSA or WMSC under the respective discipline policies or code of conduct.

CAMPS & PROGRAMS REFUND POLICY

- ALL REFUNDS are subject to a \$50 Administrative Fee.
- CREDITS are not subject to a \$50 administrative fee.
- There will be no refund/credit of registration fees less than 7 days prior to the start of the program date for the respective camp or program.
- Refunds requested prior to the above-stated deadlines will be processed, minus the Club's set administrative fee.
- A paid registration fee shall be fully refunded in the event WMSC is unable to field a camp or clinic or provide a suitable program alternative. No administrative fee shall be withheld in this case.
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and WMSC Incident Report shall be provided.