



## REFUND POLICY

1. This policy applies to registration fees paid directly to Woodstock Soccer Club whether on line or in person.
2. This policy is intended to allow a reasonable period of time following registration for parents/players to withdraw while still safeguarding the financial stability of the club.
3. Once registration numbers are determined, WSC commits to expenditures that are not recoverable to the club if/when a member withdraws.
4. All refund requests must be made in writing and sent by email to [wscadministrator@woodstocksoccer.com](mailto:wscadministrator@woodstocksoccer.com) by the individual that paid the fee. 3 to 4 weeks must be allowed for refunds to be processed.
5. An administrative fee of \$25.00 will be charged on approved refunds.
6. The final amount of any refund will be at WSC's discretion.

### YOUTH HOUSE LEAGUE REFUND POLICY

*\*\*COVID 19 If the season is cancelled due to COVID 19 BEFORE it begins, a refund of registration fees would be provided minus a \$25 administration fee (per registration). If the season is cancelled AFTER it has already begun then the refund of fees would be **minus** any games played and **minus** the \$25 administration fee (per registration)*

**NO REFUNDS** will be given:

- If request is made **less than 14 days** before the program start
- Once the season has begun
- If a player is suspended or expelled under WSC's discipline policy or code of conduct rules
- Due to the cancellation of games or practices resulting from inclement weather

**A PARTIAL REFUND** will be considered:

- If a request is made **more than 15 days before** the program start. If the refund is approved, the registration fee, minus the club administrative fee of \$25 (per registration, if applicable) will be returned.
- If a player must withdraw due to medical reasons or injury, the registration fee minus any games already played plus the administrative fee of \$25, will be returned. \*the request must be received within 10 days of the injury occurring and medical documentation and WSC incident report shall be provided.

**FULL REFUND** will be provided:

- ONLY if Woodstock FC is unable to run an advertised program due to insufficient registration numbers

### COMPETITIVE LEAGUE REFUND POLICY

1. Subsequent to a player accepting a place on a Competitive team 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, team or tier placement.
2. There will be no refund or transfer for a registration fee if a player is suspended or expelled from Ontario Soccer or WSC under the respective discipline or code of conduct policies.