



# ISC Refund Policy (2024)



## **POLICY STATEMENT**

1. This policy applies to registration fees paid directly to Innisfil Soccer Club (ISC) either online or in person.
2. The principle behind ISC'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.
3. ISC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
4. All refund requests must be made in writing to the ISC office by the individual who paid the fee(s) in person or via email to ISC's General Manager for refund procedure. Please allow 2-4 weeks for refunds to be processed.
5. An administrative fee of \$35.00 will be charged on approved refunds.
6. The final amount of any refund will be at ISC's discretion or in special or extenuating circumstances at the discretion of the ISC's General Manager.
7. ISC shall not be responsible for any monies paid to a team, team coach or team official and ISC shall not entertain requests for any such refunds.
8. ISC 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.

### **A. YOUTH HOUSE LEAGUE REFUND POLICY**

1. There will be no refund/transfer of registration fees from 14 days before the program start date.
2. Please refer to the Youth Days of Play document for program start date and refund/transfer deadlines.
3. Refunds requested prior to the above stated deadlines will be processed, minus the Club's administrative fee.
4. A paid registration fee shall be fully refunded in the event ISC 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 (prorated) if a player withdraws due to medical reasons within 14 days of injury occurrence or, in the case of extenuating circumstances, shall be at the discretion of the General Manager. Medical documentation and ISC Incident Report shall be provided.
6. A paid registration fee shall be partially refunded (prorated) if a player's family is transferred to another city, province or country (proof of transfer required).
7. There will be no refund/transfer for a registration fee if a player is suspended or expelled from ISC under the Innisfil Soccer Club's discipline policy or code of conduct rules.

### **B. ADULT WOMEN HOUSE LEAGUE REFUND POLICY**

1. There will be no refund/transfer of registration fees (individual) from 14 days before the program start date.
2. Please refer to the Adult Days of Play document for program start date and refund/transfer deadlines.
3. Refunds requested prior to the above stated deadline will be processed, minus the Club's administrative fee.
4. Adult players who registered via a team registration should contact the General Manager for their refund.
4. A paid registration fee shall be fully refunded in the event ISC is unable to field a league a suitable program alternative. No administrative fee shall be withheld in this case.
5. A paid registration fee shall be partially refunded (prorated) if a player withdraws due to medical reasons within 14 days of injury occurrence or, in the case of extenuating circumstances, shall be at the discretion of the General Manager. Medical documentation and ISC Incident Report shall be provided.
6. A paid registration fee shall be partially refunded (prorated) if a player's family is transferred to another city, province or country (proof of transfer required).

### **C. COMPETITIVE/DEVELOPMENT/ADP REFUND POLICY**

1. A paid registration fee shall be fully refunded in the event ISC is unable to field a team. No administrative fee shall be withheld in this case.
2. A paid registration fee shall be partially refunded (prorated) if a player withdraws due to medical reasons within 14 days of injury occurrence or, in the case of extenuating circumstances, shall be at the discretion of the General Manager. Medical documentation and ISC Incident Report shall be provided.
3. 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).
4. There will be no refund/transfer of registration fees from 14 days before the program start date for the respective seasons (Fall/Winter, Summer).
5. Please refer to the official ISC program outline for program start date and refund/transfer 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.
6. Subsequent to accepting a place in the Competitive/Development/ADP 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, team or tier placement.
7. There will be no refund/transfer for a registration fee if a player is suspended or expelled from the OSA or ISC under the respective discipline policies or code of conduct.

### **D. CAMPS & CLINICS REFUND POLICY**

1. There will be no refund/transfer of registration fees:
  - 14 days prior to a P.A. Day Camp
  - 14 days prior to March Break Camp
  - 14 days prior to the start date of the registrants week of Summer Fun Camp
  - 14 days prior to the start date of any clinics, courses or specialty camps
  - Please refer to camps/clinics website pages for program start dates and refund/transfer deadlines.
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's set administrative fee. 3. A paid registration fee shall be fully refunded in the event ISC is unable to field a camp or clinic or provide a suitable program alternative. No administrative fee shall be withheld in this case.
3. 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 General Manager. Medical documentation may be requested.
4. A paid registration fee shall be partially refunded (prorated) if a player's family is transferred to:
  - another city, province or country (proof of transfer required).
  - There will be no refund/transfer for a registration fee if a player is suspended or expelled from ISC under the Innisfil Soccer Club's discipline policy or code of conduct rules.