

RECREATIONAL PROGRAMS REFUND POLICY

The purpose of this policy is to clearly define the circumstances in which participants in our Recreational programs and Skills Development programs will receive a refund of registration fees.

Dixie Soccer Club (DSC) adheres to a strict refund policy which applies to the Clubs Recreational and Skills Development programs registration fees paid directly to DSC either online or in-person.

The principle behind DSC's Refund Policy is to allow a reasonable period of time following registration for parents/players to withdraw, while safeguarding the long-term financial stability of the Club. DSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the club if/when a member withdraws.

This policy encompasses both our Outdoor and Indoor Recreational and Skills Development programs (with the exception of Competitive/REP soccer).

- All refund requests must be submitted in writing, a maximum of **1-week prior** to season start, to the DSC office via email to dixiesoccerclub@rogers.com. Refund requests sent in any other manner will not be processed. Please allow 4-6 weeks for refunds to be processed.
- All refunds are subject to a **\$50** Administration fee.
- A full refund will be issued if DSC is unable to field a team or provide a reasonable program alternative. No Administrative fee will be applicable.
- There is no refund of any fees if a player/team/parent is suspended or expelled from Ontario Soccer, Peel Halton Soccer Association, or the Dixie Soccer Club for violation of discipline policies or codes of conduct.
- There will be no refund if a player or parent disagrees with the player's coach, team, or tier placement.
- No refunds will be issued for sessions cancelled due to severe weather or facility closures.

When a player is registered, and the appropriate fees are fully paid, a refund or credit may be granted only under the following criteria:

- Prior to the season commencing, a refund is granted, without reason, (less admin fee).
- After the season has started, up to and including the second week of play, a pro-rated credit for the next season will be granted.

No refunds and/or credits will be issued after this point in time, except under the following circumstances.

If a player needs to withdraw due to medical reasons prior to 50% of completion of the program:

- The paid registration fee shall be partially refunded (pro-rated), minus the club administration fee and equipment costs (uniform, soccer ball), for medical reasons within 14 days of the injury occurrence. Medical documentation to support the claim must be provided.
- No refund will be provided if more than 50% of the program has been completed.

Note: where the injury is soccer-related, no refund can be provided as this would cause the insurance coverage to be negated. Such requests will be dealt with on a case-by-case basis.

In signing the Dixie SC Registration form, you accept the Club's registration conditions and financial implications.