



REFUND POLICY

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

POLICY STATEMENT

1. All refunds and their respective amounts are at the sole discretion of the club.
2. This policy applies to registration fees paid directly to Dixie Soccer Club (DSC) either online or in person.
3. The principle behind DSC'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.
4. DSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
5. All refund requests must be made via email to info@dixiesoccerclub.com. Please allow 4-6 weeks for refunds to be processed.
6. An administrative fee of \$50.00 will be charged on approved refunds.
7. DSC shall not be responsible for monies raised or collected by teams through sponsorship or fundraising efforts and shall not entertain requests for any such refunds.

YOUTH HOUSE LEAGUE REFUND POLICY

1. There will be no refund/transfer of registration fees from 14 days before the program start date. Please refer to the Recreational Programs start date on the club's website.
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's administrative fee (\$50).
3. A paid registration fee shall be fully refunded in the event DSC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
4. 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 DSC Incident Report shall be provided. Any refund requested due to player injury will be considered at the sole discretion of the Club. Note: Where the injury is soccer-related, insurance coverage will be negated should a refund be approved by the Club.
5. 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). Any refund requested due to family transfer will be considered at the sole discretion of the Club.
6. There will be no refund/transfer for a registration fee if a player is suspended or expelled from DSC under the Dixie Soccer Club's discipline policy, zero tolerance policy, or code of conduct rules.
7. There will be no refund issued for sessions cancelled due to severe weather or facility closures.

SENIOR HOUSE LEAGUE REFUND POLICY

1. Team deposit paid by captains is non-refundable.
2. There will be no refund/transfer of registration fees (individual) from 14 days before the program start date. Please refer to the Senior Programs start date on the club's website.
3. Refunds requested prior to the above stated deadline will be processed, minus the Club's administrative fee (\$50).
4. A paid registration fee shall be fully refunded in the event DSC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.

5. 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 DSC Incident Report shall be provided. Any refund requested due to player injury will be considered at the sole discretion of the Club. Note: Where the injury is soccer-related, insurance coverage will be negated should a refund be approved by the Club.
6. 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). Any refund requested due to family transfer will be considered at the sole discretion of the Club.
7. There will be no refund/transfer for a registration fee if a player is suspended or expelled from DSC under the Dixie Soccer Club's discipline policy, zero tolerance policy, or code of conduct rules.
8. There will be no refund issued for sessions cancelled due to severe weather or facility closures.

REP/COMPETITIVE REFUND POLICY

1. A paid registration fee shall be fully refunded in the event DSC is unable to field a team. No administrative fee shall be withheld in this case.
2. A paid registration shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and DSC Incident Report shall be provided. Any refund requested due to player injury will be considered at the sole discretion of the Clubs Board of Directors. Note: Where the injury is soccer-related, insurance coverage will be negated should a refund be approved by the Clubs Board of Directors.
3. A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another province, or country (proof of transfer required). Any refund requested due to family transfer will be considered at the sole discretion of the Clubs Board of Directors.
4. There will be no refund/transfer of registration fees once a player is registered for a REP/competitive program (Annual, Seasonal – Indoor/Outdoor). Subsequent to accepting a place in the REP/Competitive division 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.
5. There will be no refund/transfer for a registration fee if a player is suspended or expelled from Ontario Soccer, Peel Halton Soccer Association, or Dixie Soccer Club under the respective discipline policies, or code of conduct.
6. There will be no refund issued for sessions cancelled due to severe weather or facility closures.