



Refund Policy

POLICY STATEMENT

1. This policy applies to registration fees paid to Maple Leaf Cavan FC (MLCFC).
2. The principle behind our 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 individual teams and the club.
3. For teams and the club, a number of expenditures are incurred once the registration process begins with the relevant league and as preparations for the playing season occur. If expenses have been incurred, these are not recoverable by the team or the club should a member choose to withdraw as a player. These expenditures shall be taken into account in pro rating expenses and considering requests for a refund under the circumstances described in items 8 and 9 below.
4. All refund requests must be made in writing, indicating the reason for the request, to the Team Manager with a copy to the Club Registrar by the individual who paid the fee(s). As a general guideline, refund requests will be decided within 4-6 weeks of receipt.
5. The final amount of any refund will be decided by the Team Manager and Club Registrar at their discretion or in special or extenuating circumstances at the discretion of the Director of Operations, Competitive.
6. Requests for refunds of monies collected by players/parents or teams through sponsorship or fundraising efforts will not be considered for any refund. Any monies submitted to a team from fundraising or sponsorship shall remain with the team to be used as it deems appropriate. If monies are outstanding or owed to the team from fundraising or sponsorship, a player refund will not be processed until this money is received by the team.

POLICY

7. A paid registration fee shall be refunded in the event that MLCFC is unable to field a team or offer a suitable program alternative. Any outstanding expenses of the team will be shared across the team membership in the calculation of refunds. The Head Coach will endeavour to make a decision to abandon a team prior to any significant commitment of expenses.
8. A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons prior to October 31st during the indoor training season or May 31st for the outdoor season (a doctor's note shall be provided).



Policies and Procedures

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9. 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).
 10. There will be no refund of registration fees once a player is registered and the season (indoor or outdoor) has started (i.e. player is registered into the system).
 11. There will be no refund for a registration fee if a player is suspended or expelled from MLCFC under discipline policies or the code of conduct. This policy also applies in the event of disciplinary action taken by the league resulting in suspension.
 12. There will be no refund if a player withdraws due to medical reasons after the deadlines set out above with the exception of extenuating circumstances which must be presented to and approved by the Director of Operations - Competitive in consultation with the Team Manager and the Club Registrar.

MLCFC Policy Effective June 2013